



# Quantum Services

## Welcome To The Training Catalog!

Quantum Services is a company made up of individuals with experience and expertise that can help you maximize your most important asset . . . your people. We draw on our collective talents and abilities to achieve increased performance, quality, and profitability for your organization through our training, HR consulting and software tools.

### Catalog Navigation

This catalog is designed to help you select training by course title or by the competency and skill you would like to improve. The following directions will help you navigate the catalog.

*If you know what class you want*, we recommend you start in the [Table of Contents](#). Class titles are listed alphabetically.

*If you know what competency needs to be improved* but not the title of the class you need, you may want to start with the [Competency Links Index](#). Once you're in the Index, locate the competency you are looking for to see a list of classes that will improve that competency. If you need more information on one of the classes, click on the title and the catalog will take you to the course outline.

*If you would like a pre-set Curriculum* for specific groups of people, click on [Curriculums](#) to view curriculums that other customers have found helpful. Ctrl+Home on your keyboard will bring you back to this page.

If you would like to see who supplies each program, click on [Class List](#)

And remember, if it's not in the catalog; call us at (866) 241-3122. We can do most any thing you have in mind. Whether you need a range of complete services or help in a particular area, we can professionally assist you in achieving your goals.

# Quantum Services

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# Quantum Services

## Our Training Methods

The goal of training is on-the-job application.

That's why all Quantum programs are learner centered and delivered by facilitators, not instructors. Each program includes exercises using participants' real-world experiences and offers various mediums in each session to appeal to all learning styles. We use interactive activities, individual exercises, video examples and especially, skill application practice! All this adds up to programs that encourage active involvement, making learning memorable and application more likely.

We adjust to fit the distinctive needs of your organization, on-the-fly if need be. We can bring an experienced training professional to your site for groups or provide you with an open enrollment workshop schedule for individuals. We have off-the-shelf programs that fit within a tight budget and time-frame or we can custom design a program to fit your unique situation. If you're like most of our customer's, you'll want something some where in between!

Quantum has over 60 proven workshops designed for application, reinforcement and action. Our experience covers front-line manufacturing employees, seasoned management, sales teams, phone service staff, medical professionals and everything in between.

If budget is a concern, we can help with grant writing. Remember, the benefits of training are not incalculable. They are measurable in cost improvements, in productivity, reduced employee turnover, improved hourly costs-per-unit, and the quality of the products, processes and relationships within your organization.

Quantum Services works with fortune 500 companies and 50 person companies, from full outsourcing and coordination of training to one time training events.

Let us provide you with the perfect fit for your people.



# Quantum Services

## Curriculums

The following are suggested curriculums that other customers have found beneficial. All Curriculums would be customized to your company's particular needs.

### Leadership: Strategic Focus

- Building an Environment of Trust
- Empowering Leader
- Leadership: Facilitating Change
- Partnerships: Creating Synergy
- Strategic Thinking

### Leadership: People Focus

- Coaching for Improvement
- DiSC – Dimensions of Behavior
- IM Essentials
- Guiding Human Performance
- Managing Performance Problems
- Meeting Skills & Tools
- Negotiation Skills
- Reviewing Performance Progress
- Problem Solving
- Resolving Conflict
- Setting Performance Expectations
- Targeted Selection



# Quantum Services

## Leadership: Team Focus

- Continuous Improvement
- DiSC – Dimensions of Behavior
- IM Essentials
- Leading Change
- Leading Successful Meetings
- Leading Work Teams
- Problem Solving
- Project Management
- Resolving Conflict
- Training Others
- Trouble Shooting Your Team

## Professional Development & Technical Skills

- Building Trust
- Business & Technical Writing
- Contributing to Meeting Success
- DiSC – Dimensions of Behavior
- Industrial Engineering 101
- Interaction Skills for Success
- Lean Manufacturing Simulation
- Negotiation Skills
- Presentation Skills Workshop
- Project Management
- Targeted Selection
- Time Management
- Working Through Conflict



# Quantum Services

## Team Work

### *Forming*

- Contributing to Meeting Success
- Interaction Skills for Success
- Reaching Group Agreement
- Working As A Team

### *Storming*

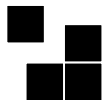
- Adapting to Change
- Building Trust
- Valuing Diversity
- Working Through Conflict

### *Norming*

- Continuous Improvement
- Problem Solving

### *Performing*

- Training Others





# Quantum Services

## Adapting to Change

This highly interactive class focuses on the individual as the point of power when organizations must respond to change or implement change efforts. Tools are provided to boost performance in change situations.

### Objectives:

Participants will be able to:

- Experience change without a loss in productivity or performance.
- Take charge of change by learning to act on areas they can influence.
- Develop an action plan for adapting and implementing change.
- Support, guide, and encourage others to adapt more effectively to change.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

Course Length: 4 hours

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, Coping & Stress, Leading Change, Leadership: Facilitating Change





# Quantum Services

## Anger Management

This program helps shed light on the process of anger as a physiological response and how we can keep productive anger from exploding into damaging rage.

### Objectives:

- Learn about the process of anger/conflict
- Take an anger assessment & learn your anger level
- Explore your choices for handling anger
- Practice tools for handling anger in yourself and others
- Prepare to conduct conflict resolution discussions

### Audience:

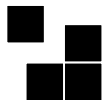
Anyone interested in improving their relationships with others. Class size of 10 – 18 ideal.

Course Materials: \$ 33.00

Course Length: 4 hours

### Suggestions:

If you are interested in this course may also be interested in: Challenge of Difficult People, Coping & Stress, DiSC – Dimensions of Behavior, IM Essentials, Influencing Others, Myers Briggs: Improving Teamwork, Resolving Conflict





# Quantum Services

## Basic Business Economics

Today's competitive environment requires everyone in a company to understand how the business operates and makes money.

This program will show all employees how to think like a business owner. Participants will learn the basics of balance sheets and profit and loss statements. They will understand and work with ratios to begin to identify problem areas and strategies to improve the value of the company.

Topics explored include current & fixed liabilities, gross margin, cost & effect, cash flow, working capital, invested capital, current & fixed assets, competitive analysis and cost justification.

### Objective:

Understand the fundamentals of business money management, cash flow, assets, liabilities and how they all interact to effect profitability and the health of a business.

### Audience:

This workshop will build the understanding of Front-Line Production to Mid-Level Management Employees. People at all levels of the organization can benefit from the exercises. Class size of 10 – 18 ideal.

**Course Length:** 6 Hours

**Course Materials:** \$ 54.00 (not available as materials only)

### Suggestions:

If you are interested in this course may also be interested in: Making Effective Decisions, Negotiation Skills, Strategic Thinking





# Quantum Services

## Building An Environment Of Trust

This program positions trust as the foundation on which a high-involvement organization is built. This module builds awareness around common trust traps and provides strategies for leaders to raise the level of trust in those they lead.

### Objectives:

- Describe your vision of a trusting work environment and develop a plan for achieving it.
- Influence others about the benefits of solid, trusting relationships.
- Encourage open communication, thereby strengthening trust and contributing to your team's and organization's success.
- Plan an on-the-job strategy for strengthening trust within an interdependent environment.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

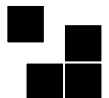
Course Length: 8 hours

Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, Coaching: Developing High Performance, The Empowering Leader, Leadership: Facilitating Change





# Quantum Services

## Building Trust

This program helps participants discover their personal role in cultivating an environment of trust in their organization. They learn to avoid five "Trust Traps" and they are given five Trust Techniques to help them both earn and build trust with others.

### Objectives:

Participants will learn how to:

- Take specific action to strengthen trust in personal interactions.
- Know how to recognize and avoid actions that commonly damage trust.
- Use techniques to build trust with co-workers, team, leaders, and others

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: IM Essentials, Influencing Others, Interaction Skills for Success, Building An Environment Of Trust





# Quantum Services

## Business & Technical Writing

Learn the basics of good technical writing and proven techniques for writing effectively in English. Reviewing the basic rules of grammar and punctuation and planning and organizing before beginning a project. Clarify frequently confused terms and increase your vocabulary with hundreds of new words and phrases.

### Objectives:

- Organize your material by purpose and audience.
- Write with greater clarity-in less time.
- Create more powerful documents to communicate and sell your ideas.
- Present complex technical information simply.
- Express ideas and information clearly in memos, letters, reports, and other business correspondence.
- Proof-read and edit with greater ease.

### Audience:

This comprehensive workshop is designed to improve the written communication skills of business and technical professionals at all levels. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 45.00

### Suggestions:

If you are interested in this course may also be interested in: Basic Business Economics, Problem Solving, Writing Basics, Business Etiquette





# Quantum Services

## Business Etiquette

Companies spend hundreds of thousands and even millions of dollars on their products, services, buildings and advertising to create an image they want others to perceive. Highly successful companies add polished employees to that mix for maximum impact.

