DCSI
Dynamic Corporate Solutions, Inc.

Course Catalogue

2010

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Company Profile

Dynamic Corporate Solutions, Inc. (DCSI) is a full service Human Resources Consulting firm providing assistance to companies by helping them achieve and exceed their strategic goals. The Company's mission is to provide exceptional quality and cost effective Human Resource services as an alternative to the employment of a full time staff. As a result, DCSI has been successful in helping clients meet special needs through the use of expert Human Resources professionals.

Dynamic Corporate Solutions, Inc. was formed in 1993 in an effort to capitalize on over 20 years of training and training management expertise. Over the last 15 years, DCSI has successfully engaged in training and training projects for both large and medium size corporations. Our client companies represent a broad range of industries including for-profit and non-profit organizations in both unionized and non-unionized environments.

Dynamic Corporate Solutions, Inc. has adopted quality process concepts in their approach to all client relationships. Client needs and requirements drive all consulting activities. Consulting services are managed through a series of specialized project plans and client interaction. Project activities and recommendations are customized to meet the cultural, philosophical, and strategic objectives of the Client Company.

Confidentiality of Client Information

All DCSI consultants and administrative staff sign and strictly observe confidentiality agreements. Discussion of specific project initiatives is limited to designated individuals within the Client Company and the assigned DCSI consultants.

Supervisory & Leadership Training

All DCSI courses are customized to meet the specific training needs of each client. During the development process, key management personnel are interviewed to determine the customized course objectives. The classes are then designed to meet those unique and targeted objectives. Teaching activities such as class discussions, case studies, videos, personal assessments and role-plays are typically customized to reflect the unique issues in the client's industry and culture.

DCSI course facilitators have 15+ years practical experience in Human Resources Management positions and work with clients in a variety of industries. Facilitators utilize a diverse range of teaching methods to reinforce the practical application of concepts presented in each course. These typically include lecture, participant discussions, self-assessments, case study reviews, group activities, video vignettes, role-plays and pre-work/homework assignments.

Each course is designed in a half (½) day format to allow greater flexibility in scheduling time away from the work place. To increase retention of training concepts and practices, participants are provided with an instructional workbook, which includes summaries of key points, checklists, sample document formats and other relevant materials. Small classes (generally limited to 8-12 individuals) allow participants to receive more individualized instruction and encourage more open dialogue. Courses are designed and taught either singularly or as part of a series.

Self-Directed Learning

To better serve small business clients, DCSI has developed a series of self-study workbooks delivered in tandem with two (2) hours of one-on-one coaching delivered by a Human Resources Management expert. This service allows Managers and Supervisors in small businesses an opportunity to obtain customized training on basic human resources topics and access to a highly qualified human resources consultant at an affordable price.

The key to success of this self directed learning is the availability of a Consultant Coach. The assigned consultant focuses on answering questions and providing additional counseling in the subject area as identified by the participant.

The Self-Study Workbook includes a Manager's Toolkit, which contains general information summaries, exercises, self-tests, checklists, case studies, glossary of terms and suggested reading lists.

Course Listing

The following is a list of Leadership & Supervisory classes ranging in complexity from the introductory to senior level.   General course summaries and learning objectives are provided on the following pages.

General Leadership Coursework
- Basics of Leadership
- Decision Making & Problem Solving
- Employee Retention
- Leadership Trends
- Leading Change in the Workplace
- Project Management
- Focusing on Priorities/Successful Time Management
- Stress Management
- Training & Skill Building for Supervisors
- Transitioning to Supervision

Teambuilding Coursework
- Achieving Peak Performance in High Performance Teams
- Basics of Teambuilding
- Building High Performing Teams
- Work Group Dynamics

Performance Management Coursework
- Conducting Effective Performance Reviews
- Managing Employee Performance Problems
- Motivation & Coaching Techniques
- Performance Improvement & Progressive Discipline
- Recognizing & Developing Employee Talent
- Selecting Top Performers

Compliance Coursework
- Better Management under the Law
- Sexual Harassment Prevention
- Valuing Diversity in the Workplace

Communications Coursework
- Conflict Resolution
- Effective Communication Skills
- Facilitating Effective Meetings
- Writing Skills for Managers
- Customer Service Excellence

Course Summaries

Achieving Peak Performance in High Performance Teams

Course Description: This third-level course focuses on enhancing the participant's skills in the arena of team performance management, focusing specifically on improving team performance and team member satisfaction.

