

“Professionalism”

(A measure of Character and Conduct)

Real Business Solutions provides Training Programs that “Build and Strengthen” Your

- Professional Image and Demeanor
- Trust and Respect
- The ability to Influence People
- Empathy for People
- Collaboration and Teamwork
- Willingness to Learn
- Core Values and Beliefs
- Attitudes and Actions
- Accountability

This training provides up to a year’s worth of encouragement and re-enforcement of “ACTIONS” that lead to a permanent change in attitudes and behaviours which improves your Professional Image.

This also provides up to a year’s worth of Team Building focus which influences not only your workplace, but also your customers, suppliers and the whole company.

Professional Image (Professionalism)

(A measure of your Character and Conduct)

Unfortunately, you don't own your "Professional Image".



To the outside world, your "Professionalism" is totally determined by the opinions of the people around you. You may have many skills and credentials, but people are only going to measure the behaviours they can see at this moment. Rightly or wrongly, your "Professionalism" is a product of other people's perceptions of you. And, the fact is that they don't have all the information to formulate an accurate picture of you.

The dictionary defines "Professionalism" as – A measure of a person's **Character** and **Conduct**.

Fortunately, you have total control over both your Character and your Conduct. Both of these can also be improved with a little effort and some additional training.

The "Professionalism Training Programs" presented here are guaranteed to help you "understand and strengthen" the personal behaviours you need while improving your "Professional Image".

And, best of all, if you sequence these training programs over six months or a year, you will see continuous **improvement in "attitude and actions"** as a result of ongoing accumulative and positive re-enforcement of thinking and growth.

Measurable Outcomes

- An understanding of the driving forces behind people's "Motivations and Behaviours"
- A questioning process that is guaranteed to "Influence" people's thinking and actions
- A measurable increase in conflict resolutions skills
- An ability to create a safe and supportive working relationship
- An increased awareness of your own "Emotional Intelligence" mind-set and behaviours
- A changing attitude toward teamwork and people advancement
- A stronger "Empathy" for other people's circumstance and their ambitions
- A reduction in conflict and hostility
- A tangible and measurable plan that develops new skills in the people you Coach and Mentor
- An awareness of group "Strengths" and how to use them to benefit each other
- A renewed interest in group collaboration and reliance
- A visible change in "Professional Image and Demeanor"
- A continuous growth in your attitude towards **"Teamwork"**

Professionalism Training Programs

Behavioural Theory (Driving Forces behind Motivation then Actions)

This is the explanation of Human Behaviour and Motivation. It explains how we all have exactly the same Five Basic Needs but that each person meets his or her needs differently. We form pictures in our heads of how we should meet our needs, but the actions we take to match these pictures sometimes work and sometimes they don't. There is a detailed map of "behaviours" (Thinking, Feeling, Acting & Physiology). This gives you an understanding of how and why we do the things we do. With this information, it is easy to also see how and why others do what they do.

(Choice Theory: Dr. William Glasser)

With understanding, comes more opportunities to choose more effective responses to the outside world. By understanding the driving forces behind your Behaviour and Motivation, you can choose more "need satisfying" behaviours rather than simply acting out of habit.

And, of course, if you understand why "you" do the things you do, then you also understand why "other people" do the things they do.

All we have to work with is our relationships with other people. Understanding the motivation and behaviours of people, answers the question "WHY". Getting past the Why, allow us the opportunity to ask the question HOW to best interact with each person. This is the first step to effective "Team Building". (Understanding Motivation and Behaviours)

This is a **three day** training program. Each day is a stand-alone unit which can be sequentially scheduled at your convenience.

“Influence” Communication Protocols

(The Practical Application of “Communication Influencing Skills”)

This is a questioning process that asks a person to evaluate their own (thoughts, feeling or actions), then compare these to their obtaining the goals and results they want.

This is called “Self-Evaluation” and is designed to get people to pause for a moment and ask themselves: “Is what I am going to do or say, going to get me the results I want?” Ultimately, this is how we choose behaviours. Whether we realize it or not, we go through this thinking process many, many time a day.

To influence another person, you would ask: “What do you want? What are you doing to get it? And, how is that working for you?” If you go through this questioning cycle many times and in many different ways, eventually the recipient will evaluate his/her own actions to see if they are getting what they want. **This is when real change happens.** When a person realizes that certain behaviours are not working for them anymore, they tend to start looking at alternate behaviours to get better results.