### Objectives

- Improve your first impression
- Telephone and email etiquette
- Special events and fine dining tips
- Looking good in print
- How to treat your boss
- Professional presence in business casual

### Audience:

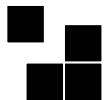
Anyone who would like to improve their professional presence. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 33.00

### Suggestions:

If you are interested in this course may also be interested in: IM Essentials, Influencing Others, Interaction Skills for Success, Presentation Skills, Supporting Others





# Quantum Services

## Challenge of Difficult People

Learn how to handle difficult interactions through prevention and intervention techniques. This class will help you work with people who at times can be trying. Turn those unproductive emotional situations into satisfying interactions.

### Objectives:

- Identify what 'difficult' means to us and why
- Discuss causes of negative behavior
- Identify prevention tactics
- Practice confrontation tactics
- Develop a plan to handle your challenge

### Audience:

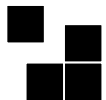
All employees at all levels of the organization.

Course Length: 4 hours

Course Materials: \$ 33.00

### Suggestions:

If you are interested in this course may also be interested in: Anger Management, Coping & Stress, DiSC – Dimensions of Behavior, IM Essentials, Influencing Others, Managing Performance Problems, Myers Briggs: Improving Teamwork, Resolving Conflict, Reaching Group Agreement, Service Plus





# Quantum Services

## Coaching: Developing High Performance

This program shows leaders how to guide people to accomplish a task or solve a problem on their own and become self-leading.

### Objectives:

Participants will be able to:

- Guide others to think for themselves when taking on a new challenge or solving problems.
- Balance telling and seeking to encourage involvement, provide support, and share responsibility.
- Develop all team members -- with individual styles, abilities, and motivations—into high performers.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 8 hours

Course Materials: \$ 50.00

### Suggestions:

If you are interested in this course may also be interested in: Coaching For Improvement, Feedback Fundamentals,

Guiding Human Performance, **Error! Reference source not found.** Reviewing Performance Progress, Setting Performance Expectations





# Quantum Services

## Coaching For Improvement

This program prepares leaders to encourage and support change when individuals or teams experience performance or work habit problems. Participants learn to position gaps in performance with the natural consequences on others and on the organization.

### Objectives:

Participants will be able to:

- Identify performance gaps and poor work habits.
- Influence people to commit to improvement.
- Gain the ability to develop and execute an improvement plan.
- Maintain a tracking program.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

Course Materials: \$ 50.00

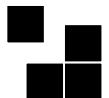
Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance,

Guiding Human Performance, Managing Performance Problems, Reviewing Performance Progress, Setting Performance Expectations, Mastering Interaction Skills





# Quantum Services

## Coaching for Success

This program introduces skills for guiding individuals and teams toward achieving successful results. Leaders learn how to recognize and approach each coaching opportunity as a catalyst success, and provide the spark people need to prompt them toward successful results.

### Objectives:

- Recognize and follow through on opportunities to coach people in a variety of situations, such as learning new skills, facing challenging problems, and making important decisions.
- Prepare for and conduct effective coaching discussions, using the Interaction Guidelines, Process Guidelines, and Key Principles.
- Encourage people to achieve continuing success.
- Handle coaching challenges, such as lack of confidence, overconfidence, or resistance to coaching.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance, IM Essentials, Delegating For Productivity & Growth, Coaching For Improvement, Managing Performance Problems



# Quantum Services

Guiding Human Performance, Reviewing Performance Progress, Setting Performance Expectations

## Communicating and Listening

This program focuses on the most critical elements for successful communication—actively listening, minimizing distractions, using questioning and disclosure techniques, using nonverbals effectively, and matching the message to the medium.

### Objectives:

The objectives of this class are to:

- Learn how to send and receive clear and accurate messages.
- Learn how to listen actively and maintain open communications.
- Learn how to manage distractions and match method to the message.
- Learn how to manage non-verbal messages.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating With Others, IM Essentials, DiSC – Dimensions of Behavior, Business & Technical Writing, Presentation Skills, Writing Basics





# Quantum Services

## Communicating With Others

Communicating With Others helps participants understand the impact of effective interactive skills on one-to-one communication. They also learn to recognize--and overcome--communication barriers and interact effectively with co-workers, managers, customers, and suppliers.

### Objectives:

Participants will have an understanding why effective communication is important in the workplace, become aware of communication barriers and learn how to overcome them.

- Prepare you for more effective communication with co-workers, leaders, team members, suppliers, and customers.
- Strengthen quality improvement efforts through better communication and cooperation.
- Increase your personal satisfaction with your job and working relationships.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

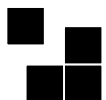
Course Length: 4 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, DiSC – Dimensions of Behavior, IM Essentials, Business & Technical Writing, Presentation Skills, Writing Basics





# Quantum Services

## Continuous Improvement

The Practice of Continuous Improvement teaches participants to recognize the components of the continuous improvement process. The workshop focuses on continuous improvement principles and recognition of waste areas.

Participants are trained in a traditional factory simulation setting. Participants are then asked to apply their trained techniques to improve the factory. The outcome will allow participants first hand experience on how these principles and techniques will work in their organization.

### Objectives:

- To provide participants with a basic understanding of continuous improvement principles.
- Participants learn why continuous improvement is so important in today's competitive environment.
- To provide a hands-on experience in what continuous improvement looks and feels like.
- To show participants how to apply basic principles in their organization.

### Audience:

This workshop builds the skills of both leaders and front-line employees. People at all levels of the organization discover proven continuous improvement techniques. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 44.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Facilitation Skills, Lean Manufacturing Simulation, Problem Solving, Quick Response Problem Solving





# Quantum Services

## Contributing to Meeting Success

An interactive module that gives participants the skills to save time, keep meetings moving forward efficiently, and commit to and follow through on post-meeting actions.

### Objectives:

- Identify and exercise your rights as a meeting member.
- Share the responsibility for achieving meeting outcomes with members as well as the leader.
- Recognize opportunities to demonstrate the seven meeting member responsibilities.
- Apply useful tips and tools to meetings back on the job.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Facilitation Skills, Leading Successful Meetings, Meeting Skills & Tools, Reaching Group Agreement





# Quantum Services

## Coping & Stress

Sustainable performance requires a balance between personal and business priorities to avoid burnout.

The Coping & Stress workshop focuses on the interaction of stress, coping resources and satisfaction in four life areas: Personal, Work, Couple and Family. It is designed to increase your awareness of both your strengths and development opportunities to increase life satisfaction.

### Objectives:

- Examine your current stress, coping resources and satisfaction levels in four areas of life
- Increase awareness of effective stress management techniques
- Create a plan for achieving your goals
- Invest in yourself and incorporate positive change in your life

### Audience:

People at all levels of the organization can benefit from this workshop. Class size of 10 – 18 ideal.

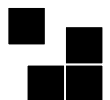
Course Length: 4 – 8 hours

Course Materials: \$ 44.00 book & \$16.00 profile

Facilitator Guide: \$ 490.00

### Suggestions:

If you are interested in this course may also be interested in: Adapting to Change, Leadership: Facilitating Change, Leading Change, Organizational Skills, Time Management





# Quantum Services

## Creating A Service Culture

Service is a success loop. A company's ability to consistently provide service creates service partnership and customer loyalty. This program focuses on creating a service culture by engaged key players at the strategic level.

### Objectives:

- Understand your role as a service leader
- Understand the impact of customer satisfaction or lack of it
- Analyze the service culture in your organization
- Learn how to use five practices that support your service providers
- Create an action plan for your area of responsibility

### Audience:

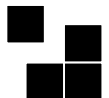
This program is recommended for leaders who drive business at the strategic level. Class size of 8 - 12 ideal.

Course Length: 4 or 6 Hours

Course Materials: \$ 52.00

### Suggestions:

If you are interested in this course may also be interested in: Building An Environment Of Trust, Coaching: Developing High Performance, Leadership: Facilitating Change, Leading Your Team To Optimal Performance, Partnerships: Creating Synergy, Personal Empowerment: Taking Initiative, Service Plus





# Quantum Services

## Delegating For Productivity & Growth

This program equips leaders with the skills to transfer meaningful responsibility and authority to others in a way that stretches people's goals, capabilities, and horizons.

### Objectives:

Participants will be able to:

- Identify the wide variety of delegation opportunities available.
- Have more time to assume responsibilities that only you can handle.
- Offer developmental opportunities for people in your work group, helping your team mature and grow.
- Build a more skilled, challenged, motivated, and flexible work group, capable of responding quickly to changing business needs.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

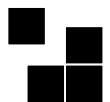
Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance, The Empowering Leader, Setting Performance Expectations, Training Others, Time Management





# Quantum Services

## DiSC – Dimensions of Behavior

The Personal Profile System presents a plan to help you understand self and others. You are the central focus as you heighten understanding of your behavioral profile and identify the environment most conducive to your success. At the same time, you learn about the differences of others and the environment they require for maximum productivity and teamwork in the organization.

