

Course Catalog



SPEAKER:

ALEX E. GARCIA, Ph.D., is a globally experienced leader, international speaker, performance improvement trainer and coach. He has worked with a diverse client base developed over 20 years including: The Department of Defense, Lockheed Martin, Kaiser Permanente, NOAA, NSA, Federal Law Enforcement Training Center, Sara Lee Foods, Social Security Administration and the CDC, to name a few. Dr. Garcia is also the Founder and CEO of Leadership Dynamics, a training and consulting firm specializing in leadership development. With a Ph.D. in Industrial Organizational / Behavioral Psychology, from Wright State University, Dr. Garcia has applied his education, expertise and experience to working with clients in the U.S., Canada, Europe, and Asia. He took his message to a broader audience when he released the audio series "The Mental Edge", which explores how the self-esteem and self-image affects professional and personal effectiveness. Dr. Alex Garcia is also an adjunct faculty member with the (OPM) Office of Personnel Management. Additionally, certified on a range of widely recognized programs and psychological assessments including Leadership and Conflict Management Coaching, 360-Degree Feedback Coaching, California Personality Inventory (CPI), Emotional Intelligence, Disc Behavioral Styles Assessments, LPI, Unconscious Bias Assessments and Project Management, to name a few. Dr. Garcia has trained, spoken to, and taught leadership and management skills to leaders of business, government, and education, and has built a reputation for providing passionate, energized and enthusiastic speaking and training sessions.

Client list, video demo, testimonials,
and references available on
leadershipdynamicsllc.com.

For information, please contact:
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United States
Census
Bureau



NORTHROP GRUMMAN



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Leadership & Management

CHANGE MANAGEMENT - *Making Change Happen Effectively*

How to Deal Effectively With Unacceptable Employee Behavior
Conflict Resolution and Confrontation Management

Leadership Coaching and Counseling for Improved Performance

Creating and Maintaining Organizational Excellence

Effective Motivational Leadership – Lead with Passion, Power and Purpose

Engagement - Starts With You

TELEWORK - Working With & Managing Your Remote Staff

Effective Motivational Leadership - Lead with Passion, Power and Purpose

Professional Skills

Understanding Unconscious Bias - How it Undermines Impartiality, Neutrality, & Objectivity

Micro-Aggression & Implicit Bias The Impact of Small Acts

Assertiveness and Self-Confidence Skills

The Essentials to Great People Skills

The Psychology of Excellence - Essentials to Peak Performance

The Secrets to Building Strong Positive Relationships

Creative Problem Solving and Decision Making

How to Get to the Next Level in Your Career

The Secrets to an Engaging and Energized Workplace

Self-Discipline and Emotional Control

Motivation and Goal Setting

Thriving Under Pressure

The Making of a Winner

Emotional Intelligence

Deliver Presentations, Meetings and Briefings with Confidence and Ease

The 7 Qualities of Peak Performers

Mentoring, Coaching & Team Building

How to Build Team-Player Thinking

How to Mentor, Coach & Lead Your Team

Excellence as a First Time Supervisor

Learn to Engage, INSPIRE, MOTIVATE and LEAD - Bring Out the Best in Your Team

Time and Project Management

Power, Influence, and Politics In Project Management

How to Manage Multiple Projects, Priorities and Deadlines

Time and Task Management

Communication and Customer Service

COMMUNICATION EXCELLENCE - L E A R N T O L I S T E N

The Essentials of Effective Communication

Advanced Presentation Skills

The Essentials of Credibility, Composure and Confidence

Exceptional Customer Service Support and Collaboration

CHANGE MANAGEMENT

Making Change Happen Effectively

When you are tasked with managing change, irrespective of whether or not you subscribe to a particular approach, the first question to consider is what change management actually means in your situation. Change management focuses on people, and is about ensuring change is thorough, smooth, and lasting. This high impact program will provide tools and ideas to assist in achieving results.

