



## ***Seminars and Trainings***

**CMG Associates** specializes in providing customized training programs for businesses of every size and type. Rapid change and competing pressures are defining features of today's business climate. Employees and supervisors alike need help in negotiating the complex challenges of both work and life. Well designed and delivered training programs are the best tools for delivering guidance and information to your employees, time and cost effectively.

Topics most often requested by management teams include:

- Coping with Organizational Change
- Violence Prevention and Conflict Resolution
- Managing Difficult People
- Non-Violent Crisis Intervention
- Sexual Harassment
- Continuous Performance Evaluation
- Leadership Development
- Managing Diversity
- Stress Management



In designing seminars for your organization, we combine the most current information on a topic with material from participants to create a training experience that is engaging, immediately useful and relevant.

CMGA's expert staff also provides a full range of Employee Assistance training and lunch-hour seminars. These employee centered training modules can be presented as introductory one-hour seminars or designed and facilitated as multi-session in-depth workshops.

We have found that companies benefit a great deal by offering training opportunities to employees. In the seminars, employees identify and begin to work on issues that may challenge their effectiveness in the workplace, thus providing low risk, low cost performance improvement tools to several individuals at once. Special care is taken by all our training staff to ensure participants feel safe, supported and energized by their seminar experience.

## Staff Development

**CMG Associates** is prepared to jump start your staff with customized training to meet the needs of your workforce. Our experienced trainers can deliver engaging presentations on a wide range of pertinent subjects. We offer a variety of learning formats, including lunchtime seminars, full-day workshops, and 12 month staff development programs. Our presentations are tailored to meet a range of learning levels and styles.

## Management Training

Management training is an ongoing need in a dynamic work setting. We will consult with your managers and engage in an ongoing needs assessment to determine your primary training focus. Our approach is innovative and customized to develop those skills that will strengthen your organization, including conflict resolution, communication, leadership and management skills, performance evaluation, stress reduction, substance abuse, sexual harassment, and diversity.

## Overview of Trainings

CMG Associates is happy to customize a training to your workplace needs. Here are some of our more popular and utilized trainings. Please contact us to discuss a custom training or seminar for your business.

### Staff Development

#### *Half Day Programs*

- Beyond the Words – Tapping into the Wisdom of Body Language
- Increasing Productivity with Emotional Intelligence (Introductory)
- Eliminate Miscommunication through Active Listening
- Stop Avoiding the Hard Conversations
- Eliminate Team Toxins to Increase Team Effectiveness
- Professionalism and Workplace Dynamics
- Leverage Your Strengths, Maximize Your Team
- Deliver Results with a Dynamic Team
- Keeping Employees Engaged- What Does it Take?
- Leading Successful Meetings (Recommend 2 sessions)
- Leadership Styles and How They Impact Results
- Making it Happen – Creating a Response-able Culture
- Develop your Staff: Intro to the Coach Approach for Managers
- Everything DiSC Work of Leaders Debrief
- Everything DiSC Management Profile Debrief

## *Series*

- **The Emotionally Intelligent Manager -Increasing Productivity with Emotional Intelligence Series –**
  1. Introduction: Why Emotional Intelligence Matters
  2. Self Awareness: Job 1 – Being Present
  3. Emotional Self- Expression: Authenticity, Transparency, Integrity
  4. Emotional Awareness of Others: the Role of Perspective and Empathy
  5. Emotional Reasoning: Decision Making with Data and Intuition
  6. Emotional Self -Management: Staying Calm, Centered, Clear-Headed
  7. Emotional Management of Others: Empowering Positivity on Others
  8. Emotional Self-Control – Expressing Strong Emotions in the Right way, at the Right time, with the Right person
- **What Makes Teams Tick Series**

## *Lunch and Learns*

- Eliminate Miscommunication through Active Listening
- Stop Avoiding the Hard Conversations (Introductory)
- Leading Successful Meetings (Introductory)
- The Power of Words
- Leading from any Chair
- Leading from Outside the Box (based on book Leadership and Self Deception)
- The Power of Intention
- The Power of Acknowledgement
- All About You: A Replenishment Workshop
- Presentation Skills
- Facilitating Meetings
- Personal Presence
- Presenting Slides
- Delivering Feedback
- Building Team Capability
- Managing Others
- Disagreeing Agreeably
- Dealing with Difficult People
- De-escalating Hostile Situations
- Defusing Tense Situations
- Stating Opinions
- Understanding Communication Styles to Improve Working Relationships
- Assertive Communication
- Active Listening
- Interpersonal Effectiveness
- Human Relation Skills/People Skills
- Goal Setting
- Visioning
- Effective Use of Memory
- Customer Service
- Email Etiquette
- Business Writing

- Leading Conference Calls
- Professionalism in the Workplace

### *Work/ Life Seminars*

#### **Substance Abuse**

Alcohol/Substance Abuse Education  
Life in the Alcoholic Family  
Substance Abuse: What can you do about it?  
Teaching Teens about Substances