### Objectives:

- Identify your behavioral profile.
- Capitalize on your behavioral strengths.
- Increase your appreciation of different profiles.
- Anticipate and minimize potential conflicts with others.

### Audience:

This workshop builds the skills of both leaders and front-line employees. People at all levels of the organization can benefit. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 44.00 workbook + \$16.00 profile

Facilitator Guide: \$ 490.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, IM Essentials, Influencing Others, Interaction Skills for Success, Resolving Conflict, Valuing Differences, Valuing Diversity, Working Through Conflict, Challenge of Difficult People





# Quantum Services

## The Empowering Leader

This program is a realistic assessment and development experience, ideally suited to organizations aspiring toward a high-involvement culture. This system gives your leaders a heightened awareness of what a high-involvement work environment is like as well as a behavioral profile of their strengths and development needs relative to leading in a high-involvement environment.

### Objectives:

Participants will be able to:

- Encourage and support empowerment in your work group.
- Find ways to make people's jobs more interesting, motivating, and empowering.
- Help your organization to become more empowering.
- Plan your continued development as an empowering leader.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 8 hours

Course Materials: \$ 65.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance, Delegating For Productivity & Growth,

Guiding Human Performance, Partnerships: Creating Synergy, Personal Empowerment: Taking Initiative



# Quantum Services

## Facilitation Skills

Facilitate: to make easier. Business and industry continue to support and embrace teamwork. The question is - how do you support teamwork and the meeting process to ensure that teaming impacts your organization in a positive way? Facilitation skills provides you with the tools to support teams during the various stages of their development, and teaches you effective intervention techniques to keep teams focused and ensure their success.

### Objectives:

- Understand the true meaning of facilitation and have the ability to practice facilitation principles with co-participants.
- Be able to clearly differentiate between content and process.
- Learn how to provide meaningful feedback to meeting leaders.
- Learn how to re-start stalled teams.
- Learn how to deal with problem behaviors in effective ways.
- Understand the different facilitator and leadership styles required during different stages of team development.

### Audience:

Persons leading or involved with others in meeting settings, improving processes or implementing changes or projects. Class size of 8- 10 ideal.

Course Length: 2-3 Days

Course Materials: \$ 135.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Leading Successful Meetings, Presentation Skills, Problem Solving, Reaching Group Agreement, Working As A Team, DiSC – Dimensions of Behavior





# Quantum Services

## Feedback Fundamentals

Feedback isn't criticism! Once people understand that feedback is valuable, usable information, real performance improvement begins. Feedback fundamentals helps participants use feedback to enhance job performance and ensure success. This module emphasizes seeing feedback as objective information about performance that can help you improve the way you work.

### Objectives:

Participants will learn to:

- Take advantage of opportunities to gather feedback and enhance their performance.
- Control the amount and quality of the feedback they receive.
- Become more successful by seeking and receiving feedback more effectively.
- Enhance coworkers' performance by providing them with specific feedback.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, Communicating With Others, IM Essentials, Coaching For Improvement, Reviewing Performance Progress, Training Others





# Quantum Services

## Guiding Human Performance

Guiding Human Performance is a powerful workshop that examines five areas of performance: Resources, Expectations, Consequences, Feedback and Knowledge. Leaders will learn to discern poor performance from poor habits and determine which area they should focus on to improve performance.

### Objectives:

- To enhance the participant's skills in evaluating Human Performance.
- To help leaders analyze any weaknesses they have that may impact performance.
- To recognize how to provide specific feedback and information to improve performance.
- To learn how to apply concepts that put individuals in a position to succeed.
- To learn how to quickly evaluate the five areas impacting performance and determine communication strategies for each area.

### Audience:

This workshop is appropriate for first level and mid-level managers. Class size of 10 – 18 ideal.

Course Length: 6 Hours

Course Materials: \$ 33.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance, Coaching For Improvement, Coaching for Success, Feedback Fundamentals, Managing Performance Problems, Reviewing Performance Progress, Setting Performance Expectations



# Quantum Services

## IM Essentials

This program helps leaders explore their evolving leadership roles, including that of catalyst—one who maximizes and stimulates the talents, skills, and experiences of others. They practice using Key Principles and Interaction Guidelines to ensure successful interactions.

### Objectives:

To enable participants to:

- Define your evolving leadership role.
- Develop your use of Key Principles.
- Identify how your daily interactions impact your team, colleagues and organization.
- Effectively meet people's practical and personal needs.
- Provide and seek feedback that will enhance your effectiveness.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, DiSC – Dimensions of Behavior, Influencing Others, Interaction Skills for Success





# Quantum Services

## Industrial Engineering 101

This program covers the basics of industrial engineering. Areas include: time studies of a single job, work place layouts, creating standard data packages, random sampling techniques, use of the watch, efficiency ratings, labor costing, documentation of standards, work force or staffing analysis, production line rates, machine versus man utilization, gain sharing and labor analysis techniques. The length of the program varies depending on the depth and number of topics requested.

### Objectives:

- Provide individuals with the basic knowledge and skills to take time studies.
- To provide a basic understanding of industrial engineering processes and procedures.
- To help individuals recognize cost improvement opportunities and analyze labor requirements.

### Prerequisites:

Above average math skills in the use of decimals, fractions and percentages.

### Audience:

This course is recommended for individuals who are responsible for cost improvements or will set production standards. Front-line and mid-level management involved with production quotas. Class size of 10 – 18 ideal.

**Course Length:** 2 Days to 6 Weeks

**Course Materials:** \$ 33.00

### Suggestions:

If you are interested in this course may also be interested in: Continuous Improvement, Lean Manufacturing Simulation, Project Management





# Quantum Services

## Influencing Others

This workshop addresses strategies for gaining agreement and commitment. The module demonstrates long-term strategies for building relationships and discusses influencing techniques.

### Objectives:

- Increase acceptance of their ideas and enhance their ability to ensure involvement from others.
- Feel more confident in making suggestions for improvement.
- Implement new ideas or solutions more efficiently.
- Enhance their contribution to meeting organized goals.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

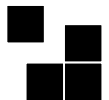
Course Length: 4 hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, DiSC – Dimensions of Behavior, IM Essentials, Interaction Skills for Success, Reaching Group Agreement, Working As A Team





# Quantum Services

## Interaction Skills for Success

Gives the skills and awareness to make all interactions more productive. These include the basic beliefs of successful organizations, the key principles of good communication to meet others personal needs and guidelines for getting practical results from interactions.

### Objectives:

- Learn the most effective way to interact with others to reduce time and miscommunication.
- Learn to get what is needed from interactions and give others what they need.
- Learn how to maintain strong and productive working relationships.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, DiSC – Dimensions of Behavior, Influencing Others, Myers Briggs: Improving Teamwork, Reaching Group Agreement, Working As A Team





# Quantum Services

## Leadership: Facilitating Change

This program describes how a changing work environment has transformed the traditional management role. Participants are introduced to four leadership roles required in today's workplace.

### Objectives:

- Develop a clear set of priorities for your role as leader.
- Help yourself and others feel more comfortable with change.
- Plan actions you can take to achieve your organization's vision, champion continuous improvement, build business partnerships, and facilitate learning.
- Become an agent for positive change.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 8 hours

Course Materials: \$ 65.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Adapting to Change, Building Trust, Continuous Improvement, The Empowering Leader, Leading Change, Personal Empowerment: Taking Initiative





# Quantum Services

## Leading Change

This program explores how disorientation, a normal reaction to change, can affect individuals and teams. Leaders learn skills for conducting effective change discussions that will minimize the potentially negative effects of change on morale, processes, and productivity.

### Objectives:

Participants will be able to:

- Help yourself and others feel more comfortable with and in control of change in the workplace.
- Prepare for and conduct discussions that involve exploring change, introducing change to others, or overcoming others' resistance to change.
- Minimize the negative effect of change on morale, processes, and productivity.
- Foster trust, collaboration, and teamwork during times of change.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

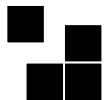
Course Length: 6 hours

Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Adapting to Change, Anger Management, Building Trust, Coping & Stress, Delegating For Productivity & Growth, Leadership: Facilitating Change, Resolving Conflict, Time Management





# Quantum Services

## Leading Successful Meetings

Most meetings today lack agendas, purpose and results. Leading Successful Meetings focuses on the practical and personal side to effective meetings by covering important administrative aspects of meeting leadership: deciding if a meeting is appropriate, determining who should attend, preparing an agenda, and ensuring follow-up. Participants will learn about two types of feedback and will practice leading meetings as well as give each other feedback.