TRAINING TOPICS

Training may include, but not limited to the following topics:

- Adaptive communication
- Developing a persuasive leadership style
- Change catalyst
- Conflict resolution
- Building strong positive relationships
- Collaboration and cooperation
- Team capabilities
- Positive self-control
- Emotional awareness
- Self-assessment

Length: Half-Day / One-Day Sessions

For more information (**Link**): <http://leadershipdynamicsllc.com/leadership-training/>

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LEADERSHIP *Coaching & Counseling* for Improved Job Performance

Every employee can reach higher levels of performance, including your average and best performers. What they need is a leader who can coach; someone who can routinely observe, assess, and interact in ways that develop and maximize individual effectiveness. This engaging and impactful seminar will help participants raise their potential and level of performance and get the most out of their team.

What you will learn:

- An Introduction to leadership coaching
- Assess your team for gaps between potential and current performance
- Cite research on coaching impact on measurable performance improvements
- Skills in support of coaching
- Practice coaching to become comfortable and skilled in asking open-ended questions
- Practice listening for skill improvement
- Develop critical distinctions for language and make distinctions through live application
- Gain a comprehensive understanding of leadership coaching
- Observe demonstrations of the model's application
- Perform all five steps of the Coaching Model in live practice
- Key issues related to effective coaching
- Challenge the notion of "coach ability,"
- Engage in self-examination of attitudes that support or thwart successful coaching

Length: Half-Day / One-Day Sessions

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CREATING AND MAINTAINING ORGANIZATIONAL EXCELLENCE

Lead with Passion, Power and Purpose

This highly interactive course taps into organizational excellence best-practices found in positive psychology research. The material is shared in an engaging, story-based, information packed sessions. This course is designed to inspire, challenge, and ignite the desire for self-improvement, contribute in new and innovative ways, facilitate change, increased organizational effectiveness; and cultivate an environment where inspiration, creativity and people flourish.

What you will learn:

Training includes, but not limited to, the following topics:

- The four pillars of organizational excellence
- The power of purpose
- Contemporary leadership theories and best practices
- Adaptive communication
- The five essentials of active listening
- Learn advanced problem solving and conflict management techniques
- Change catalyst: initiating and/or managing change
- Conflict resolution: negotiating and resolving disagreements with others
- Building strong positive relationships: nurturing relationships for team success
- Collaboration and cooperation: working with coworkers toward shared goals
- Positive self-control: Developing a positive attitude, self-esteem, and self-image
- Emotional awareness: recognizing emotions and their impact on those around you
- Self-assessment: knowing your emotional strengths and limits
- Learn to respond, not react to difficult team members
- Employee engagement and organizational excellence
- Emotional Intelligence and people skills
- How to create organizational synergy

Length: One, Two or Three Day Sessions

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ENGAGEMENT

STARTS WITH YOU

Tap into engagement best-practices found in positive psychology research. The material is shared in an engaging, story-based, information packed session designed to convert *renters* (employees with a wait-and-see approach to how to “show up” to work each day) into *owners* (employees operating at the highest level of empowerment and personal accountability). The tips shared in this session are easy to apply immediately to make the workplace more productive and positive and life richer and happier.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

- The definition and state of employee engagement “by the numbers”
- 6 traits that add up to engagement
- Tips 1 & 2 for kick-starting personal and collective engagement
- Tips 3, 4 & 5 for kick-starting personal and collective engagement.

Length: Half-Day / One-Day Sessions

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TELEWORK

Working With & Managing Your Remote Staff

Today's workforce is evolving into one that's mobile, working when and where they can be most productive. This high impact workshop will help participants maximize the opportunities a remote workforce offers. This exciting, fun and highly interactive workshop was carefully created to give participants exactly what they need to succeed at managing and working with teleworkers. This all new course is based on core competencies. It includes interactive exercises, and a section that addresses managing virtual teams and the process of evaluating effectiveness. Additionally, it will assist participants in assessing their own competence from a list of the most important qualities for remote supervision and leadership.

