



ACCENT
LEARNING & CONSULTING

Course Catalog

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INTRODUCTION	3
BUSINESS WRITING	4
• Business Writing	
COMMUNICATION & PROFESSIONAL DEVELOPMENT	4
• DiSC Team Building	
• Emotional Intelligence	
• Gender Communication	
• Mad Men to #MeToo – A Discussion Forum for Leaders and Teams	
• Meeting Management	
• Managing Multiple Priorities and Interruptions	
• Presentation Skills	
FIVE BEHAVIORS OF A COHESIVE TEAM	6
GENERATIONAL COMMUNICATION	7
• Managing Generations	
• Leveraging Generational Differences	
LEADERSHIP SKILLS	7
• Work of Leaders	
• Managing Multiple Priorities and Interruptions	
COACHING	8
• Business and Executive Writing	
• Communication Effectiveness	
• Generational Management	
• Presentation Skills	
CONFERENCE TOPICS	8
RATES	9



YOUR ONE-STOP TRAINING EXPERTS

Since 2004, Accent Learning and Consulting, LLC, has facilitated professional development sessions and discussions designed specifically to provide communication solutions for the business professional.

Our founder, Sarah Gibson, holds a Master's degree in Communication and has been teaching communication courses since 1999 in academic and business environments. With Sarah and other dynamic instructors, we are ready to meet your learning and development needs.

COURSE OFFERINGS

Your business needs are varied, so we've created a team of experts with experience in a variety of fields. Whether your need is business writing, communication skills, generational expertise, managerial skills or time management, we have professionals ready to provide action-oriented learning for your organization.

Read our course descriptions to learn more about how our exceptional programs support your organization's professional development needs.

CONFERENCE AND KEYNOTE TOPICS

Ask about adapting our classes into a conference / keynote format. Refer to the conference page at the back of our learning catalog to learn more.

ENGAGE US!

Contact us today to explore how our sessions, conference topics and keynotes can support your organization's professional development goals.

With fast-paced business environments, your professional development becomes even more critical to your long-term success. Our classes will help you hone and develop best practices in a variety of areas including: business writing, communication, productivity and effectiveness, team building and leadership.

BUSINESS WRITING

Business Writing

Designed with practical tips and tools for the every-day writer who wants to write clearer, faster, more effective messages, this half-day session discusses how to:

- Organize your writing for the most effective results
- Use active voice
- Construct parallel lists and bulleted material
- Choose 21st century language—balancing professional and casual
- Use updated grammar
- Edit and proof material



COMMUNICATION AND PROFESSIONAL DEVELOPMENT

DiSC Team Building

DiSC is a communication style model designed to help us understand our communication needs and preferences, along with the needs and preferences of others. Once we understand the key needs behind our actions and preferences, we are then able to adapt our style to be more effective with others. In this half-day workshop, we will help you:

- Discover the four styles of behavior and general preferences of your style
- Identify your strengths and what happens when you overuse those communication behaviors
- Learn to read other styles and preferences
- Discover when your behavior is in conflict with others
- Learn how to adapt your communication style to other styles

Emotional Intelligence

Maximize your effectiveness by understanding the link between emotions and behaviors and then leveraging the link to achieve greater results. This session will:

- Explain the four phases of emotional intelligence
- Identify opportunities to change behaviors to more effectively manage work and personal interactions
- Identify methods and techniques to improve your emotional intelligence

Gender Communication

This half-day session focuses on understanding gender communication in the workplace by examining the innate and learned behaviors of male and female communication styles. Specifically, we will cover:

- Individual contributions and challenges to gender communication
- Research-based gender communication tendencies
- Skills for adapting to individual styles
- Effective communication, appreciation, and respect for both genders

Mad Men to #MeToo – A Discussion Forum for Leaders and Teams

This quarter- to half-day session moves beyond the legal function of sexual harassment training, this session focuses on opening the conversation around understanding the everyday situations keeping us from working together for the greatest impact.

This session provides a forum for respectful dialogue on everything from the role of perception, to practical questions like: What are the new norms around meeting with the door closed and can I offer to hug an employee? Specifically, we'll:

- Create safe dialogue with all levels of the organization around the difficult topic of gender-safe environments
- Learn to understand each other's perspectives
- Create new aligned or realign values and behaviors customized for organizational success and workplace appropriate
- Align, realign or reaffirm workplace behaviors to create a productive, effective and engaging culture across genders

Meeting Management

This half-day session focuses on making your meetings more effective and efficient. Specifically, we'll help you:

- Determine if a meeting is necessary
- Choose the type of meeting
- Prepare for a meeting
- Create and manage an agenda
- Manage participants
- Use decision making tools
- Evaluate the effectiveness of meetings

Managing Multiple Priorities and Interruptions

Designed for employees who deal with shifting priorities and continuous interruptions. This half-day session will help you:

- Assess your personal level of effectiveness
- Determine individual time robbers and strategies for success
- Determine and use effective time management tools to prioritize activities and manage tasks
- Prioritize on the fly
- Use one-task brain mode for multiple stimuli
- Teach critical questions to help your team manage multiple priorities
- Implement a prioritizing system to assist in controlling workflow, time, space and interruptions