### Objectives:

- Prepare for meetings, including knowing when a meeting is and is not needed.
- Save time by leading fewer, shorter, more efficient meetings.
- Help meeting participants prepare and contribute effectively, and ensure they understand and support meeting results.
- Keep meetings on track and get them back on track if problems occur.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

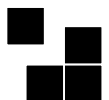
Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Contributing to Meeting Success, Facilitation Skills, Meeting Skills & Tools





# Quantum Services

## Leading Work Teams

What motivates a team? Are they on track or off track? Leading Work Teams will help participants become successful leaders by recognizing a team's stage; or by surveying team members to determine the proper leadership style and direction necessary to assist the team in becoming more effective.

### Objectives:

- Use tools to rate their team's effectiveness and guide teams through the rough spots.
- How and when to delegate more or less responsibility.
- 4 basic leadership styles and their own style of leadership.
- Know which style they should use to make their team more effective.
- Understand team norms and how to evaluate those norms.

### Audience:

Team leaders, facilitators, and front line to mid-level supervision. Class size of 10 – 18 ideal.

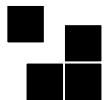
Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: DiSC – Dimensions of Behavior, IM Essentials, Leading Successful Meetings, Meeting Skills & Tools, Myers Briggs: Improving Teamwork, Reaching Group Agreement, Resolving Conflict, Trouble Shooting Your Team, Working As A Team





# Quantum Services

## Leading Your Team To Optimal Performance

This program strengthens leaders' abilities in three key roles—coach, developer, and in particular; influencer. By applying best practices, leaders will be able to help ensure optimal performance for their teams and for the organization.

### Objectives:

- Complete a team performance survey to determine your team's level of performance and explain how it relates to the three team leader roles.
- Explore the influencer, coach, and developer roles; learn their best practices; and review the actions to take to implement the roles.
- Apply your knowledge of the three roles in various scenarios.
- Assess your skill in the three roles and practice them in a skill builder.
- Use your skill as an influencer to handle challenging situations.
- Prepare your strategy for influencing a situation back in the workplace.
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### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 8 – 12 ideal.

Course Length: 8 hours

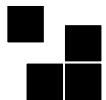
Course Materials: \$ 65.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance, The Empowering Leader, Coaching For Improvement, Coaching for Success,





# Quantum Services

Guiding Human Performance, Managing Performance Problems, Reviewing Performance Progress, Setting Performance Expectations

## Lean Manufacturing Simulation

There are many ways to get from point A to point B. Lean Manufacturing is about getting there in the most efficient and effective manner. Unless you're improving your exercise program, you wouldn't walk some where if you could ride a bike. You wouldn't ride a bike if you could drive and you wouldn't drive if flying were the best option.

Lean Manufacturing examines proven concepts used to improve production including Push vs. Pull Production, Just-In-Time Manufacturing, 5S, Visual Factory, Cellular Manufacturing, Value Added vs. Non-Value Added, Waste Identification and Production Smoothing. Exposure to these concepts will expand how you think about continuous improvement possibilities.

### Objective:

- Understand Lean Manufacturing concepts
- Recognize waste and be able to offer suggestions to reduce it
- Expand the way you think about production

### Audience:

Employees at all levels of the organization can benefit from this workshop. Class size of 10 – 18 ideal.

Course Length: 16 hours

Course Materials: \$ 125.00

### Suggestions:

If you are interested in this course may also be interested in:

Continuous Improvement, Problem Solving, Quick Response Problem Solving





# Quantum Services

## Making Effective Decisions

In today's flatter organizations, employees who can make sound decisions quickly have the power to significantly reduce their organization's costs and enhance competitiveness. This module helps participants master a systematic approach to making better and faster decisions that will result in more effective performance.

### Objectives:

- Avoid common decision-making traps.
- Increase the speed and quality of decisions.
- Gain support to make decisions work and involve the right people at the right time.
- Build people's confidence in their ability to make the right decisions.
- Make major and minor decisions confidently.

### Audience:

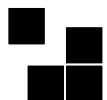
All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 28.00

### Suggestions:

If you are interested in this course may also be interested in: Basic Business Economics, Leadership: Facilitating Change, Problem Solving, Quick Response Problem Solving, Project Management, Strategic Thinking, Time Management





# Quantum Services

## Managing Performance Problems

Participants learn how to use reinforcement to motivate others to continually improve.

### Objectives:

- Give specific and timely feedback.
- Build and sustain momentum toward improvement through the catalyst behaviors of encouragement and support.
- Address challenges that arise including: when people try to improve, failure to improve, chronic poor performance or work habits, and people who have difficulty accepting praise.
- Discuss lack of improvement openly and supportively, exhibiting a sincere desire to help the persons achieve their plan.
- Help others to renew their commitment to improvement plans.
- Conduct effective follow-up discussions by involving individuals/teams in problem solving, improvement planning, understanding natural consequences, and recognition of progress.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

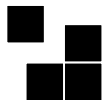
If you are interested in this course may also be interested in:

Coaching: Developing High Performance, Coaching For Improvement,



# Quantum Services

Guiding Human Performance, Reviewing Performance Progress, Setting  
Performance Expectations





# Quantum Services

## Mastering Interaction Skills

The focus of this module is on practicing and applying interaction skills. Participants must have a working knowledge of Interaction Skills, the Interaction Process and Key Principles from prior training sessions. Using challenging job-related situations, this workshop helps leaders significantly improve their confidence and competence using “catalyst” leadership skills.

This workshop is best used for advanced or refresher training in interaction management skills. Video taped skill practice and individual coaching is provided as an option and highly recommended.

### Objectives:

Participants will be receive significant practice in:

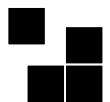
- Using interaction skills and techniques to respond to specific opportunities and challenges most effectively.
- Creating a detailed strategy to enhance a workplace discussion.
- Enhancing the efficiency and effectiveness of communications with others while enhancing interpersonal relationships.
- Encouraging open communication, thereby strengthening trust, teamwork, and commitment tot he success of your group and organization.

### Audience:

Anyone in a leadership or influencing role who desires to enhance their skills using interactions management skills.

**Course Length:** 4, 6 & 8 Hour options are available

**Course Materials:** \$ 50.00





# Quantum Services

## Meeting Skills & Tools

This module demonstrates that meetings are more powerful when done effectively and costly to the organization when done ineffectively. Participants will learn basic skills to have effective meetings. The course is geared toward today's empowered workplace, which requires more meetings focusing on quality, productivity and scheduling.

### Objectives:

- Help participants to identify if the meeting should be held and what type of meeting will be required.
- Meeting participants will recognize key meeting roles and responsibilities.
- Participants will learn effective use of meeting tools to generate, evaluate and select ideas.
- Participants will learn and practice basic meeting requirements to keep the communication on track and driving towards action.
- Understand and apply prevention and intervention techniques.

### Audience:

This program is for those who want to enhance their skills as a meeting participant. It is intended for both team members and leaders. Class size of 10 – 18 ideal.

Course Length: 6 Hours

Course Materials: \$ 33.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Contributing to Meeting Success, Facilitation Skills, Interaction Skills for Success, Leading Successful Meetings, Presentation Skills, Reaching Group Agreement



# Quantum Services

## Myers Briggs: Improving Teamwork

In this workshop, participants will learn to understand their own personality preferences and how those preferences impact working with others.

### Objectives:

- Develop an understanding of your own preferences
- Understand the preferences of others
- Appreciate how differences build a stronger teams
- Learn to relate more effectively to different styles

### Audience:

This program is for anyone who wants to improve their relationships with others. Class size of 10 – 18 ideal.

**Course Length:** 4 Hour Workshop

**Course Materials:** \$ 30.00 workbook  
\$ 69.00 for individual report  
\$ 50.00 interpretative team report

### Suggestions:

If you are interested in this course may also be interested in: Challenge of Difficult People, DiSC – Dimensions of Behavior, Facilitation Skills, IM Essentials, Influencing Others, Partnerships: Creating Synergy, Reaching Group Agreement, Trouble Shooting Your Team, Valuing Differences, Valuing Diversity, Working As A Team





# Quantum Services

## Negotiation Skills

Negotiation Skills helps participants gain the knowledge and skills to become successful negotiators. Participants will use an assessment tool to identify their style and the styles of others, and learn how flexing their style in various situations can increase their negotiating effectiveness. Participants will learn the sequential steps for successful negotiation. A variety of negotiation strategies and tactics will also be learned.

### Objectives:

- To readily identify opportunities for negotiation.
- To understand the importance of preparation prior to negotiation.
- To understand the importance of determining what they need, as opposed to what they want.
- To learn the skills necessary to enter into a negotiation with a win/win philosophy.

### Audience:

All employees at all levels of the organization can benefit. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 33.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Building An Environment Of Trust, Building Trust, IM Essentials, Facilitation Skills, Influencing Others, Resolving Conflict, Reaching Group Agreement





# Quantum Services

## Organizational Skills

Working in the new millennium means having to cope with more demands on your time. Balancing these day to day demands can mean the difference between success and failure.... To say nothing of sanity! This exciting 1 day workshop will show participants how to value time, to effectively prioritize the day, the week, and years, how to delegate and keep from being delegated to, how to deal with time busters, i.e., poor meetings, procrastination, filing systems and handling interruptions, and to understand the importance of planning.