Participants will learn how to:

- Understand the concept of remote/teleworking
- Know the difference between the myths of teleworkers and reality
- Respond to employees who want to work remotely
- Manage performance effectively
- Communicate effectively with remote workers
- Managing Distributed Teams
- Virtual Management Challenges
- Virtual Management Competencies
- Maintaining Team Performance
- Successful Coaching Practices
- Conducting Check-In's
- Maintaining Connectivity and Engagement
- Maintaining Team Spirit

Length: One-Day Sessions

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Effective Motivational Leadership

Lead with Passion, Power and Purpose

An effective, motivated leader is the lifeblood of any organization. To be successful, leaders have to do more than just "lead." They have to be creative, engaging, passionate, inspire team unity, solve problems and increase productivity. This high impact workshop will inspire, challenge, and ignite the desire to contribute in new and innovative ways, increase organizational effectiveness; and cultivate an environment where inspiration, creativity and people flourish.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

5 characteristics of effective motivational leadership

The power of purpose

Adaptive communication

The five essentials of active listening

How to develop rapport and build positive relationships

Learn to respond, not react to difficult team members

High self-esteem and leadership success

Employee engagement and leadership

Emotional Intelligence and people skills

How to create team engagement and synergy

Length: Half-Day / One-Day / Two-Day Sessions

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Understanding Unconscious Bias

How it Undermines Impartiality, Neutrality, & Objectivity

We all suffer from unconscious bias. Social Neuroscientists believe that more than 99% of the decisions we make and the actions we take are outside of conscious awareness. Most of the time we operate on autopilot, relying on deep-in-the-brain biases, preferences and assumptions that operate largely automatically.

While these mental shortcuts help us make decision quickly and with little effort they can have unintended consequences, including irrational thinking and faulty decision making. When people are involved, bias can result in stereotyping, prejudice and a lack of diversity and a multitude of problems at work.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

Unconscious Bias / Diversifying your workforce benefits

- Appreciate the importance of understanding how unconscious bias works
- Have recognized some of their own hidden preferences, assumptions and biases
- Know how to think more critically and consciously when making decisions
- Be aware of the dangers of prejudice and stereotyping other people Sources of Unconscious Bias
- Unconscious Bias – where it comes from, how it manifests itself, and why its impact is so powerful
- "Best practices" for awareness, confronting, and overcoming unconscious bias
- Impact of unconscious bias, micro-inequities & other forms of non-litigable bias on the individual & the organization
- Isms (Actions and Behaviors) – Favoritism, Cronyism, Nepotism, Elitism, Ageism, Sexism, Racism, others

Unconscious Bias: Personal Impact

- Actions/Reactions, Decisions, Evaluation of data/evidence & reporting, Perception of the credibility of others & their believability, Conscious & unconscious behaviors.
- Attitudes (Conscious and Unconscious)
- Motivation – Motivating Environment
- Inclusion – The new focus Unconscious Bias: Its Bottom-Line Organizational Impact
- Recruiting; Interviewing; Hiring, Employee Development; Performance Management, Feedback, & Appraisal; Coaching/Mentoring; Mediation/Conflict Resolution; Promotion; Retention; Awards & Rewards; Customer Service; Favoritism; Bullying, Retaliation, & Rumors, Gossip; Empowerment vs. Micro-Management

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Micro-Aggression & Implicit Bias

The Impact of Small Acts

We all suffer from unconscious bias. Social Neuroscientists believe that more than 99% of the decisions we make and the actions we take are outside of conscious awareness. Most of the time we operate on autopilot, relying on deep-in-the-brain biases, preferences and assumptions that operate largely automatically.

This interactive and engaging workshop will help participants not only become aware of their own unconscious biases and micro-aggressions and give them practical techniques for acting more consciously and making objective decisions.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