Basics of Leadership

Course Description: This introductory course familiarizes leaders with the basic concepts of leadership excellence for the new millennium. The successful company of the twenty-first century will be managed by a new breed of Supervisor, a person skilled in achieving objectives by maximizing the productivity of the company's most valuable asset, its human resources.

Basics of Teambuilding

Course Description: This entry-level course builds upon the concepts covered in the CBT and allows participants an opportunity to discuss and practice effective team building techniques.

Better Management Under the Law

Course Description: Legal issues govern most aspects of employment. Participants learn to recognize key employment liabilities under the Civil Rights Act, as amended, Fair Labor Standards Act, Americans with Disabilities Act and Family Medical Leave Act. This overview allows Supervisors to adopt sound management practices for operating within the law

Building High Performance Teams

Course Description: This second-level course allows team leaders to evaluate the effectiveness of their current team against national norms. Using an assessment tool, participants learn to surface, confront and remove obstacles to their team's performance.

Supplemental Materials: *"Team Effectiveness Profile" Assessment Tool*

Conducting Effective Performance Reviews

Course Description: The performance review can be one of the most powerful and positive tools in the Supervisor's arsenal. Yet it can also be one of the most de-motivating and destructive. This course provides Supervisors with the tools and techniques for delivering both positive and constructive feedback effectively.   Through case studies and role-plays, participants practice both writing and delivering performance feedback.

Conflict Resolution

Course Description: Some people thrive on conflict; others shrink from it. It is important to understand conflict related behavior and how to manage it. This class uses a behavior inventory to identify which strategies the participant is most comfortable with and how to better utilize all five methods to strengthen conflict resolution skills.

Supplemental Materials: *"Conflict Strategies Inventory" Assessment Tool*

Decision Making & Problem Solving

Course Description: Critical thinking is all about looking at things in different ways, which reinforces a "big picture" perspective. Participants learn to focus on identifying the underlying issues to a problem, "thinking outside the box" when identifying potential solutions, and using a problem-solving model to ensure the most effective choices on complex issues.

Effective Communication

Course Description: This course is designed to help participants assess their preferred communication style and how that impacts their interaction with others. Participants learn to recognize various communication styles, reduce resentment and defensiveness through clearly stated messages, and interpret non-verbal messages.

Supplemental Materials: *"What's My Communications Style" Inventory*

Employee Retention

Course Description: Employee turnover is expensive, more so than first meets the eye. In losing employees, companies lose valuable knowledge, experience, and creativity. This course focuses on the challenges Managers face in retaining good people. Participants review key issues causing employee turnover and the associated costs. Activities focus on utilizing techniques shown to improve employee retention.

Supplemental Video: *"Love 'Em or Lose 'Em – Getting Employees to Stay"*

Facilitating Effective Meetings

Course Description: Meetings are an essential part of any organization. They are vehicles for communicating, information sharing, brainstorming, and decision making. Effective meetings should bring people together, facilitate decision making, assist people in taking responsibility, energize the participants, and contribute to building the team effort within an organization. Ineffective meetings cost the organization time, resources, and most importantly, money. This course provides a roadmap for conducting effective meetings and avoiding the common obstacles to meeting effectiveness.

Focusing on Priorities

Course Description: This course is designed to assist participants in identifying distractions to personal time management, then to develop the skills and techniques leading to better organization of their workload. Since reacting to change is a critical component of effective time management, participants will also focus on developing basic change leadership behaviors.

Leadership Trends

Course Description: Being an effective leader has always been difficult. It's important to be able to identify and be prepared to address the critical issues impacting the company, including employee retention, legal compliance, and work productivity. This course covers the key trends impacting leaders in the new millennium with specific focus on how to react to or minimize the impact of those trends.

Leading Change in the Workplace

Course Description: Recurring change is the norm in companies today. It is consistent, constant, and intensely personal. Successful assimilation of change is a critical component to the continued prosperity of any company. However, leading the change process is an area that most supervisors and managers still have difficulty mastering. This course is designed to help participants transition their staff through the change process.