### Objectives:

- To understand the real value of time!
- Learn how to be proactive and plan ahead for the day, week, month, etc.
- Know what time busters are and how they hinder performance.
- Learn how to delegate effectively and “keep the monkey off your back”.

### Audience:

This workshop is designed for anyone who needs assistance in prioritization and getting work done. Class size of 10 – 18 ideal.

Course Length: 8 hours

Course Materials: \$ 33.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Project Management, Time Management





# Quantum Services

## Partnerships: Creating Synergy

This program stresses the importance of building and sustaining partnerships to accomplish organizational goals.

### Objectives:

Participants will be able to:

- Recognize how your actions and those of your team affect individuals and other work groups.
- Work with internal and external partners to achieve shared goals.
- Handle difficult as well as everyday partnership interactions with individuals and groups.
- Work with others in the spirit of partnership to achieve win situations for all.
- Support and encourage your work group's efforts to form effective partnerships with others.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

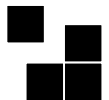
Course Length: 8 hours

Course Materials: \$ 65.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, IM Essentials, The Empowering Leader, Facilitation Skills, Personal Empowerment: Taking Initiative





# Quantum Services

## Personal Empowerment: Taking Initiative

This workshop enables people to take responsibility for their own success, giving them greater job satisfaction, employability, and organizational success. Participants learn the barriers that get in the way of taking initiative, and then concentrate on what they can do in their daily work lives to proactively take more responsibility.

### Objectives:

- Make jobs more interesting, motivating and rewarding.
- Become a more valuable asset to the organization.
- Help teams be more effective and successful.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 65.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Making Effective Decisions, Project Management, Strategic Thinking, Time Management





# Quantum Services

## Presentation Skills

Presentation Skills helps participants gain the knowledge, skills and confidence to become successful communicators. Special emphasis is on physical platform skill development through practice, audience feedback, coaching sessions and self-critique. Participants learn techniques for minimizing distractions, organization, audience participation and using effective visuals. Participants will also have hands-on experience in handling questions and handling difficult people during the course of presenting.

### Objectives:

- To learn skills and techniques needed to make many types of successful presentations to audiences of one or many in both formal and informal settings.
- Each participant will leave the session with an increased ability to develop and deliver presentations which accomplish their intended purpose.

### Audience:

This workshop is recommended for presenters with little or no presentation experience or for individuals who would like to improve their communication skills to audiences of one or one thousand.

**Course Length:** 16 Hours Class size is limited to 8.

**Course Materials:** \$ 100.00

**Facilitator Guide:** \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Facilitation Skills, Leading Successful Meetings, Meeting Skills & Tools, Reaching Group Agreement



# Quantum Services

## Problem Solving

Leaders take a detailed look at the problem solving process. They practice in a team setting as team leaders take turns leading their teams. Leaders are trained in each step starting with identifying and defining the problem and ending with a congratulating your team. This workshop also provides tips on brainstorming, handling difficult people, and effective meeting techniques.

### Objectives:

- To provide leaders with a proven process when solving problems.
- To increase the productivity of teams as they solve problems.
- To provide leaders with skills to lead teams as they increase profitability and improve quality within the organization.
- To train leaders to recognize the process of problem solving.
- To gain a good understanding and application of different problem solving tools.
- Increase knowledge in the areas of handling difficult people in team or meeting situations, as well as how to ran an effective meeting.

### Audience:

Team leaders and front-line supervisors to all levels of management involved with problem solving. Class size of 10 – 18 ideal.

Course Length: 4 and 8 Hour Sessions

Course Materials: \$ 33.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Making Effective Decisions, Project Management, Reaching Group Agreement, Resolving Conflict, Strategic Thinking, Quick Response Problem Solving, Trouble Shooting Your Team, Working Through Conflict



# Quantum Services

## Project Management

This workshop provides project managers with people management skills and project management skills necessary for the successful completion of formal projects and the smaller projects from “to do” lists. .

### Objectives:

- Learn how synergy within a project improves the decisions making process.
- Be able to identify the stages of a project.
- Provide participants with a blueprint of tasks required for planning, monitoring and controlling a project.
- Kick start a project with proven brainstorming techniques to create task lists.
- Learn tracking techniques such as PERT (Program Evaluation and Review Technique) and CPM (Critical Path Method).
- Emphasis on planning using Gantt Charts.

### Audience:

Anyone who is leading a project or is involved in a project. Front line to mid-level managers, team leaders, team members, or key support people involved with the project. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 33.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Making Effective Decisions, Organizational Skills, Time Management





# Quantum Services

## Quick Response Problem Solving

This session builds on your technical troubleshooting and machine repair training to ensure technical problem solving is handled in a way that positively impacts relationships and the strategic goals of the organization. This program offers tools employees can use to make sound decisions quickly, significantly reducing their organization's costs and enhancing their competitive advantage. This workshop helps participants master a systematic approach to making better and faster decisions. Offered in both decision maker and operator levels, the focus is on skill practice and between session assignments for optimum skill transfer to the job. The shorter sessions keep key employees sharp.

### Objectives:

- Apply a systematic troubleshooting process to solve equipment and/or process problems.
- Make the best decisions on short-term and long-term problems including rescheduling and transferring resources, deactivating equipment, outsourcing, etc.
- Win the confidence and support of operators and internal customers.
- Effectively handle issues related to work culture, "territory", conflict, tension & stress.
- Take personal responsibility and be a positive influencer.

### Audience:

Anyone involved in troubleshooting equipment problems, process problems, realignment of work and/or reallocation of resources such as maintenance technicians, front line leaders, managers, engineers, etc.

**Course Length:** 12 hours, four 3-hour sessions.

**Course Materials:** \$ 33.00 decision making  
\$ 12.00 operational

**Suggestions:** If you are interested in this course may also be interested in: Making Effective Decisions, Strategic Thinking, Quick Response Problem Solving, Working Through Conflict



# Quantum Services

## Reaching Group Agreement

This module teaches several skills that aid in reaching group agreement. The module introduces a reduce-discuss-select consensus process that ensures commitment to the agreement. The consensus process relies on techniques and skills that help team members focus on team goals, disclose to others, choose among several options and perform other useful functions. The final result is that participants reach agreements that maintain high standards of quality and commitment.

### Objectives:

- Make more effective decisions as a group more efficiently and quickly.
- Ensure all group members contribute to the decision-making process.
- Increase your work group's commitment to group agreements.
- Overcome roadblocks to reaching group agreement

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

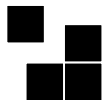
Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Contributing to Meeting Success, IM Essentials, Facilitation Skills, Leading Successful Meetings, Leading Work Teams, Meeting Skills & Tools, Negotiation Skills, Problem Solving, Quick Response Problem Solving, Resolving Conflict, Working As A Team, Working Through Conflict





# Quantum Services

## Resolving Conflict

This program introduces the causes and stages of conflict, and the leader's crucial role in guiding others toward an effective resolution. Leaders learn the skills to both provide support and act as mediators.

### Objectives:

Participants will be able to:

- Recognize conflict and help others resolve it before it escalates.
- Choose an appropriate level of involvement when Resolving Conflict.
- Plan and facilitate discussions about conflict situations.
- Address challenging conflict situations more confidently.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, Coping & Stress, DiSC – Dimensions of Behavior, IM Essentials, Myers Briggs: Improving Teamwork, Negotiation Skills, Reaching Group Agreement, Trouble Shooting Your Team, Valuing Differences, Valuing Diversity, Working As A Team, Working Through Conflict





# Quantum Services

## Reviewing Performance Progress

This program helps leaders build skills for tracking progress; providing specific, balanced feedback; and conducting review discussions. This module equips leaders to offer ongoing support, guidance, and resources, and to encourage others to assume responsibility for achieving their plan.

### Objectives:

- Plan and conduct effective and efficient reviewing progress discussions using the Key Principles, Interaction Guidelines, and Process Guidelines.
- Handle challenging, as well as routine, reviewing progress discussions with individuals and teams.
- Help others understand the need for progress reviews to be a shared responsibility.
- Offer support, guidance, advice, and resources, while encouraging others to assume responsibility for achieving outcomes.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

Course Materials: \$ 50.00

Facilitator Guide: \$ 77.00

### Suggestions:

If you are interested in this course may also be interested in: Coaching For Improvement, Managing Performance Problems,

Guiding Human Performance, Setting Performance Expectations, Coaching for Success



# Quantum Services

## Service Plus

Service is a success loop. Your ability to meet your customers' needs in large part determines whether they give repeat business to your organization. This module examines the success loop and how an individual's contributions impact organizational success.