- Appreciate the importance of understanding how unconscious bias works
- Have recognized some of their own hidden preferences, assumptions and biases
- Know how to think more critically and consciously when making decisions
- Be aware of the dangers of prejudice and stereotyping other people Sources of Unconscious Bias
- Unconscious Bias – where it comes from, how it manifests itself, and why its impact is so powerful
- "Best practices" for awareness, confronting, and overcoming unconscious bias
- Impact of unconscious bias, micro-inequities & other forms of non-litigable bias on the individual & the organization
- Isms (Actions and Behaviors) – Favoritism, Cronyism, Nepotism, Elitism, Ageism, Sexism, Racism, others
- Unconscious Bias: Personal Impact Micro-Inequities
 - Deeply-rooted/unconscious: impairing performance, damaging self-esteem, or leading to withdrawal
 - Overt Bias/Discrimination: When witnessed as observable/tangible behaviors, often discriminatory and litigable
 - Unconscious Bias: Actions/omissions involving micro-inequities; recipient unaware; behavior usually NON-litigable The Impact of Unconscious Bias
 - How to recognize micro-aggression & implicit bias
 - How to leverage support for yourself and for changing an ideology.
 - Leave positive, lasting impressions with others
 - Strengthen your rapport and influence, up and down the ladder
 - Improve your results when dealing with difficult people
 - Leadership engagement assessment How to improve your self-esteem for improved engagement Self-image and engagement
 - Actions/Reactions, Decisions, Evaluation of data/evidence & reporting, Perception of the credibility of others & their believability, Conscious & unconscious behaviors.

Length: Half-Day / One-Day / Two-Day Sessions

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The Essentials to Great People Skills

Achieving Interpersonal Excellence

Organizations often pay a monumental price in lost productivity because of emotional disturbances and negative attitudes caused by damaged interpersonal relationships. A conflict between colleagues can impact not only productivity, but also sometime affect the morale of the other employees or the services provided to clients.

Those who understand and practice positive interpersonal skills contribute not only to the organization but also to their own personal career success. The relationships that individuals create and maintain with others at work can be viewed as treasures. They are the jewels of organizational and personal effectiveness. When relationships are healthy, open, fun and mutually rewarding, they can enrich the work place experience.

Some of what you will learn:

- How to Enhance Your Personal Power
- Analyzing Various Communication Styles
- How to Build Rapport With Anyone
- Surefire Techniques for Winning Over an Adversary
- How to Work With Difficult People
- How to Respond not React to Disagreement and Conflict
- Listening Skills
- How to Persuade and Influence Others
- How to Build Powerful Working Relationships
- Conflict Management

Length: One or Two Day Sessions

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The Psychology of Excellence

Essentials to Peak Performance

This course is designed to teach the essentials of peak performance and excellence. The practical applications from this Psychology of Excellence training will be applied in two different areas of performance (e.g., work and life). The focus of the psychology of excellence has grown out of the emphasis on positive psychology as well as the use of mental skills to enhance performance and psychological well-being. The focus will be on the use of psychological performance excellence. Mental skills that have been typically associated with elite athletes and top performers in all areas of success; such as relaxation, imagery, goal-setting, performance routines, confidence, attention focus, decision-making, and self-talk will be explored with a particular emphasis on applying these skills to a variety of performance settings.

What you will learn:

- How to staying clear of negative influences
- How to develop listening and communication skills
- The necessity and power of always giving your best
- Importance of taking an interest in other people
- The 5 activities that contribute to excellence
- The 3 steps to committing yourself to high quality work
- Why we need to continually seek knowledge
- The power of self-development
- How to track and analyze your progress
- How to acquire the power of self-confidence
- Motivation: The path to achievement and excellence
- Develop freedom from worry
- How to maintain focus and concentration

Length: Half-Day / One-Day Sessions

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The Secrets to Building Strong Positive Relationships

Perfecting Your Interpersonal Effectiveness

Having good working relationships between staff is more than ‘nice to have’; it can significantly improve your bottom line! Up to 65% of performance problems result from strained relationships between staff. Hidden costs of conflict range from the waste of employee’s time and energy in being preoccupied by the issues, days off work for stress, lowered motivation and morale and poorer quality of decisions and work.

Creating positive workplace relationships is the single most important ingredient for individual and team success. This powerful new workshop will show you how to get better results with people, add power and polish to your professional image, and handle difficult people with less stress.

