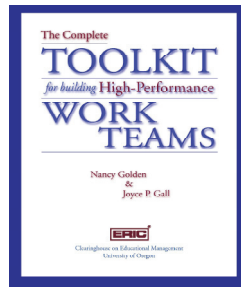
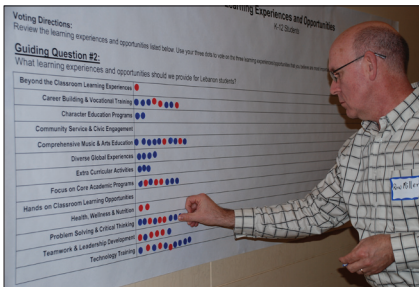


Menu of Services



WORKSHOPS

LEAD CONSULTANT

STYLES OF LEADERSHIP 2-4 Hours

This workshop will cover and analyze commonly accepted leadership styles, outlining the strengths and challenges that accompany each approach. Well-known leaders from history and their styles will be presented. Upon completion, participants will better understand their own natural style of leadership and recognize areas of focus that will assist them in strengthening their role as a leader.

Activities: *Interactive skits will assist participants in better understanding the various styles of leadership, highlighting the pros and cons associated with each. Participants will go through an activity to help assess which particular leadership style they are best suited. Multimedia presentations to showcase different styles of leadership will be used.*

FACILITATION TOOLS 3-5 Hours

This workshop offers effective methods for facilitating groups. It will provide a vast array of tools, helpful in working through decisions, prioritizing processes and fostering consensus. In addition, participants will learn what tools to utilize to facilitate effective brainstorming sessions and assist in creative idea generation.

Activities: *A demonstration of effective tools and the identification of when and how to utilize each tool. Actual examples of facilitation will be provided to make the learning real and applicable. Individuals will participate in mock facilitations to make learning visual and relevant.*

LEAD CONSULTANT (Continued)

GROUP DYNAMICS 2-4 Hours

This workshop is designed to teach leaders the importance of establishing and maintaining a healthy group atmosphere, the value of developing effective group agreements and the typical stages of group development. Participants will complete the training with an understanding of key steps in creating a high performance team.

Activities: *The activity will demonstrate the lessons of the stages of group development. There will be an interactive practical demonstration of the process that results when a new individual joins a group that is operating under a different set of assumptions and agreements. Participants will develop group agreements and discuss the existing norms that exist in the group and the organization.*

EFFECTIVE INDIVIDUAL AND ORGANIZATIONAL DECISION MAKING 4-6 Hours

Designed based on the presenter's studies in the Stanford Strategic Decision Making Program, this workshop will help to ensure quality decision making and will demonstrate how to measure a decision at the time the decision is made, prior to seeing its outcome. Processes for decision making in an organization and facilitating the interface between a planning group and a decision making board will be addressed. Participants will complete the training having probed deeper into the decision making process and having learned how to ensure the correct framing of the decision, the roles that values and information play in the decision making process and how to promote effective idea generation to create a wide array of quality alternatives. Upon completion of the training participants possess greater "decision fitness" assisting them in making more quality decisions in the future.

Activity: *Participants will analyze recent individual and organizational decisions. Through decision assessment participants will identify the weakest link in those decisions. Participants will be split into 6 sub groups with each group presenting on one of the links in the decision chain. The group will perform decision assessments and use the model to work through a decision as a group.*

INTERNAL ORGANIZATIONAL COMMUNICATION..... 2-3 Hours

This workshop utilizes the rich experiences of the facilitator that were gained through service as a former public information officer. Training will cover numerous tactics and methods of keeping the organization informed. Participants will learn strategies and techniques for communication with internal audiences. The training will include the use of the book, "Switch" to talk about how to frame initiatives through effective communication strategies. After completion, participants will possess the necessary skills to effectively communicate key messages to stakeholders, within their department and throughout the organization.

Activity: *Draft and evaluate internal communications based on real issues in the organization or in individual departments. Practice relevant crisis communications relevant to your organization.*

INTERPERSONAL COMMUNICATION & CONFLICT RESOLUTION 4-6 Hours

This workshop will provide a systematic approach to improving active listening, having difficult conversations, and approaching conflict resolution. Characteristics of active listening will be addressed. "Compassionate Straight Talk" and "Other Point of View (OPV)" concepts will be covered. The training will include concepts found in the Harvard Business School books, "Difficult Conversations" and "Getting to Yes." The training will address the five conflict management styles (Competition, Avoidance, Accommodation, Compromise, Collaboration). Participants will leave with a better understanding of how to improve their own interpersonal communication and deal with some of the most difficult conversations in the workplace.

Activities: *Hands-on activities that will demonstrate examples and non-examples of active listening. Participants will assess their own conflict resolution style and discuss the benefits and costs of using the five different conflict management styles. Participants will practice "Compassionate Straight Talk" with relevant examples.*



WORKSHOPS BY ASSOCIATES

TEAM BUILDING ½ Day, Full Day or Multi-Day

A team of multiple facilitators will conduct various challenge activities to foster teamwork, problem solving, idea generation, decision making and team building. The challenge activities will be followed by structured debriefs to demonstrate the lesson. Workshops can be custom formatted, with half day, day-long or multi-day sessions available. The training can also be catered to various group sizes and activity levels.