### Objectives:

- Help participants feel confident they can handle any customer interaction.
- Give participants the skills to provide the customer with the kind of service that will keep them coming back.
- Enable participants to cover all important details and still focus on things that are important to the customer.
- Give participants the ability to help a dissatisfied customer without ruining their day or ours!

### Audience:

This program is recommended for anyone who has direct customer contact both internal and external. Class size of 10 – 18 ideal.

Course Length: 4 or 8 Hours

Course Materials: Service Keys & Steps	\$ 45.00
Service Keys, Service Steps & Opportunities for Extraordinary Service	\$108.00

Facilitator Guide: \$ 79.95

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, Communicating With Others, IM Essentials, Influencing Others, Interaction Skills for Success, DiSC – Dimensions of Behavior, Myers Briggs: Improving Teamwork, Creating A Service Culture



# Quantum Services

## Setting Performance Expectations

This program underscores the importance of identifying individual and team performance goals to meet broader (team, departmental, and organizational) goals. This module also explains the importance of the annual performance plan.

### Objectives:

- Work with individuals and teams to identify objectives and related behaviors that support team and overall organizational goals.
- Support and encourage involvement as people identify and implement their performance plans.
- Help ensure that people's objective/behaviors meet criteria for successful outcomes.
- Help others identify tracking methods that will help them determine if they're on target.
- Handle difficult as well as everyday setting expectations discussions with individuals and teams.

### Audience:

Team leaders, facilitators, and people at all levels of supervision as well as those being groomed for leadership positions. Class size of 10 – 18 ideal.

Course Length: 6 hours

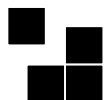
Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Coaching For Improvement, Coaching for Success,

Guiding Human Performance, Feedback Fundamentals, Reviewing Performance Progress





# Quantum Services

## Strategic Thinking

Strategic Thinking is about maneuvering and positioning to outdo your adversary. Who are your adversaries? They could be your competitors, your customers, even your current thinking about business and the possibilities of the products and services you provide. Thinking strategically will enable you to adapt to the swift and ever-changing climate in your workplace, and evolve a step ahead of your competition.

### Objectives:

- Understand strategic thinking and its importance for today's leader.
- Learn the five strategic thinking principles that are key in developing new business game plans.
- Learn how strategic thinking supports and enhances the strategic planning process.
- Learn how to evaluate a strategic plan and organizational goals for effectiveness.
- Increase understanding and the ability to use a decision tree model.

### Audience:

Anyone interested in improving their decision making process and wanting some insight into what strategic thinking is. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 33.00

Facilitator Guide: \$ 88.00

### Suggestions:

If you are interested in this course may also be interested in: Basic Business Economics, Making Effective Decisions, Negotiation Skills, Time Management





# Quantum Services

## Supporting Others

This workshop helps participants learn the importance and value of supporting others. They have become adept at demonstrating coaching, supporting, and reinforcing behaviors.

### Objectives:

Participants will recognize opportunities to:

- Coach, guide, and encourage others.
- Effectively help others accomplish personal work more effectively.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

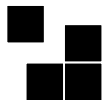
Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, Communicating With Others, DiSC – Dimensions of Behavior, IM Essentials, Interaction Skills for Success, Myers Briggs: Improving Teamwork, Influencing Others, Coaching for Success, Facilitation Skills, Valuing Differences, Valuing Diversity





# Quantum Services

## Targeted Selection

The selection of a new team member is a major investment for your organization and the candidate. Developing and maintaining a selection system that yields solid returns – productive employees who enjoy their responsibilities and seek opportunities to continuously improve their jobs – is critical to the success of every organization.

### Objectives:

This course is packed with information. Participants will be given the tools and skills to implement a hiring system that offers:

- Accuracy – hiring the right person for the job.
- Equity – Being fair to all applicants.
- Buy-In – Interviewers and candidates alike believe in the value of the selection system.

This program includes interview skills training and skill practice, as well as data collection tips, data integration practice and legal consideration discussions.

### Audience:

This workshop is essential to any one involved in the hiring process. Class size limited to 12.

Course Length: 16 Hours

Course Materials: \$ 245.00

Facilitator Guide: \$ 500.00



# Quantum Services

## Time Management

All the basics of effective time management are covered. Doing more in less time has become vital in today's business environment. Participants gain strategies for discovering true priorities and getting them accomplished. We'll also discuss how to identify low value tasks and time wasters and how to get them off the list!

### Objectives:

- Understand the true value of time.
- Identify priorities and high payoff activities
- Identify time busters
- Dealing with interruptions
- Effective delegation
- Using a planner effectively

### Audience:

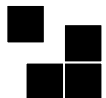
This workshop builds the skills of both leaders and front-line employees. People at all levels of the organization can benefit. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 33.00

### Suggestions:

If you are interested in this course may also be interested in: Delegating For Productivity & Growth, Organizational Skills, Project Management, Strategic Thinking





# Quantum Services

## Training Others

This workshop addresses the issue of employee-to-employee training. Participants learn how to develop a training plan and they learn training process steps.

### Objectives:

- Understand the importance of training.
- Use Key Principles and Interaction Guidelines to enhance trainees skills
- Plan and conduct on-the-job training for new tasks and responsibilities

### Audience:

All employees at all levels of the organization Class size of 10 – 18 ideal.

Course Length: 4 Hours

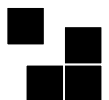
Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in:

Coaching: Developing High Performance, Facilitation Skills, Feedback Fundamentals, Coaching for Success





# Quantum Services

## Trouble Shooting Your Team

Many teams start off with plenty of enthusiasm but fizzle out before they have accomplished their goals. Teams begin to stall or go in circles.

Helping participants recognize what is wrong and why it is wrong are the first steps to solving problems. Participants will learn survey techniques on key team success factors and build action plans to improve their team's performance.

### Objectives:

The course will give participants the tools and skills to analyze team stages and team dynamics.

- Recognize the stages of team development.
- Determine the critical areas that are impacting a team's performance.
- Create action plans to improve team performance.
- Help other team members determine what is holding team performance back.

### Audience:

This workshop builds the skills of both leaders and front-line employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Building Trust, Facilitation Skills, Leading Successful Meetings, Leading Work Teams, Meeting Skills & Tools, Reaching Group Agreement, Working As A Team





# Quantum Services

## Valuing Differences

Individuality is a focus in valuing differences. Participants learn the value of basic human differences and recognize how differing viewpoints and personalities can contribute to innovation and creativity. They learn to recognize the synergy made possible by diversity. Valuing differences enables participants to realistically assess their personal skills, knowledge, ability, style, and motivation.

### Objectives:

- Identify the types of differences that make each person unique.
- Learn how differences in styles, abilities, and motivations are valuable to the team or group.
- Realize the importance of accepting, encouraging, and supporting differences.
- Identify ways to value others.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

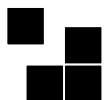
Course Length: 4 Hour

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: Communicating and Listening, DiSC – Dimensions of Behavior, IM Essentials, Myers Briggs: Improving Teamwork, Reaching Group Agreement, Resolving Conflict, Valuing Diversity, Working Through Conflict





# Quantum Services

## Valuing Diversity

Individuality is a focus in valuing diversity. Participants learn the value of basic human differences and recognize how differing viewpoints and personalities can contribute to innovation and creativity. They learn to recognize the synergy made possible by diversity. Valuing differences enables participants to realistically assess their personal skills, knowledge, ability, style, and motivation.

### Objectives:

- Identify the types of differences that make each person unique.
- Learn how differences in styles, abilities, and motivations are valuable to the team or group.
- Realize the importance of accepting, encouraging, and supporting differences.
- Understand different diversity definitions and terms.
- Increase awareness level of your current actions and plan action steps to modify and undesirable behavior you discover.
- Identify ways to value others and actions you can take to manage diversity.

### Audience:

Valuing Differences is appropriate for a broad audience, including: front-line employees of first or second level leaders, team or non-team workers, Manufacturing, Production, Administrative or Service employees. Class size of 10 – 18 ideal.

Course Length: 8 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: DiSC – Dimensions of Behavior, Myers Briggs: Improving Teamwork, Valuing Differences



# Quantum Services

## Working As A Team

Participants recognize the personal, interpersonal and organizational advantages of teamwork and cooperation. This module explains what work teams experience as they develop and the factors that contribute to high team performance. Additionally, it offers learners tips to make teams more successful, identifies skills and introduces an action plan for participants.

### Objectives

- Why working in a team is often more effective than working as an individual.
- The advantages of teamwork and cooperation for yourself, your team, and your organization.
- Help identify the challenges your team faces as it grows and develops.
- How to build a productive, high-performing team.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: DiSC – Dimensions of Behavior, Contributing to Meeting Success, Reaching Group Agreement, Myers Briggs: Improving Teamwork, Trouble Shooting Your Team, Valuing Differences, Valuing Diversity





# Quantum Services

## Working Through Conflict

This workshop helps participants improve their ability to quickly and skillfully resolve conflicts by exploring three typical responses (resist, retreat, and resolve).

