

Infinite ChoicesSM

Modules

Managing and Leading Others

- ***Writing Performance Appraisals***
- Setting Performance Standards/Measurements
- Interviewing Skills
- ***Conducting Performance Appraisal Conversations***
- Preventing Discrimination and Harassment
- Energizing the Work Team
- ***Prioritizing and Delegating***
- ***Coaching for Performance***
- Keeping the Best: Retaining Top Performers
- ***Coaching for Career Development***
- Empowering Your Work Group/Team
- Building Trust with Your Work Group/Team
- ***Change: The Leadership Role***
- Leading Your Team
- Moving from Manager to Leader
- ***Ethical Applications of Power and Politics***

Communicating with Others

- ***Managing Relationships***
- ***Handling Conflict***
- ***Listening and Questioning for Understanding***
- Fundamentals of Effective Presentations
- Asserting Your Ideas
- ***Excelling at Customer Service***
- Understanding Diversity
- Dealing with Anger and Emotional Behavior in Others
- ***Providing and Receiving Feedback***
- Conducting Effective Meetings
- ***Getting Connected: Email and Voicemail***
- Win-Win Negotiating



Personal Performance

- Fundamentals of Business Finance
- Managing Stress
- Creative Thinking/Innovation
- Managing Your Own Performance
- Contributing to Team Performance
- Supporting Change: The Employee Role
- Maintaining Your Focus: Focusing on What You Can Do

Business Processes

- Basics of Problem Solving
- Making Decisions
- Managing Your Work as a Project
- Fundamentals of a Process-Based Organization
- Mapping Your Work Processes
- Basics of Lean Thinking
- Understanding the Budgeting Process
- Fundamentals of Process Improvement

Foundation Module

*Infinite Choices*SM always begins by introducing participants to the **Foundations of Effective Work Relationships**. This module contains concepts and models that underlie and support the application of the skills learned through all the *Infinite Choices*SM modules.

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