



PROFESSIONAL DEVELOPMENT

Professional development focuses on the skills essential to working with or managing others, including personal effectiveness, leadership skills, team building, diversity and overall performance improvement.

There are two streams to JeMM Consultants' professional development program: **Intensive Programs** and **Quick Hits**.

INTENSIVE PROGRAMS	QUICK HITS	
<p>Training programs designed for individuals whose job requires skills and knowledge development in the areas of leadership, team effectiveness, presentation, customer service and/or instructor training.</p> <ul style="list-style-type: none"> ◆ Leadership (5 days) ◆ Team Effectiveness (5 days) ◆ High Impact Presentation Skills (5 days) ◆ Customer Service Management (3 days) ◆ Train the Trainer (5 days) 	<p>One-day workshops designed for individuals who want to develop their soft skills and improve their overall performance in the workplace. Workshop objectives are immediately actionable and therefore, organizations realize an immediate return on their investment.</p> <ul style="list-style-type: none"> <li style="width: 50%;">◆ Personal Effectiveness <li style="width: 50%;">◆ Developing Teams with Vision (Team Building) <li style="width: 50%;">◆ Carrots over Sticks (Motivation Skills) <li style="width: 50%;">◆ A Window of Opportunity (Diversity) <li style="width: 50%;">◆ Two Ways to Guide Employees (Coaching) <li style="width: 50%;">◆ Negotiating a Win/Win Resolution <li style="width: 50%;">◆ Take the Lead (Leadership) <li style="width: 50%;">◆ Making Meetings Work <li style="width: 50%;">◆ The Time of Your Life (Time Management) <li style="width: 50%;">◆ The Art of Delegation <li style="width: 50%;">◆ The Floor is Now Yours (Presentation Skills) <li style="width: 50%;">◆ Empowering Personal Change (Mentoring) <li style="width: 50%;">◆ What Will It Take? (Empowerment) <li style="width: 50%;">◆ A Modern Day Dilemma, Sexual Harassment 	

PERSONAL EFFECTIVENESS

It is our recommendation that individuals start their professional development plan by attending our *Personal Effectiveness* workshop. This one-day introductory workshop takes common sense and turns it into common practice by giving participants the opportunity to discuss and focus on their interpersonal skills.

By the end of this workshop, you will be able to:

1. Focus on the situation, the issue or the behavior not on the person involved in the interaction
2. Maintain the self-esteem and self-confidence of the person you are dealing with even if you disagree
3. Maintain constructive relationships in difficult situations
4. Take the initiative to make things better
5. Listen to understand and lead by example
6. Formulate a personal action plan for improvement

Personal Effectiveness is designed for individuals wanting to develop their ability to approach interactions with confidence and without making others confused or defensive. This workshop works well for intact work teams requiring development in fundamental interpersonal skills.