

Cope & Associates, Inc. Workshop Offerings

Employees are constantly being asked to reach new heights, meet new challenges, innovate, and deal with ever-changing issues and demands. To help employees maximize their talents and energies, we offer a variety of training and development services. All training courses are customized to meet client need and to make the content relevant to the workplace. If additional or different topics need to be covered, the course can be modified accordingly.

COPE's training delivery style is well grounded in adult learning theory and is highly interactive with frequent small group work, individual participation, and whole group exercises. By working with the client prior to training, we customize the materials to be highly relevant to the work environment, increasing the transfer of learning back to the workplace.

In addition to delivery of off-the-shelf courses, we also provide a full spectrum of training and development services including: needs analysis, training material design and development, online course development, job aid creation, training delivery, executive coaching, on-the-job training, assessment, and follow-up.

The tables below outline the courses we frequently offer to our clients. The delivery of the course includes basic customization, post-course evaluation, and feedback to the client. Significant alteration of the courses may result in additional hours at our consulting rate.

Title of Course:	<i>Audio Logo</i>	Length of Course (# of Hrs/Days):	3 hours
<p>Ever stumble all over yourself trying to answer the question, "So, what is it that you do?" In this course, you will create a very powerful networking tool called an "Audio Logo." It's very easy to use and has proven effective in casual conversations, interviews, and resumes. Using an Audio Logo is the most non-threatening, comfortable, authentic, and natural way to answer the question, "What do you do?" Even if you're a self-proclaimed networking expert, this tool will make you even more effective.</p>			

Title of Course:	<i>Business Writing</i>	Length of Course (# of Hrs/Days):	4 hours
<p>Professionalism comes through in a person's writing, whether by office memo, e-mail message, or technical report. Today's style requirements may differ from yesterday's, but skills such as grammar, spelling, and punctuation are timeless. Employees who may not have been hired for their writing skills are representing your organization internally and externally every day. Understanding the audience and intent of the message; using proper grammar, tone, and approach; and proofreading are all critical skills in today's business environment. Attendees of this class will learn a simple 5-step process for planning and writing messages, as well as ways to avoid common written communication pitfalls.</p>			



Title of Course:	<i>Coaching and Feedback</i>	Length of Course (# of Hrs/Days):	4 hours
<p>In order to continue to develop your employees' skills and to address issues as they arise, managers and supervisors need to improve their skills at coaching employees and providing feedback. In this class, participants will: become aware of opportunities for coaching and feedback; learn to recognize supportive and non-supportive coaching behaviors; learn about the relationship between coaching and performance management; and complete a small group activity to demonstrate their understanding of the coaching process.</p>			

Title of Course:	<i>Effective Communication</i>	Length of Course (# of Hrs/Days):	4 hours
<p>The words we use can be supported or overshadowed by our tone, our body language, or other non-verbal factors. Learn to redefine communication, distinguish one-way vs. two-way communication, and understand the impact of tone and body language. In addition to these fundamentals, learn effective listening skills. Understand what distracts us from listening, demonstrate active listening, and reflect back that you've <i>listened</i> and not just <i>heard</i> someone speak.</p>			

Title of Course:	<i>Delivering Excellent Customer Service</i>	Length of Course (# of Hrs/Days):	4 hours
<p>This course is designed for anyone who provides service to customers. It begins with the fundamentals of customer service and ends with service recovery (what to do when something goes wrong). In this class, participants will learn to: articulate the value of excellent customer service; identify your internal and external customers; describe moments of truth in your organization; define characteristics of good customer service where you work; understand basic customer needs and how to meet them; know the importance of good communication techniques; improve your ability to give and receive feedback; deal with challenging customer service situations.</p>			



Title of Course:	<i>Delivering Excellent Telephone Customer Service</i>	Length of Course (# of Hrs/Days):	4 hours
<p>This class is designed for people whose primary job is to speak with customers over the telephone. Excellent telephone customer service is especially critical to the perception of your agency by the public. In this class, participants will learn to: prepare their workspace to effectively take calls; describe the importance of smiling while on the phone; improve effectiveness at providing customer service over the telephone; improve active listening skills; effectively handle rambling callers; ask appropriate open-ended or closed-ended questions; utilize new techniques such as paraphrasing, summarizing, and reflecting when communicating with the customer; and utilize good voice techniques.</p>			