Your skill in asking them about their thoughts on any given idea or action is when “Real Influence” happens. This skill is built and strengthened through guided role-play and practice. If you are asking a person to evaluate emotional issues, then it is labeled “counselling”. If you are asking a person to evaluate thoughts or ideas around personal or professional development then it is labeled “coaching”. In reality, there is always a bit of both but in the long run it is always “Coaching”.

This process demonstrates interest in and empathy for another person without any concern for yourself. It is the first action toward building a relationship with another person. It is the first communication tool in your Tram Building arsenal.

This is a **three day** training program. Each day is a stand-alone unit which can be sequentially scheduled at your convenience.

People Development and Coaching Process

“If you can teach what you have learned, then you know your subject”

This training module has two objectives.

- To re-enforce the learning you have taken in and practice the skills you have developed
- To teach others the skills that you have mastered through a Structured Tutoring Model

You will be taken through a Professional Development plan based on the “GOOD” model (Goals, Objectives, Obstacles, Details)

The key is to convert the goals into “measurable outcomes” then define the tasks that would accomplish those outcomes. It is important to include all the goals in your life (physical, mental, emotional, financial, family and spiritual).

When you have a complete task list, you will prioritize this list. It may surprise you that some of your personal tasks are a lot more important than you first thought. An integrated task list like this will give you a more effective professional development strategy because personal development goals are not random interruptions but rather they are well thought out intentions.

You might also be amazed by the obstacles that will now reveal themselves. This is where you identify how and why these obstacles may happen then develop a plan to handle these obstacles if they should happen.

This is essentially a project management tool that will help you and your team members become more professional in their attitudes and actions. Your strongest asset will be understanding why and where each person’s priorities are.

This is a **three day** training program. Each day is a stand-alone unit which can be sequentially scheduled at your convenience.

Emotional Intelligence Competencies

(Understanding yourself and having Empathy for others)

Emotional Intelligence has five major “Focusses”

Self-Awareness

The ability to recognize what you are feeling, to understand your habitual emotional responses to events and to recognize how your emotions affect your behaviour and performance. When you are self-aware, you see yourself as others see you, and have a good sense of your own abilities and current limitations.

Self-Management

The ability to stay focused and think clearly even when experiencing powerful emotions.

Being able to manage your own emotional state is essential for taking responsibility for your actions, and can save you from hasty decisions that you later regret.

Motivation

The ability to use your deepest emotions to move and guide you towards your goals. This ability enables you to take the initiative and to persevere in the face of obstacles and setbacks.

Empathy

The ability to sense, understand and respond to what other people are feeling. Self-awareness is essential to having empathy with others. If you are not aware of your own emotions, you will not be able to read the emotions of others.

Social Skills

The ability to manage, influence and inspire emotions in others.

Being able to handle emotions in relationships and being able to influence and inspire others are essential foundation skills for successful teamwork and leadership.

The key measurable here is an Emotional Intelligence “Self-Assessment Guide”. Each participant will be asked to complete this self-assessment at the beginning of the training. The results will be charted in each of the five areas. A blueprint for improvement will be developed.

The group dynamics will identify and debate these personal and professional attributes. An action plan for strengthening each attribute will be recorded as a group effort. The participants will be given an opportunity to implement each of the strengthening exercises.

At the end of the training period (At least 1 to 2 months) the participants will be asked to redo the “Self-Assessment” guide and document and chart the results again.

The most important aspect of this training will be the understanding of “How to interact with and also develop others”. This becomes an ongoing “Team Building” philosophy.

This is a **Four day** training program. Each day is a stand-alone unit which can be sequentially scheduled at your convenience.

Strengths Finder 2.0

If your participants haven't already done so, they will have to obtain a copy of "StrengthsFinder 2.0" by Tom Rath. They should read the first three chapters of this book. They should use the Key provided in their copy of the book to log into the web site indicated in the book. They should complete the input information and print out their own personal Strengths chart. They should bring this information to each seminar session.

Each participant will have a list of their own Top Five Strengths. A chart will be compiled of all of the Strengths in the session.

The seminar will take the format of facilitated group discussions of:

- "The personal experiences of the person with each Strength"
(Understanding what Strengths exist in the group)
- "How Each Strength can be used to help the Other Strengths in the group"
(Understanding how each person can help each other)

Getting to know the people you work with will establish a rapport within teams. Knowing what things people are good at helps build confidence in the team and the organization. Team morale is built on understanding, respecting and trusting each other. This exercise displays the openness and willingness of each person to be a team player.

This is a **three day** training program. Each day is a stand-alone unit which can be sequentially scheduled at your convenience.

