

Corporate Trainer Online Virtual Seminars using ZOOM



Mike Roberts, Founder
Corporate Trainer Online



Success Occurs When Opportunity Meets Preparation

“If the only tool you have in your toolbox is a hammer, then all you problems just look like nails.”

In these 90 Minute Powerful virtual workshops using ZOOM, Mike Roberts will help your organization fill their toolbox with the skills and attitudes necessary to prepare them for success.

Management

Management 101- Learn how to be an effective manager from day one.

- What managers (are supposed) to do
- Action centered leadership
- Common mistakes of new managers
- The importance of being ‘authentic’
- Identifying personal actions

90 Minute Teambuilding - Learn how to refocus and re-energize an established work team.

- Tips to ensure you recognize employees with great potential.
- Ways to offer constructive criticism to top performers.
- Dealing with anger and other emotional responses.
- How to balance diversity on your team.
- The life changing **97/3** rule.

Monkey Management - Learn how to spot the 'monkeys' and expand your discretionary time.

- Your management style and monkeys
- What is a 'monkey'?
- Where your management time goes
- The 4 rules of monkey management
- Monkey spotting – becoming savvy

Developing A Management Style- Learn how to extend your approach to managing others.

- What's it like being managed by you?
- Your task-people orientation
- Identifying your management style
- Recognizing when to use different styles
- M.B.W.A. – managing by walking around

Guide To Better People Management

People problems in business are among the most fascinating, but oftentimes frustrating. You have probably known people in business who were masters of motivation and others who were completely inept. You'll see examples of both during this virtual seminar.

- Giving your people a faster start.
- Building the will to work.
- Spotting work habits that spell trouble.
- You CAN keep morale high.

Strategies Of Moving Ahead

It's easy to attribute success in management to "luck"..but psychologists and consultants have proven that "luck" usually gets a lot of help from the person who starts out with a clear plan for managing their own career development. During this virtual seminar you discover many keys to help you "move ahead."

- Challenge yourself to success.
- Bounce back from set-backs.
- Keep ambition in balance.
- Set your own pace for progress.

Master The Art Of Delegating

The boss who spreads himself or herself too thin or clutches every decision to themselves is short-changing themselves and the organization. During this virtual seminar you experience the value of delegation.

- What is your delegating rating?
- Why people don't delegate.
- Give people problems to solve.
- The role of personal power in delegating.

Managing Change - To be effective, any change needs to be led – or at the very least managed. Many organizations overly focus on the project/process management aspects of change. While this is an important factor – it is not the critical factor ... *people are!*

Usually when change fails, it fails because managers have not taken into account the impact change has on the individuals concerned from a psychological perspective.

Learn how to plan and manage change successfully...

- Consider the realities of change in the workplace
- Recognize the key drivers of business change
- Practice applying your change management skills
- Appreciate how people typically react to change
- Recognize the essential do's & don'ts for managing change

Leadership

Creative Thinking- Learn how to improve collaborative thinking in groups and teams.

- Parallel thinking in group problem solving
- The different thinking styles
- Benefits and uses
- Practical exercise
- Skills practice

Feedback vs. Feed Forward- Learn how to deliver effective performance feedback.

- The 4 types of feedback
- Activity: the feedback loop
- Hallmarks of good and poor feedback
- Model for constructive feedback
- Skills practice

Handling Conflict- Learn how to recognize and handle conflict with others.

- Conflict and you
- The 5 main sources
- The impact of values and 'triggers'
- 5 options for responding to conflict
- Useful tools and techniques

Embracing Change: How to Change When Change Is Hard

More than ever before, organizations are evolving, innovating and changing to stay alive and competitive. And they're depending on their employees to accept and support difficult changes in leadership, technologies, policies or management approaches vital to future success. Unfortunately, most employees initially resist workplace change and defend the status quo—it's human nature.

- Identifying the pros and cons to a changing environment
- Identifying the 3 steps in the change process
- Understanding the resistance to change and how to deal with it

Your Role as a Decision Maker

Decisive thinking and decisive action are important keys to executive success. It takes nerve and courage and solid preparation to make decisions with confidence. During this virtual seminar we'll cover many of the elements of a good decision maker.

- Don't confuse activity with productive motion.
- Apply critical judgment to creative effort.
- Don't give up when the decision seems to be going wrong.
- How creative thinking leads to decisions.

Communication

Challenging Conversations- Learn how to confidently tackle those discussions that you dread.

- Features of challenging conversations
- The 6 coping strategies
- Closed vs. open approaches?
- Climb down your ladder!
- Applying techniques to your own situations

Handling Conflict- Learn how to recognize and handle conflict with others.