Title of Course:	<i>Managing for Excellent Customer Service</i>	Length of Course (# of Hrs/Days):	1.5 days
<p>Unless managers and supervisors understand the factors that support employees' ability to provide excellent customer service, quality will not improve. In this class, participants will learn how to look for opportunities for improvement and change through three modules in this one and a half day class.</p> <p>The first module addresses personnel management: manage the performance of individuals and work groups in terms of setting expectations and standards; prioritizing workloads; identify best practices; create accountability measure and reward and recognition systems.</p> <p>The second focuses on the customers and the Client's relationship with those customers. In this module, participants learn to create customer feedback mechanisms; identify improvement opportunities by understanding the techniques of surveying and the value of process improvement; develop systems approaches to recurring problems or complaints; overcome barriers to improvement; and tie training to improved service.</p> <p>In the third module, participants learn more issues that relate customer service to quality hires and trained staff. During this portion of the 1.5 day class, participants learn to: understand customer service from a managerial and supervisory perspective such as hiring good customer service personnel; address the unique needs of some customers; deal with internal customers that participants do not supervise; and how to change a customer service culture.</p>			



Title of Course:	<i>Delegation</i>	Length of Course (# of Hrs/Days):	2 hours
<p>Proper use of delegation is an invaluable tool for managers and supervisors to get more work accomplished while developing staff. In this class, learn about the delegation matrix and how to make and manage effective delegation decisions.</p>			

Title of Course:	<i>Employment Law Highlights</i>	Length of Course (# of Hrs/Days):	2 hours
<p>Legal matters can sometimes be the “trickier” areas of the human resources function. Make sure your organization has the right policies or practices when it comes to hiring, interviewing, wage and hour practices, performance management, discipline or termination.</p>			

Title of Course:	<i>Interviewing and Hiring</i>	Length of Course (# of Hrs/Days):	4 hours
<p>Effective interviewing skills speed up the interview process and help ensure that you are hiring employees best suited for your organization. This course also covers the legal aspects of hiring to reduce your liability. Participants will learn behavior-based interviewing skills that help them create a solid set of questions to ask candidates that will solicit detailed and performance relevant answers. Anyone who is responsible for interviewing employees should attend this course – managers, supervisors, and team members who may be on an interview panel.</p>			

Title of Course:	<i>Leadership</i>	Length of Course (# of Hrs/Days):	4 hours
<p>Leadership involves change and this course will help you manage that change. You will learn how to manage your influence and use it in ways that are productive for yourself, your subordinates, and your organization. You will also be introduced to various styles of leadership and leadership theory to gain an understanding of how leadership should be applied in various situations.</p>			



Title of Course:	<i>Effective Meetings</i>	Length of Course (# of Hrs/Days):	2 hours
<p>In some organizations, more time is wasted in meetings than is saved. Learn how to plan an effective meeting, create a solid agenda to drive the meeting, and a minute format that is easy to use and provides great recordkeeping of issues, decisions, and action items. Also covered are a variety of ways to hold meetings and how to make the all important decision <i>not</i> to hold a meeting.</p>			

Title of Course:	<i>Introduction to the MBTI (Myers-Briggs Type Indicator)</i>	Length of Course (# of Hrs/Days):	1 day
<p>The Myers-Briggs Type Indicator (MBTI) is a scientifically validated instrument used to determine people's preferences in communication styles. Prior to taking this class, participants fill out MBTI assessments which are scored by the instructor. This interactive course introduces participants to the MBTI system, each of the type groupings, and how to apply the knowledge of type indicators effectively.</p> <p>This class can also be conducted on a one-on-one basis. Consulting rates apply.</p>			

Title of Course:	<i>Advanced MBTI</i>	Length of Course (# of Hrs/Days):	1 day
<p>Building on the foundation laid in the Introductory class, this class is often taken by managers and supervisors to gain a deeper understanding of the types and how to manage people based on their communication styles. Conflict resolution is also addressed.</p>			

Title of Course:	<i>Performance Management</i>	Length of Course (# of Hrs/Days):	4 hours
<p>In order to manage employee performance throughout the year, managers and supervisors need to build the skills to use performance management as an ongoing tool, not just on a once-a-year appraisal. This class can be customized to include performance review forms and or software used by the Client to make the training highly relevant to the workplace.</p> <p>In this class, participants will: learn the Performance Management Continuum; learn the importance of establishing and communicating performance expectations; understand the difference between coaching and corrective action; be able to write and deliver effective, meaningful, and appropriate appraisals of performance; and understand how to tie employee development plans to their performance appraisals.</p>			



Title of Course:	<i>Personal Computer Coaching</i>	Length of Course (# of Hrs/Days):	As needed
<p>Nearly every employee uses a computer daily, but most are not using it as efficiently as possible. Do you have an “office guru” that everyone goes to for help on Microsoft Office applications? Your employees are using valuable time to help that could be spent on tasks.</p> <p>Desktop training is more of a one-on-one coaching session than a class. In consultation with the employee, COPE will assess his or her current skill level and identify which specific skills they need to become more productive. Based on that assessment, a learning plan is built and COPE will train each employee at his or her own computer so any customization that is done is already set up on the workstation. This can also be done early or late in the day for executives who would like private training.</p>			