Presentation Skills

This half-day session focuses on making your presentations dynamic and engaging. Specifically, we'll discuss how to:

- Prepare and plan presentations
- Analyze and understand audience needs
- Create rapport
- Deliver with charisma and energy
- Use PowerPoint successfully
- Handle Q & A effectively

THE FIVE BEHAVIORS OF A COHESIVE TEAM

Your Team Can Do Better

THE FIVE BEHAVIORS OF A COHESIVE TEAM is an assessment-based learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible. Powered by Everything DiSC®, the profiles help participants understand their own DiSC® styles. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge - for individuals, the team and the organization.



THE SINGLE MOST UNTAPPED COMPETITIVE ADVANTAGE IS TEAMWORK.

To gain this advantage, teams must:

TRUST One Another

When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.

Engage in CONFLICT Around Ideas

When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.

COMMIT to Decisions

When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.

Hold One Another ACCOUNTABLE

When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.

Focus on Achieving Collective RESULTS

The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

What does this program do?

The program helps teams understand how, as a team, they score on the key components of The Five Behaviors model: trust, conflict, commitment, accountability and results. Each person on the team will also understand their own personality style and their team members styles, based on the DiSC® model: D: Dominance, i: Influence, S: Steadiness, and C: Conscientiousness, and how their style contributes to the team's overall success.

Who is it for?

The program is designed exclusively for intact teams and work groups. The Five Behaviors of a Cohesive Team harnesses the power of Everything DiSC and the clarity and simplicity of The Five Dysfunctions of a Team model.

How does it work?

The Five Behaviors Model is used to help team members learn to work together more efficiently and effectively and become a more cohesive team. A productive, high-functioning team:

- Makes better, faster decisions
- Taps into the skills and opinions of all members
- Avoids wasting time and energy on politics, confusion and destructive conflict
- Avoids wasting time talking about the wrong issues and revisiting the same topics over and over again because of a lack of buy-in
- Creates a competitive advantage

GENERATIONAL COMMUNICATION

Managing the Generations

This half-day generational session will examine leadership from a generational perspective, providing you with insight into:

- Who the generations are and what the characteristics are of each
- What the generations have in common
- How the generations approach work using unique strengths that sometimes divide
- How to adapt leadership to best motivate, involve and engage employees

Leveraging Generational Differences

While your leaders may understand the impact of generational differences in the workplace, your teams can also benefit from this half-day session designed to help teams:

- Understand the different perspectives each generation brings to the workplace
- Discuss the causes of generational differences
- Talk through most common clash points
- Value the strengths of each generation



LEADERSHIP SKILLS

Work of Leaders

Designed for supervisors, managers and potential managers, who want to understand and utilize best leadership practices. The Work of Leaders reveals key components to Vision, Alignment, and Execution of company goals and deliverables. Built into the Work of Leaders' model is a foundation in DiSC styles related to leadership preferences. This half-day session will help you:

- Understand the practices and actions of leadership Vision, Alignment and Execution
- Assess and rate individual tendencies in each practice
- Give actionable steps for improving leadership skills in each area

Managing Multiple Priorities and Interruptions

Designed for managers who deal with shifting priorities and continuous staff communication needs. This half-day session will help you:

- Determine individual time robbers and strategies for success
- Prioritize on the fly
- Use one-task brain mode for multiple stimuli
- Teach critical questions to help your team manage multiple priorities.

COACHING

At Accent, we know that learning requires long-term development that is often best supported by an outside expert who can work one-on-one with you.

Through a retainer relationship, we partner with business professionals to help them develop individual skill sets. Contact us for more information on individual coaching in:

- Business and Executive Writing
- Communication Effectiveness
- Generational Management
- Managerial Skills
- Presentation Skills
- Professional Development



CONFERENCE TOPICS

Most of our classes have and can be adapted into a conference format. Here are our main conference titles:

- Geezer. Punk. Whatever. Bridging the Generational Divide
- Succeeding through Failure
- Cracking the Communication Code
- Finding Your Voice
- Leisure Suit to Hipster: Update Your Business Writing Style
- Powerful Presenters
- Embracing the Reality of You
- Tips and Tools for Tough Conversations





ENGAGE US

Our practical, immediately applicable sessions are interactive, hands-on, and adult-learner focused. We work hard to bring you customized material in a cost effective professional development option.

Hire an Associate:

Quarter-Day Rates \$2,000	Half-Day Rates \$3,000	Full-Day Rates \$5,000
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Hire Sarah Gibson:

Quarter-Day Rates \$3,000	Half-Day Rates \$4,000	Full-Day Rates \$6,500
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Fee includes materials, facilitation and program customization unless specified.

For optimal learning, we recommend no fewer than 8 and no more than 30 participants in each session. Exceptions may include conference settings and keynote addresses.

Contact us today to explore how our in-house programs can support your organization's professional development goals.