- Conflict and you
- The 5 main sources
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Bad Communication Habits: “What message are you sending?”

Do you ever wonder at how certain people always seem to put others at ease, and take command of a room as soon as they enter? Anyone can learn to communicate more effectively. All it takes is practice, self-awareness, and someone to lead the way. During this workshop you will learn to enhance your workplace relationships, speak more confidently in public, and boost your reputation as a trusted, respected professional.

- Learn how to look at situations from another viewpoint – and stay focused on outcomes instead of differences.
- Understand why it’s so hard to hear what others are saying, and overcome barriers to effective listening.
- Learn how to give and receive feedback without becoming defensive.

Effective Communication: How to get your ideas across

In this virtual seminar you’ll learn how you come across as a communicator, and how to target your communication.

- Like an arrow to a bull’s-eye, be simple and direct with your words and phrases.
- Know the person you’re trying to motivate well enough to speak in his or her terms.
- When you are easily understood people have good reason to do what you ask.
- How to use the four steps of effective communication.

Handling the “Moments of Truth” In Customer Service- Learn how to positively influence those critical points of customer contact.

- What shapes your customer’s expectations?
- The 4P’s of the customer experience
- Mapping your customer’s journey
- Defining the critical moments of truth
- Identifying practical actions

Personal Growth

Make the Most of Your Time

It has been said, “To get a job done, give it to a busy person.” But do busy people get their time? In this virtual seminar you’ll find many answers and you’ll find dozens of ways to make your own time productive like:

- Staying on top of your job.
- Analyzing your time.
- Make the time you need.
- How to stretch your time

Emotional Intelligence- Learn how to recognize and manage emotions in yourself and others.

- Self-analysis: your E.I. profile
- What is emotional intelligence?
- The emotionally intelligent leader
- 5 steps to develop emotional intelligence
- How to apply E.I. to any situation

The 80/20 Principle- Learn how to achieve extraordinary results without extraordinary effort.

- The 80/20 phenomenon
- Challenging conventional wisdom
- Just one day per week?
- Uncovering the vital few in the trivial many.

Look again: 10 questions to ask yourself before you give up on your dreams

We all face obstacles in pursuing our goals, whether they're professional or personal. We think we're on the right track but realize we've chosen the wrong approach. We're enthusiastic and hard-working, but our support system disintegrates when we need them the most. We're just about to make significant progress when we run out of time or funding. Tenacious as we may be, we all have our breaking points—that moment when the potential rewards stop justifying the effort. Usually, that's the hump that separates your best shot and your best reality. Before you throw in the towel and go back to something safe and far less taxing, ask yourself the following questions: Here are just a few you will experience during this virtual seminar.

- Why did you want to pursue this goal to begin with, and has anything changed?
- Have you been operating with too much information?
- What's the worst that will happen if you keep going and don't reach your goal?

Positive Thinking- Learn how to empower yourself to develop a positive 'can-do' mindset...

- Benefits of positive and negative thinking?
- Pot fillers and pot drillers
- Recognizing triggers of negative thoughts
- Overcoming twisted thinking
- Positive thinking techniques

Overcoming Self-Defeating Bad Habits

If you've found yourself repeating self-defeating thoughts and behaviors, it's critical to understand the root causes of where these thoughts and behaviors are coming from. Self-defeat is something you *can* overcome. It takes recognizing the situations in your life and past struggles that caused such a down spiral of these self-defeating patterns. During this virtual seminar you will experience:

- What are self-defeating thoughts?
- Examples of self-defeating thoughts.
- Self-defeating behaviors and where they may originate.
- Self-interventions to conquer self-defeating thoughts and behaviors.

Here's what people are saying about Mike Roberts' Virtual Training

"Mike is very good at training with the individual in mind. He can bring out the best in anyone, and help them to strive for the very best in themselves."

Eric Wooldridge

Holiday Inn

"I've had the pleasure of working with Mike Roberts for several years. He is an amazing trainer because he keeps you engaged. Mike was at the forefront of a positive change in the way we handled our customers!"

Eric Averett

Workforce Consultant at Ramstad USA

"Mike is very detailed oriented and is results driven. He knows how to secure the best from others, and is a unique speaker and trainer. Mike would be an asset to any organization."

Betty Garrett

President at Garrett Speakers International

Corporate Trainer Online
1106 Robin Rd., Elgin, Texas 78621
www.corporatetraineronline.net
Mike@corporatetraineronline.net
(214) 564-4684