Some of what you will learn:

- Avoid confusing, time-consuming misunderstandings
- Leave positive, lasting impressions with others
- Strengthen your rapport and influence, up and down the ladder
- Improve your results when dealing with difficult people
- Get more done in your department when you open the lines of communication
- Work more effectively with others whose personalities and communication styles differ from yours
- Quickly solve issues with less fuss and boost productivity
- Boost your confidence in handling rocky situations.
- Reduce the spread of negativity and create an enjoyable work environment

Length: Half-Day / One-Day / Two-Day Sessions

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How to Get to the *Next Level* in Your Career

Develop the Desire, Habits, Confidence & Attitude to Succeed

The first sign that it is time to take your career up a notch is the feeling of satisfaction and complacency that comes with getting too comfortable in your present role. Without sufficient challenge, you run the risk of stagnating in your career, depressing your earning power and losing out on advanced opportunities that only come to those prepared, ready and willing to assume new challenges.

What you will learn:

- Exceeding responsibility
- Self-Assessment
- Future Thinking
- Develop a Plan
- Take the First Step
- Make Progress

Length: Half-Day / One-Day Sessions

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The Secrets to an Engaging and Energized Workplace

Your Work Environment Is What You Make It!

This program that draws from the collective wisdom of organizations and leading professionals who've mastered the secrets to creating a great places to work. It's an empowering day of sharing and learning where you'll draw lessons from the real world on how to energize your work environment. You'll learn to identify the sources that spawn negativity and drain energy and how to combat them. You'll discover how simple changes in the way work gets done will have an incredible impact on the way you and others become more engaged, more focused and downright happier with the work you're doing. And you'll learn how to inject more fun "into" work.

You'll Learn:

- Tips for giving your department a positive "kick in the pants"
- Ways to get an immediate boost in morale for you and your coworkers
- Techniques to change attitudes from "Can I do it?" to "I can do it!"
- How to vastly improve customer service and support
- How to generate the energy to make work more engaging, fulfilling and (dare we say it?) entertaining
- Dramatically increased job satisfaction and loyalty from employees
- A re-energized and invigorated workforce
- To help employees and yourself develop more passion for your work
- The ability to identify and remove obstacles for having more fun at work
- Empowered employees who aren't afraid to improve their work situations

Length: Half-Day / One-Day Sessions

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Thriving Under Pressure

Managing Emotions and Stress

All of us experience those moments on the job when unwanted emotions and stress intensify. You may get upset with colleagues who don't do their jobs. Or frustrated with bosses who gives you more work than you think you can handle. Or angry with yourself because you didn't stand up to a pushy co-worker. Emotions and stress like these are normal. It's what you do with them that can lead to problems at work and at home. Losing your temper, overreacting and getting stressed out can get in the way of positive relationships and profoundly affect your productivity and well-being. This exciting program will teach participants an amazing, systematic process for developing emotional self-control and stress reduction. You'll gain insight into disruptive emotions and impulses that make you feel out of control and helpless, and learn how to rein them in.

Some of what you will learn:

- How to modify your environmental comfort zones
- How to choose how you respond to difficult situations and people
- Keep emotions and stress from damaging relationships
- How to behave positively when things don't go the way you expect
- The psychological foundation of habits and attitudes and how to change them
- How to maintain emotions clarity and reduced stress in the midst of change
- How to eliminate behaviors and habits that work against you
- How to become crystal-clear about emotions and stress
- Learn to make better choices through self-discipline

Length: Half-Day / One-Day Sessions

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The 7 Qualities of Peak Performers

Develop the Desire, Habits, Confidence
& Attitude of a Winner

Success is not the result of luck or random chance. Success never just “happens” to the fortunate few. Instead, achievers make their own luck. Accomplishments and lasting success are made possible by powerful motivation. High performers have the desire that drives them to greatness, that causes them to be dedicated to reaching the top of the ladder to success. Desire propels winners toward the top and keeps them there.