Toastmasters – A Corporate Club

The motto of Toastmasters is: “To provide a safe and supportive place for people to learn and grow”.

The first and most important benefit of having a Corporate Toastmasters Club is:

It is an ongoing “Team Building” effort for potentially years to come

Toastmasters provides TWO learning tracks:

- One is focused on Communication Skills Development
- The other is focused on Leadership Skills Development

Completing each track will earn you an internationally recognized credential CC and CL.

Communication Skills Development (Leading to the designation CC – Competent Communicator)

Not only does Toastmasters help participant overcome the fear of public speaking, but it also them become clearer and more proficient in team meeting.

There are a number of speaking projects for earning the CC designation. Some of them are:

- Learning how to use vocal variety to emphasize your message
- Learning how to use body language and gestures for clarity
- Learning how and when to use props (PowerPoint, books, films, etc)
- Learning how to research your subject
- Learning how and when to project
- Learning how to read the audience (culture, mood or interests)
- Learning how to make eye contact (and when not to)
- Learning how to use pauses for effect
- Learning how to project confidence every time
- Learning how to stay on time

Each speech is formally evaluated to provide feedback for the speaker and some suggestions for improvement. After all learning and growing only happens when you become aware that there are different ways of doing or saying things.

The entire attitude of each Toastmaster is: “I want to get better and these people are will to help me. I will also try to help them”. This is the essence of Toastmasters and it is also the essence of Team Building.

Consider the effect of adding these proficiencies to your Team Meetings.

Leadership Skills Development (Leading to the designation CL – Competent Leader)

Toastmasters has a formal structure to each meeting. Some of the meeting roles are:

- Sargent at Arms – Formats the room and looks after the hardware needed
- Meeting Chair – Establishes the theme of the meeting and Runs the meeting
- Timer – Keeps track of each speakers time, reports when asked
- Jokes Master – Starts the meeting on a lite note
- Word Grammarian – Picks a word of the day based on the theme (expanding your vocabulary)
Also keeps track of Filler words used during the meeting (Um, Ah, And, So, But)
- Quizmaster – Keeps track of things said during the meeting, asks questions to see if you were listening
- Speakers – Using project from the CC manual
- Evaluators – Evaluates the speaker
- Table Topics Master – Asks participants an “Off the wall” question
– Participants speak for 1 to 2 minutes even if they have to make stuff up (Impromptu Speaking)
- General Evaluator – Keeps track of all that happens in the meeting to see if the standard are met
- Thought of the Day – Something Inspirational

Each meeting provides an opportunity to participate in a meeting role. You will get credit for each meeting role you complete. All of these count towards your CL designation.

Imagine combining all of these Communication Skill and all these Leadership Skills and applying them to your Team Meetings. This is the Team Building influence on ongoing bases.

There is also an Executive Board for each club.

- President – Liaison with Toastmasters International
- Vice President of Education – Helps members pursue their goals
- Vice President of Membership – Helps maintain club membership
- Secretary – Club scribe
- Treasure – Keeps funds paid to Toastmasters International on time
- Sargent at Arms – Sets up meeting room takes care of hardware

The Toastmasters business meetings run on parliamentary procedures using Robert Rules.

Participating in any of these roles will further your ability to obtain “Advance Designations” in Toastmasters.



Meet your Trainer

30 years in Business Behavioural Psychology
Certified: Choice Psychology & Reality Therapy
Certified: John Maxwell, Leadership Development

Holder: Eagle Feather from Sundance Chief
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Very early in my career, I was asked to teach others, the technical details of what I have learned. This led to my interest in “How” people learn. I found that I had to build a relationship of trust and respect with the participants before the technical details became relevant to them.

In my own professional development, I have focused on Employee Behavioural Psychology and the Coaching Process. I learned the importance of quality working relationships. Then I learned how to “Influence” people’s thinking and actions. The psychology was the “why” people do the things they do. The Coaching process became the “how” to help people make the changes needed to reach their goals.

My passion became helping “Decision Makers” to become more effective “People Influencers” by: Improving their understanding of employee behaviour and motivation. Then to develop the ability to “Influence” the people they Lead.

My philosophy is quite simple. It is, to use my people skills to draw out of you, "What is most important to you" in terms of personal or professional renovation (development). I will ask you the questions that get you to think about "all" of your options and their impact on you, your family, your job, your finances, and your free time.

You have all the answers within you. I help you to understand exactly "what you will have to do" to achieve that goals. I will then become your best cheer leader.