#### **Workplace Issues**

Communication Skills  
Coping with Change  
Coping with Difficult People  
Dealing with Anger in a Positive Way  
Learning to Express and Deal with Anger in a positive way  
Non-Violent Crisis Intervention and Conflict Resolution  
Stress Management  
Time Management

#### **Health**

AIDS Education  
Healthy Lifestyle Development  
Improving your Lifestyle  
The Benefits of Humor  
Understanding Depression

#### **Financial**

Financial Planning for Retirement  
Financial Planning for College  
Getting Your Finances Under Control

#### **Family Issues**

Caring for the Caretakers  
Challenges of Communicating with Elderly Loved Ones  
Child Tasks/Parent Tasks: Early Childhood Development  
Children with Special Learning Styles: Issues at Home and with the School  
Communication Traps  
Coping with Divorce and Separation  
Coping with Grief and Loss  
Dealing with Peer Pressure

Dealing with Sibling Rivalry  
Eldercare Issues  
Facilitated Grief Group  
Family Team Building  
Guilt and Expectations  
Helping Children to Make Good Decisions  
Is My Child Ready to Stay Home Alone  
Keeping Our Children Safe  
Kids and Media  
Living in a World of Uncertainty – Trauma and World Events  
Making Marriage Work  
Male Parenting Roles: How Has Fatherhood Changed?  
Managing Stress  
Men are from Mars, Women are from Venus  
Minivan Matters: Parenting Elementary Schoolers  
Mirror, Mirror on the Wall: Women and Body Image  
Parent/Child Communication  
Positive Discipline  
Preparing Our Children for School  
Raising Drug Free Children  
Remaining Partners Not Just Parents  
Setting Limits: Saying No So Everyone Wins  
Slowest Days, Fastest Years: Keeping Pace with your Infant and Toddler  
The Balancing Act: Managing Work and Family  
The Childcare Dilemma  
The Procrastination Pile Up  
The Procrastination Pile Up ... And How to Steer Clear of It  
Whose House Is This Anyway? Creating Win-Win Opportunities with your Teen  
Womens' Ways of Working, Guidelines for a Balanced Life  
Work and Family Integration  
Yours, Mine and Ours: Handling the Unique Challenges of Blended Families

## **Management Training**

The following is a list of topics offered through our supervisor development series. Each program can be delivered on its own or combined with other topics to create a comprehensive training opportunity for supervisors at all levels.

Building Effective Teams  
Conflict Resolution  
Continuous Feedback...Making the Most of Performance Reviews  
Dealing with Difficult People  
Managing Time for Ease and Effectiveness  
Sexual Harassment and Discrimination  
Thriving Through Change and Transition  
Work and Communication Style Differences

## **Sample Course Descriptions**

Here are some course descriptions of our most popular seminars:

### ***Managing the Stress in Your Life***

Stress is an inevitable and often necessary part of life. Find out how to develop an awareness of your unique responses to stress, how to reduce the negative effects of stress and how to proactively take on the challenges stress presents.

CMG Associates' "Stress" class, highly acclaimed for the support, insight and encouragement it offers participants, combines self-assessment, group discussion, and informative materials (including individual workbooks) to create an engaging and immediately useful learning experience. Participants leave the three-session seminar series with a solid understanding of how stress affects them, what they can do about it, and the belief that they can make healthful and productive changes in their lives.

What class members have to say:

*"This training was extremely helpful both personally and professionally!"*

*"Would definitely recommend this training to co-workers."*

*"I feel this training was great, the class was very open."*

*"Great Class!!"*

### ***Work and Family Integration***

It is an endless juggling act. Learning to integrate family and work responsibilities requires practice at setting boundaries that are in line your values and priorities. Though this training does give any easy answers to this difficult challenge, it will provide you with guidelines, suggestions and insights to help you create your own solutions.

### ***Coping with Grief and Loss***

Sadness and overwhelming feelings are a normal part of the grief process. Experiencing such intense feelings at work however can cause additional strain for the bereaved as they try to fit in and act as though nothing is wrong. This workshop provides suggestions and resources for dealing with loss as well as ideas for how to deal with another's grief.

## ***Communication Traps***

Want to find ways to get your message across more effectively? Are you frequently finding gaps between what was said and what was heard? We'll take a look at some of the more common communication faux pas and generate ideas for improving the way communication happens, verbally, non-verbally and electronically.

## ***Surviving and Thriving as a Single Parent***

Single parenthood is filled with complexities. Just when you think you've got one thing handled, something else comes up, keeping you on your toes or, sometimes, knocking you off your feet. This program will provide you with insightful and immediately useful approaches to managing your life so that both you and your child(ren) thrive in spite of the challenges.

This program will:

- Identify the difference between co-parenting and single parenting and suggest strategies for putting child's needs first in either situation
- Provide techniques and approaches for managing emotions and difficult communication issues
- Identify ways to deal with children at different development stages
- Suggest resources for support and guidance
- Provide strategies for dealing with logistics such as finances, childcare, holidays and legal issues.
- Illuminate ways to move forward and take care of yourself