### Objectives:

This class teaches how to:

- Approach conflict as a process
- Reduce the potential cost of conflict to themselves and their organization.
- Minimize the negative consequences of unresolved differences.
- Improve productivity by effectively handling conflict on and off the job
- Contribute to an open, collaborative work environment.

### Audience:

All employees at all levels of the organization. Class size of 10 – 18 ideal.

Course Length: 4 Hours

Course Materials: \$ 28.00

Facilitator Guide: \$ 66.00

### Suggestions:

If you are interested in this course may also be interested in: DiSC – Dimensions of Behavior, Myers Briggs: Improving Teamwork, Reaching Group Agreement, Resolving Conflict, Valuing Differences, Valuing Diversity





# Quantum Services

## Writing Basics

Casual email messages, resumes, a request for additional resources, or a quick 'thank you' note to Aunt Edna; all written communication should be a positive reflection of you.

There are many reasons to take Writing Basics. With fewer and fewer face-to-face communication opportunities, our first impression is often made with the written word. With more and more companies moving to team-based improvement programs, many people who traditionally would not have been expected to write formal proposals are being asked to do so. Or maybe your vertically challenged, horizontally blessed, gray haired, grammar teacher was simply a wonderful sleep-aid.

Whatever your reason, this workshop will help build your skill level.

### Objectives:

- Teach basic components of language
- Develop understanding of proper sentence structure
- Offer clear communication tips
- Enrich your writing skills

### Audience:

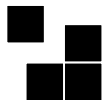
This class is recommended for front line employees to mid-level managers or any employee who wants to improve written communication. Class size of 10 – 18 ideal.

Course Length: 8 hours

Course Materials: \$ 33.00

### Suggestions:

If you are interested in this course may also be interested in: Business & Technical Writing, Business Etiquette



# Quantum Services

## Competency Links Index

Competency	Related Programs
<p><b>Adaptability</b>  <i>Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.</i></p>	<p>Adapting to Change            Valuing Differences            Coping &amp; Stress</p>
<p><b>Aligning Performance for Success</b>  <i>Focusing and guiding others in accomplishing work objectives.</i></p>	<p>Reviewing Performance Progress            Setting Performance Expectations            Guiding Human Performance            Trouble Shooting Your Team            Targeted Selection</p>
<p><b>Building Customer Loyalty</b>  <i>Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.</i></p>	<p>Creating a Service Culture            Service Plus            Negotiation Skills</p>
<p><b>Building Partnerships</b>  <i>Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, departments, units, or organizations to help achieve business goals.</i></p>	<p>Leadership: Facilitating Change            Partnerships: Creating Synergy            Strategic Thinking</p>
<p><b>Building Working Relationships</b>  <i>Developing and using collaborative relationships to facilitate the accomplishment of work goals.</i></p>	<p>IM Essentials            Resolving Conflict            Communicating and Listening            Influencing Others            DiSC – Dimensions of Behavior            Presentation Skills            Mastering Interaction Skills            Negotiation Skills            Trouble Shooting Your Team            Targeted Selection            Service Plus            Creating a Service Culture</p>

# Quantum Services

Competency	Related Programs
<p><b>Building a Successful Team</b>  <i>Using appropriate methods and a flexible interpersonal style to help build a cohesive team; facilitating the completion of team goals.</i></p>	<p>DiSC – Dimensions of Behavior            Reviewing Performance Progress            Setting Performance Expectations            Building an Environment of Trust            Leading Your Team To Optimal Performance            Leading Work Teams            Leading Successful Meetings            Mastering Interaction Skills            Training Others            Trouble Shooting Your Team            Facilitation Skills            Meeting Skills &amp; Tools            Targeted Selection</p>
<p><b>Building Trust</b>  <i>Interacting with others in a way that gives them confidence in one’s intentions and those of the organization.</i></p>	<p>Building Trust            Partnerships: Creating Synergy            Building an Environment of Trust            Creating a Service Culture            Service Plus</p>
<p><b>Coaching</b>  <i>Providing timely guidance and feedback to help others strengthen specific knowledge / skill areas needed to accomplish a task or solve a problem.</i></p>	<p>Delegating For Productivity &amp; Growth            Coaching for Success            Coaching for Improvement            Managing Performance Problems            Leading Change            Resolving Conflict            Coaching: Developing High Performance            Supporting Others            Mastering Interaction Skills            Training Others            Feedback Fundamentals            Guiding Human Performance</p>

# Quantum Services

Competency	Related Programs
<p><b>Collaboration</b>  <i>Working effectively and cooperating with others; establishing and maintaining good working relationships.</i></p>	<p>DiSC – Dimensions of Behavior            Interaction Skills for Success            Communicating and Listening            Valuing Differences            Working As A Team            Supporting Others            Presentation Skills            Mastering Interaction Skills            Service Plus            Creating a Service Culture</p>
<p><b>Communication</b>  <i>Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.</i></p>	<p>Presentation Skills            Business &amp; Technical Writing            Writing Basics            DiSC – Dimensions of Behavior            IM Essentials            Building an Environment of Trust            Partnerships: Creating Synergy            Interaction Skills for Success            Feedback Fundamentals            Communicating and Listening            Influencing Others            Working Through Conflict            Supporting Others            Service Plus</p>
<p><b>Continuous Improvement</b>  <i>Originating action to improve existing conditions and processes; using appropriate methods to identify opportunities, implement solutions, and measure impact.</i></p>	<p>Continuous Improvement            Problem Solving            Quick Response Problem Solving            Project Management            Reaching Group Agreement            Lean Manufacturing Simulation</p>
<p><b>Contributing to Team Success</b>  <i>Actively participating as a member of a team to move the team toward the completion of goals.</i></p>	<p>DiSC – Dimensions of Behavior            Working As A Team            Reaching Group Agreement            Contributing to Meeting Success            Continuous Improvement            Lean Manufacturing Simulation            Meeting Skills &amp; Tools            Problem Solving            Quick Response Problem Solving</p>

# Quantum Services

Competency	Related Programs
<p><b>Decision Making</b>  <i>Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints and probable consequences.</i></p>	<p>Leading Work Teams            Reaching Group Agreement            Problem Solving            Quick Response Problem Solving            Making Effective Decisions            Project Management            Strategic Thinking            Basic Business Economics</p>
<p><b>Delegating Responsibility</b>  <i>Allocating decision-making authority and/or task responsibility to others to maximize the organization's and individual's effectiveness.</i></p>	<p>Delegating For Productivity &amp; Growth            The Empowering Leader            Coaching: Developing High Performance            Time Management            Guiding Human Performance</p>
<p><b>Developing Others</b>  <i>Planning and supporting the development of individuals' skills and abilities so that they can fulfill current or future job/role responsibilities more effectively.</i></p>	<p>Coaching for Success            Leadership: Facilitating Change            Guiding Human Performance            Coaching: Developing High Performance            Targeted Selection            Mastering Interaction Skills</p>
<p><b>Establishing Strategic Direction</b>  <i>Establishing and committing to a long-range course of action after analyzing information and assumptions; taking into consideration resources, constraints, and organizational values.</i></p>	<p>Basic Business Economics            Making Effective Decisions            Strategic Thinking            Continuous Improvement</p>
<p><b>Facilitating Change</b>  <i>Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementations and acceptance of change within the workplace.</i></p>	<p>Leading Change            Leadership: Facilitating Change            Reaching Group Agreement            DiSC – Dimensions of Behavior            Continuous Improvement            Negotiation Skills            Presentation Skills</p>
<p><b>Follow-Up</b>  <i>Follow-up and completion of tasks or projects. Monitoring the results of delegations, assignments or projects to ensure results.</i></p>	<p>Time Management            Managing Performance Problems            Delegating For Productivity &amp; Growth</p>

# Quantum Services

Competency	Related Programs
<p><b>Gaining Commitment</b>  <i>Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behavior to accommodate tasks, situations, and individuals involved.</i></p>	<p>DiSC – Dimensions of Behavior            IM Essentials            Setting Performance Expectations            Delegating For Productivity &amp; Growth            Coaching for Success            Resolving Conflict            Guiding Human Performance            Coaching: Developing High Performance            Leading Your Team To Optimal Performance            Leading Work Teams            Problem Solving            Quick Response Problem Solving            Influencing Others            Building Trust            Negotiation Skills            Service Plus            Reaching Group Agreement            Presentation Skills            Mastering Interaction Skills            Creating a Service Culture</p>
<p><b>Hiring &amp; Retaining Talent</b>  <i>Hiring the right talent for the organization. Retaining talent through solid hiring decisions and raw talent development.</i></p>	<p>Targeted Selection            Coaching: Developing High Performance</p>
<p><b>Initiating Action</b>  <i>Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.</i></p>	<p>Personal Empowerment: Taking Initiative            Adapting to Change            Service Plus            Continuous Improvement            Mastering Interaction Skills</p>
<p><b>Inspiring Others</b>  <i>Using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance; modifying behavior to accommodate tasks, situations, and individuals involved.</i></p>	<p>DiSC – Dimensions of Behavior            The Empowering Leader            Coaching for Improvement            Presentation Skills            Mastering Interaction Skills</p>