Title of Course:	<i>Personal Power</i>	Length of Course (# of Hrs/Days):	3 hours
<p>We have all found ourselves at times when we felt powerless and at times when we had acknowledged wisdom. We will discuss the ideas and behaviors around personal power and a Personal Power Profile. You will gain insights into the six progressive stages of personal power: Powerlessness, Power by Association, Power by Achievement, Power by Reflection, Power by Purpose and Power by Wisdom.</p> <p>A Personal Power Profile instrument will be provided upon registration and should be completed prior to the course. The instrument will measure your individual stage of personal power and indicate which stage of personal power you currently reside.</p>			

Title of Course:	<i>Presentation Skills</i>	Length of Course (# of Hrs/Days):	4 hours
<p>In this class, participants will learn how to structure a cohesive presentation – whether they have 5 minutes to speak or 8 hours. Learning what to avoid, then how to plan a presentation that flows well and includes interaction with the audience. This class prepares participants for delivering a brief presentation at the end of the training session. Working in pairs, participants develop a brief presentation on a relevant topic and present to the group, receiving constructive feedback. The effective use of PowerPoint is addressed in the class, but is not part of the practice presentation.</p> <p>This class can be made longer or spread over two days to give participants time to work on job-specific presentations for delivery to the group on the second day. It can also be set to coincide with a number of presentations that your agency will be making, such as at a conference, to prepare all the speakers to give high-quality, persuasive presentations.</p>			



Title of Course:	<i>Process Communications</i>	Length of Course (# of Hrs/Days):	7 hours
<p>Using either the LIFO instrument or the Myers-Briggs Type Indicator, individuals and teams learn about their own communications style and preferences in communicating with others. Team dynamics, blind spots, and moderation of one's own excesses are all discussed. Instructors are certified in teaching one or the other of these programs and are skilled in the interpretation of results. Requires the purchase of workbooks and the survey instrument for either tool. Advanced programs are also offered. These programs can also be conducted on a one-on-one basis. Consulting rates apply.</p>			

Title of Course:	<i>Project Management</i>	Length of Course (# of Hrs/Days):	2 days
<p>This project management course takes participants through all phases of project planning from understanding the people side of a project through the steps necessary to close out a project. Participants will learn:</p> <ul style="list-style-type: none"> • The people side of project management • How to define a project's scope, specifications, assumptions, and measures of success • How to compose a comprehensive project overview statement • Effective planning skills • How to develop a work breakdown structure using one of two methodologies • The value in creating timelines and Gantt charts • The fundamentals of task relationships • Multiple strategies to maintain control over a project • Effective and efficient meeting management skills • The basics of risk assessment • The steps to close out a project 			

Title of Course:	<i>Creating Respectful Work Environments</i>	Length of Course (# of Hrs/Days):	4 hours
<p>This course focuses on how to create a respectful and non-discriminatory climate in the workplace, understanding legal standards governing sexual harassment and other claims of discrimination based upon race, age, disability, national origin, etc. as well as the recent changes in Quebec law. Participants will learn how such claims or complaints should be handled, the specific legal and practical roles that supervisors and employees have in such circumstances, and how to respond. The Consultant emphasizes the creation of a respectful work environment and best HR practices regarding such issues.</p>			



Title of Course:	<i>Skills for New Supervisors</i>	Length of Course (# of Hrs/Days):	4 hours
<p>This class covers all those things no one ever told you when you were promoted and you wish they had. Being promoted into a supervisory role is more than a change in title. You now have new responsibilities and are viewed differently by your former peers. In this class, you will learn how to avoid common pitfalls for supervisors and how to be successful in your new role.</p>			

Title of Course:	<i>Team Tools for Effective Decision Making</i>	Length of Course (# of Hrs/Days):	4 hours
<p>Team Tools is a highly interactive training session that introduces to the participants various methods for effective decision making in groups. While utilizing the techniques, participants learn how each one works and situations for their effective use. After the training, teams will be able to use these new techniques when faced with problems to solve or decisions to make.</p> <p>Who should attend: Team leaders with their teams; team leaders as a group; facilitators; trainers; project managers; managers; supervisors; legislators; committee chairs; anyone with the responsibility for leading a group in decision making.</p>			

Title of Course:	<i>Time Management</i>	Length of Course (# of Hrs/Days):	4 hours
<p>This class approaches time management from a productivity perspective. Beginning with an understanding of the basic elements of time and time management, participants become aware of how they sabotage their own productivity. This class helps participants find their time robbers and take steps to eliminate them by learning multiple strategies to really “get things done”. By the end, participants should be able to use these tools to gain an hour a day to become more productive.</p> <p>This approach is not dependent on a particular time management platform, so it applies whether you use a paper day planner, an online calendar, or a handheld electronic device.</p>			