Winners are individuals who become all that they are capable of becoming. This powerful workshop will show you how to develop the motivation needed to reach the goals you desire. It identifies the qualities you need to transform yourself into an individual mentally and physically equipped for high achievement.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

DESIRE:

WHERE MOTIVATION BEGINS

POTENTIAL:

REALIZING YOUR ABILITIES

PERSONAL GOALS:

GIVING DIRECTION TO YOUR DREAMS

DEDICATION:

PAYING THE PRICE

DETERMINATION:

THE REFUSAL TO QUIT

COURAGE:

FACING CHALLENGES WITH CONFIDENCE

POSITIVE ATTITUDE:

DOING YOUR BEST

Length: Half-Day / One-Day Sessions

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Emotional Intelligence

“How to manage your internal states and impulses”

Enhance your self-awareness and make emotions work for you to build more productive relationships both professionally and personally through emotional intelligence training. Understanding and improving the connection between emotions and actions is crucial to business and personal success. Without such insights, even seemingly successful relationships may be courting disaster. Now you can actually develop and enhance the skills that will positively impact your work and in doing so, tap into a whole new level of achievement in your career.

What you will learn:

- Improve communication
- Make faster, better decisions
- Influence others
- Resolve conflict constructively
- Reduce stress & worry
- Improve work/life balance
- Develop Adaptability and flexibility
- Develop positive self expectations and motivation
- Achievement drive

Length: Half-Day / One-Day Sessions

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Learn to Deliver Effective *PRESENTATIONS, MEETINGS* and *BRIEFINGS* with **Confidence** and **Ease**

Have you admired and/or envied people who can speak to large or small groups, and conduct meetings, briefings, and presentations with ease and confidence? Would you like to learn to motivate, persuade and hold the attention of a group? You don't have to be naturally talented to possess dynamic presenting and speaking abilities. There are proven, specific methods and strategies you can learn and practice. This training focuses on skills and techniques that will have you speaking and presenting with confidence and poise!

This seminar will help you master the proven skills of top presenters:

Where to find and how to use quotations, anecdotes and analogies to inform, educate and entertain your listeners.

Practical ideas for impromptu or short-notice presentations to ensure you'll never be caught off guard again.

Creative pointers to keep your audience interested and involved when you're presenting dry, boring or technical material.

Common-sense tips for handling microphones, audio-visual equipment and other presentation gadgetry - including how to think on your feet when equipment fails.

Rules for using notes without seeming stiff or over-rehearsed.

Deadly visual-aid mistakes with sensible alternatives for livelier graphic presentations.

How to thwart the interruptions and distractions that throw even the best-prepared speakers off course.

Body-language errors that distract your audience and decrease your effectiveness.

How to respond to questions - even totally unexpected, difficult queries.

Length: One-Day / Two-Day Sessions

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HOW TO MENTOR, COACH AND LEAD YOUR TEAM

(Build a High Performance Team)

Strong, productive teams that pull together to exceed goals and go the extra mile don't happen by accident. They're created, led and motivated by leaders with exceptional team building skills. Thanks to this intensive training, your managers, supervisors and team leaders can now master the latest techniques, innovative tools and best practices used by the country's top leaders to achieve improved team performance and increased productivity.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

- What is a Mentor and Coach
- The Leadership Philosophy
- Characteristics of an Effective Leader
- The Rewards of Effective Leadership
- Keys to Effective Coaching
- How to Establishing a more positive, Energized Work Environment
- Different Coaching Approaches for Different Team Members
- Better-Than-Money Motivation Techniques Every Leader Should Know
- Establishing a More Motivational Climate
- Techniques for Building Trust and Mutual Respect
- Power Tips for Boosting Cooperation and Teamwork
- How to Keep Your Team Up and Energized Under Pressure, Crisis, and Change
- Spotting Team Member Burnout Before It's Too Late – and How to Help

Length: One-Day / Two-Day Sessions

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Learn to *ENGAGE, INSPIRE, MOTIVATE* and Bring Out the *Best* in your *Team*

Strong, productive teams that pull together to exceed goals and go the extra mile don't happen by accident. They're created, led and motivated by leaders with exceptional team building skills. Thanks to this intensive training, your managers, supervisors and team leaders can now master the latest techniques, innovative tools and best practices used by the country's top leaders to achieve improved team performance and increased productivity.

This revolutionary approach to leadership training is highly interactive, and the participants "learn by doing" it, in proactive sessions, small groups activities, role playing and other team-building exercises. They'll gain tools for improving cooperation, strengthening teamwork and opening lines of communication. They'll learn a proactive approach to dealing tactfully yet firmly with unacceptable employee behavior and learn steps for coaching team members with unsatisfactory performance.