# Quantum Services

Competency	Related Programs
<p><b>Integrity</b>  <i>Maintaining social, ethical, and organizational norms, firmly adhering to codes of conduct and ethical principles.</i></p>	<p>Building an Environment of Trust            Building Trust</p>
<p><b>Leading Through Vision &amp; Values</b>  <i>Keeping the organization's vision and values at the forefront of associate decision making and action.</i></p>	<p>Leadership: Facilitating Change            Time Management</p>
<p><b>Managing Conflict</b>  <i>Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.</i></p>	<p>Resolving Conflict            Working Through Conflict            DiSC – Dimensions of Behavior            Service Plus            Coping &amp; Stress            Facilitation Skills            Presentation Skills            Mastering Interaction Skills</p>
<p><b>Managing Work</b>  <i>Effectively managing one's time and resources to ensure that work is completed efficiently.</i></p>	<p>Time Management            Organizational Skills            Delegating For Productivity &amp; Growth            Basic Business Economics            Project Management</p>
<p><b>Meeting Leadership</b>  <i>Ensuring that a meeting serves its business objectives while using appropriate interpersonal styles and methods and considering the needs and potential contributions of others.</i></p>	<p>Leading Successful Meetings            Leading Work Teams            Meeting Skills &amp; Tools            Facilitation Skills            Reaching Group Agreement            Presentation Skills</p>
<p><b>Meeting Participation</b>  <i>Using appropriate interpersonal styles and methods to help reach a meeting's goals while considering the needs and potential contributions of others.</i></p>	<p>Contributing to Meeting Success            Meeting Skills &amp; Tools            Reaching Group Agreement            DiSC – Dimensions of Behavior            Problem Solving            Quick Response Problem Solving</p>
<p><b>Negotiation</b>  <i>Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.</i></p>	<p>Negotiation Skills            Service Plus            Mastering Interaction Skills</p>

# Quantum Services

Competency	Related Programs
<p><b>Operational Analysis</b>  <i>Relating and comparing data on operational effectiveness from different sources; establishing goals and requirements; obtaining relevant information and identifying key issues and relationships from a base of information; identifying cause-effect relationships.</i></p>	<p>Problem Solving            Quick Response Problem Solving            Making Effective Decisions            Business &amp; Technical Writing</p>
<p><b>Planning &amp; Organizing</b>  <i>Establishing courses of action for self and others to ensure that work is completed efficiently.</i></p>	<p>Time Management            Organizational Skills            Project Management</p>
<p><b>Quality Orientation</b>  <i>Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.</i></p>	<p>Problem Solving            Leadership: Facilitating Change            Continuous Improvement            Quick Response Problem Solving</p>
<p><b>Strategic Decision Making</b>  <i>Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts available resources, constraints and organizational values.</i></p>	<p>Strategic Thinking            Making Effective Decisions            Basic Business Economics</p>
<p><b>Valuing Diversity</b>  <i>Appreciating and leveraging the capabilities, insights, and ideas of all individuals; working effectively with individuals of diverse style, ability, and motivation.</i></p>	<p>Valuing Diversity            DiSC – Dimensions of Behavior</p>

# Quantum Services

## Class List

### Quantum Programs

#### *Leadership*

- *Continuous Improvement*
- *Facilitation Skills*
- *Guiding Human Performance*
- *Leading Work Teams*
- *Negotiation Skills*
- *Problem Solving*
- *Project Management*
- *Strategic Thinking*

#### *Professional & Technical Skills*

- *Business & Technical Writing*
- *Business Etiquette*
- *Challenge of Difficult People*
- *Industrial Engineering 101*
- *Organizational Skills*
- *Presentation Skills*
- *Quick Response Problem Solving*
- *Time Management*

#### *Team Work*

- *Anger Management*
- *Basic Business Economics*
- *Lean Manufacturing Simulation*
- *Meeting Skills & Tools*
- *Myers Briggs: Improving Teamwork*
- *Trouble Shooting Your Team*
- *Writing Basics*

### Inscape Programs

- *Coping & Stress*
- *DiSC - Dimensions of Behavior*

If you don't see what you need, let's talk about how we can get it for you. Also, check out our public workshops on the web at [www.qsiteam.com](http://www.qsiteam.com).

### DDI Programs

#### *Interaction Management: EX*

- *Coaching for Improvement*
- *Coaching for Success*
- *Delegating For Productivity & Growth*
- *IM Essentials*
- *Leading Change*
- *Managing Performance Problems*
- *Resolving Conflict*
- *Reviewing Performance Progress*
- *Setting Performance Expectations*

#### *Strategies*

- *Building An Environment Of Trust*
- *Coaching: Developing High Performance*
- *Leadership: Facilitating Change*
- *Leading Successful Meetings*
- *Leading Your Team To Optimal Performance*
- *Partnerships: Creating Synergy*
- *Personal Empowerment: Taking Initiative*
- *The Empowering Leader*

#### *Techniques*

- *Adapting to Change*
- *Building Trust*
- *Communicating and Listening*
- *Communicating With Others*
- *Contributing to Meeting Success*
- *Feedback Fundamentals*
- *Influencing Others*
- *Interaction Skills for Success*
- *Making Effective Decisions*
- *Supporting Others*
- *Training Others*
- *Valuing Differences*
- *Valuing Diversity*
- *Working As A Team*
- *Working Through Conflict*

#### *Service & Selection*

- *Service Plus*
- *Targeted Selection*



# Quantum Services

## Human Resource Consulting

The right people doing the right things in the right environment will give you a competitive advantage in the marketplace. Quantum Service's human resource contractors and consultants have the expertise to assist you in putting these pieces together. We offer a pool of Human Resource professionals who are available on a short term, long term, part-time or project basis to fill your immediate capacity needs.

Right people. Right knowledge. Right work environment.

Let's begin with a FREE Employee Risk Audit to determine your legal and procedural vulnerability as well as the interconnectedness of your performance systems.

Quantum Services offers:

### Recruiting & Selection Services

- Position Needs Analysis
- Targeted Selection
- Applicant Screening
- Applicant Assessment
- Resume Writing
- Offer Negotiation



# Quantum Services

## Performance Management Services

- Training to Performance Connection
- Performance Coaching – Performance, Conflict, Personal Growth, Goal Setting
- Personal Development Planning
- Performance Appraisal System Development
- Training Needs Assessment
- Grant Writing
- Training Coordination/Administration
- Job Classification & Job Description Development
- Compensation Structure Development

## Retention Services

- Career Coaching
- Internal Satisfaction Surveys & Analysis
- Rewards & Recognition Systems
- Team Launch Facilitation
- Team Health Analyzation & Troubleshooting
- EEOC claims

## Administrative Services

- Employee Handbook Development
- Policy and Procedure Development
- Employment Law Consulting
- Training Tracking
- Project Tracking

Contact us for more detailed information about how we can help.



# Quantum Services

## Software

Quantum Services also provides software to support your HR needs. We offer:

### Computer-Based Training

Quantum Services can turn your continual training programs into a custom-made, computer-based training program that can be delivered on an individual, as-needed basis. Things like new hire orientation, company processes, work instructions and safety basics can be delivered to individuals as they need it, when they need it and at their own pace. Our training uses interactive choices and activities, quizzes, video examples and sound clips to keep things interesting. Plus, we can build in tracking systems so you know who's learning what, how long it took them, how many attempts they made and what their pre and post scores were.

### Training Tracker Software

Quantum Services provides software that will allow you to efficiently and effectively track who, what, when, where, and how much in regards to your training. Customized software development is available. Stand alone, network, or source code versions are available.

### 360plus Feedback.com

This web-based survey system can help you collect feedback quickly and easily. The system can be customized to receive feedback from customers, departments or individuals for any competency or skill you have in mind.





# Quantum Services

## HRinterview.com

This web-based system offers HR professionals the tools for equitable and efficient interviewing. Enter the competencies you need and choose from a list of behavioral questions for a custom made interview guide. Enter each candidate's scores and get a comparison report to aid in selection.

## Assessments




Quantum offers a variety of assessments to measure talents, behaviors, aptitudes and values. We can help you find the assessment that is just right for measuring what you need.

Contact us at (866) 241-3122 for more detailed information on what these tools can do for you or visit us on the web at [qsiteam.com](http://qsiteam.com).





# Quantum Services



*H*elping you maximize  
your greatest asset . . .



*P*eople!