Activity: *The entire training includes interactive challenge activities.*

PROJECT MANAGEMENT TACTICIAN..... 4-6 Hours

A hands-on training for current project managers, this workshop is intended for small groups of individuals that want to delve deeper into understanding and building actual project management schedules. The training will utilize Microsoft Project, Excel or other available advance project management software and will assist participants in planning for upcoming projects. Directed to the tactician level, the workshop applies previously covered theories of project management including resource-loaded schedules, inchstones and clear roles in accountability. The instructor brings rich project management experience, spanning multi-year and multi-million dollar projects.

Activity: *Participants will bring real projects to the training and have hands-on support while using the training time to build a project management schedule. The majority of the training will be small group support in a step-by-step process to build and evaluate a relevant project management plan.*

TOOLKIT FOR HIGH PERFORMANCE TEAMS 4-6 Hours

The author of “*Toolkit for High Performance Teams*” will provide training on facilitation to achieve high performance teams. Individuals will review a number of tools to use with groups, ranging from “Float a Trial Balloon” to a “Five Finger Share.” Each tool is presented in detail, beginning with a summary of what the tool involves, when it is appropriate to use the tool, and why that tool will help move a team forward. Upon completion, participants will have the necessary tools to assist teams in effectively generating ideas, making decisions and building high performance teams.

Activity: *Hands-on practice with the tools. Participants will have opportunity to facilitate certain tools in front of the group and debrief them to reinforce the training.*

EMPLOYEE RETENTION AND ENGAGEMENT STRATEGIES 3-6 Hours

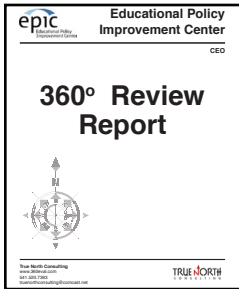
Employee retention remains a critical issue that no organization is immune. For a company to remain successful and competitive, it must keep its biggest assets – its people – engaged and committed for the long term. The most lucrative compensation plan alone is not enough to keep an organization’s much-needed employees from moving on, so the organization must utilize successful strategies for retaining employees. This course provides an overview of employee retention strategies. Specifically, exploring the elements of a high-retention organization and the procedure for implementing a successful retention strategy. This course also covers employee engagement, including measuring engagement through an engagement index and executing an engagement strategy. The course is led by a Senior Professional in Human Resources (SPHR).

Activity: *Take participants through sample engagement indexes. Put participants in groups to create draft engagement strategies that are applicable to their departments and the organization as a whole. Role-play a practice “stay interview” to demonstrate an employee’s value to the organization, find out how to provide the necessary support and foster greater commitment to the organization.*



TRUE NORTH CONSULTING SERVICES

360-DEGREE EVALUATIONS



The 360-degree process is a tool for growth and is designed to provide input to assist organizational leaders and boards in goal setting and in the identification of current successes and areas for future improvement. This process allows multiple stakeholders, with a wide-variety of perspectives, to provide feedback for the leader's evaluation and growth. An anonymous online survey is set up with a set of designated questions to elicit feedback about the leader's performance. Internal and external stakeholders are invited to participate and provide input. The information is collected, producing both quantitative and qualitative data, and is then grouped with other answers to provide themed feedback about the leader's performance. 360-degree evaluations processes range from executives to mid-managers and can be customized (single individual) or more general (multiple managers).

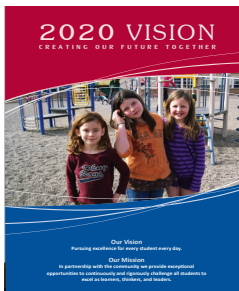
VISION / MISSION DEVELOPMENT

A facilitated visioning process, utilizing best practices, designed to develop mission and vision statements to guide the work of the organization and to assist the company in goal setting and strategic planning. Examine high quality missions and visions from well-known organizations. Use effective facilitative process to obtain buy-in and make the mission and vision statement meaningful to the organization, its clients, and stakeholders.



"Enrich the Chico experience by supporting alumni, students, and the University to ensure a lifelong connection and enduring legacy."

COMMUNITY / ORGANIZATION-WIDE VISIONING PROCESS*



A facilitated visioning process to identify and articulate the community's / organization's values. Participants in the engagement sessions are asked guiding questions and input is collected and sorted into common themes, resulting in the creation of a clear and shared vision. A representative stakeholder group is used to help formulate concrete recommendations for moving forward to achieve the vision. The resulting report is utilized in long term planning, acting as a blueprint to guide future actions and decisions by the organization.

* Visioning processes can occur over a broad time frame, ranging from a period of meetings all the way through a half-year visioning process, dependent upon the size and scope of the organization's needs.

BRANDING

Creation of logos, letterhead, business cards and other branding elements that align with the organization after development and consideration of multiple options with the involvement of key stakeholders. Branding can be coordinated with marketing efforts and tied to the visioning processes.