Supplemental Materials*: "Leading Change Profile" Assessment Tool*

Managing Employee Performance Problems

Course Description: Employee performance problems typically involve some form of confrontation to address the problem, therefore, managers tend to avoid addressing the issue. By not addressing the problem, it can have a significant impact on the bottom line. This course focuses on identifying common employee performance problems and developing specific remedies for those situations.

Motivation & Coaching

Course Description: People are always motivated, the real question is what are they motivated to do. And even top performers need feedback on how they are doing and how to enhance their performance. Participants learn to use effective coaching techniques to improve the job performance of good performers and redirect the efforts of employees whose performance needs improvement.

Performance Improvement & Progressive Discipline

Course Description: Behavior, conduct, or performance that is not at an acceptable level should be addressed through the progressive discipline process. This process is designed to help employees succeed by identifying performance deficiencies and outlining methods to improve. Depending on the severity of a situation, sometimes it becomes necessary to accelerate the disciplinary process or terminate employment. This course provides the tools to develop performance improvement plans aligned with a progressive discipline process.

Project Management

Course Description: Successful Managers must deliver results on time and within a specific budget. In this class, participants learn to maximize performance and ensure optimum results by utilizing a defined project plan. Each aspect of project management is covered, from developing a plan to starting the project to motivating team performance to overcoming problems and obstacles.

Recognizing & Developing Talent

Course Description: Motivated employees tend to be more efficient and effective in their jobs. Participants learn to recognize key practices that motivate and de-motivate employees and utilize various methods to recognize employee successes and develop skills for future career endeavors.

Selecting Top Performers

Course Description: People drive the success of any business. Effective interviewing is a critical activity that leads to the identification of candidates for the job. This course focuses on developing skills to conduct a legal and effective selection interview. Participants learn effective questioning and evaluation techniques to improve the quality of candidates selected.

Sexual Harassment Prevention

Course Description: This class is designed specifically for supervisory level staff, however, it may also be modified to be taught for non-supervisory personnel. It provides a review of the company's policy of "zero tolerance" and reaffirms the company's commitment to provide employees with a productive work environment, which is free of intimidation and harassment.

Stress Management

Course Description: Stress is becoming a major concern for companies and employees across all industries. It may be the number one cause of absenteeism. Researchers tell us it is contributing to poor health and impacting corporate profitability. Many studies and surveys confirm that pressures and concerns about employment is one of the leading causes of stress for American adults. No individual or corporation is immune to the negative impact of stress.

Training & Skill Building for Supervisors

Course Description: Training for new and existing employees is a key responsibility for today's Supervisor. Most Supervisors have had limited exposure to teaching methods for adult learners. This course focuses on helping participants build a comfort level with identifying essential training needs and developing effective on-the-job training activities

Transitioning to Supervision

Course Description: Most people enter the domain of management with little or no previous training. This introductory course helps participants identify effective leadership techniques. Participants begin to develop the basic skills to guide and organize work processes, develop their staff, manage performance, and facilitate good employee relations.

Supplemental Materials: *"Supervisor Skills Profile" Assessment Tool*

Work Group Dynamics

Course Description: A work group is a complex organism that exists as a collection of the individuals who comprise it. Some work groups come together or "click" from the first time its members meet each other, while others labor to be something other than separate and competing personalities. The challenge of managing people is to take advantage of the unique talents and diverse backgrounds of each individual with the ultimate purpose…accomplishing a goal.

Supplemental Materials*: "Best Boss Profile" Assessment Tool*

Writing Skills for Today

Course Description: Facing a blank piece of paper can be intimidating, especially when research shows that the majority of the understanding and translation of messages comes from verbal and visual clues. This course is designed to teach participants specific methods for writing effectively and efficiently, with specific focus on etiquette in email correspondence.

Valuing Diversity in the Workplace

Course Description: Most Companies face challenges concerning the appreciation of diversity. This course emphasizes the value of diversity in creating and sustaining a successful team. Participants learn to recognize that all people are different and have something unique and valuable to contribute to the success of any endeavor.

Customer Service Excellence

Course Description: Customer Service Excellence is vital for success in business. Every interaction with a customer, whether internal or external, has the potential to create positive or negative feelings. Providing excellent customer service is not always a simple task. This interactive course provides a high level of skill practice and reinforcement with special emphasis on handling difficult customers and communication.