COURSE OVERVIEW

Training includes, but not limited to, the following topics:

- BECOME AN EFFECTIVE LEADER, MENTOR AND COACH
- ACHIEVING SUCCESS THROUGH GOAL SETTING
- DEVELOPING A POSITIVE SELF-IMAGE / SELF-ESTEEM
- COACHING TEAM MEMBERS TO PEAK PERFORMANCE
- USING COACHING AND MENTORING TO CREATE A STRONGER, MORE EFFECTIVE TEAM
- MAXIMIZING PERSONAL PRODUCTIVITY
- MINIMIZING STRESS
- ACHIEVING RESULTS THROUGH COMMUNICATION AND PERSUASION
- EXERCISING AUTHORITY AND POWER PRODUCTIVELY

Length: One-Day / Two-Day Sessions

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Website: [www.leadershipdynamics](http://www.leadershipdynamics.com)

COMMUNICATION EXCELLENCE

LEARN TO *LISTEN*

How to Tune-In Before Someone Tunes You Out

The reality is that most people are poor listeners, they're too busy thinking about their own situation to pay attention to yours. That's why good listeners; those who understand the dynamics of the communication process, have a major advantage over everyone else. They earn the trust and respect of subordinates, peers and supervisors alike. And they generally earn the choice positions and big promotions. It's no coincidence that most executives are excellent listeners. Good listeners aren't born - they're made. You can easily make yourself one. A few simple techniques will make all the difference. This interactive and highly practical training is all you need. You'll learn how to overcome simple barriers that keep most people from becoming good listeners, recognize the difference between merely hearing and actually listening, and understand the subtle messages that the voice, gesture and body language communicates.

What you will learn:

- Active listening
- Nonverbal communication
- Effective listening techniques
- Reflective listening
- Helping poor listeners listen to you
- Minimizing conflict
- The five steps of active listening
- Long term listening filters
- Techniques to control listening barriers
- Ways to separate your personal and professional lives
- Ways to monitor communication and filter
- Three key steps to reflective listening

Length: Half-Day or One Day Seminar

For more information (**Link**): <http://leadershipdynamicsllc.com/leadership-training/>

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The Essentials of **Credibility, Composure & Confidence**

A One or Half Day Seminar

Composed and confident individuals make a difference in the enthusiasm and creativity they bring to work in dealing with difficult people, handling challenging situations and in establishing strong positive relationships. This inspiring interactive program creates a win-win situation for both your associates and the organization. Participants will gain valuable insight into techniques for building high self-esteem, self-confidence, and learn to tackle projects and problems with increased energy and enthusiasm.

What you will learn:

- How to develop and convey a powerful, positive self-image that reflects strength
- How to maintain a sense of high self-esteem even when things go wrong
- Identify and overcome daily self-limiting obstacles and barriers
- Using techniques that confidently express opinions, emotions, and ideas
- Transform negative, aggressive and difficult individuals into productive partners
- How to change anxiety and fear into power that propels you through stressful challenges
- Recognize how your personal appearance impacts your credibility
- How to persuade individuals to buy into your ideas and follow your instructions
- Learn how to improve your self-concept and use it to positively influence others

Length: Half-Day / One-Day / Two-Day Sessions

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Exceptional Customer Service

Support and Collaboration

Customer service excellence will give you the advantage you need to survive in a tough and increasingly uncertain climate. In today's customer-oriented environment, "people skills" are critical for service effectiveness. How you handle your customers (Internal / External) can directly affect individual, team and organizational performance. This workshop gives participants the skills needed to communicate professionalism, gain respect, and enhance customer relationships.

Few things you will learn:

- How to measure customer satisfaction
- How to handle the six most common customer complaints
- How to handle difficult customers with diplomacy and tact
- How to build positive customer relationships
- How to communicate effectively with customers
- How to project a professional, friendly image both in face-to-face customers situations and on the telephone

Length: One or Two Day Sessions

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