

Jae Limited

Professional Development Series

Communications Training

Course Catalog

FY'20



GSA Advantage!®

www.gsaadvantage.gov

GS-02F-0097N

Jae Limited

P.O. Box 59909 Potomac, MD 20859
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www.jaelimited.com



Jae Limited

Professional Development Series

Overview of Jae Limited and Biography of Joan Wisnosky	1
PDS - 101 Business Grammar	2
PDS - 201 Business Writing - Write 2 the Point!	4
PDS - 203 Plain Writing Clinic	6
in accordance with PL 111-274 (Plain Writing Act of 2010)	
PDS - 202 Advanced Business Writing	8
PDS - 301 Expert Presentation Skills	10
PDS - 302 Effective Briefing Techniques	12
PDS - 401 Effectively Managing Your Stress	14
PDS - 402 Creative Thinking and Innovation	16
PDS - 403 Emotional Intelligence: The High-Performance Enabler	18
PDS - 404 Beyond Time Management	20
PDS - 501 Mastering the Art of Business Communications	22
PDS - 601 Coaching Yourself and Others for Peak Performance	24
PDS - 701 Building Better Teams: Ensuring Team Effectiveness	26
PDS - 801 Mentoring for Success: Your Experience Counts (for Mentors)	28
PDS - 802 Mentoring for Career Success: An Introductory Course for Mentees	30
PDS - 901 Résumé Writing and Interviewing Skills	32
Jae Limited Partial Client Listing	34



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OVERVIEW OF JAE LIMITED

PROFESSIONAL DEVELOPMENT TRAINING

Jae Limited is a woman-owned, small business. The firm was founded in 1985 on the principles of developing and delivering high-quality training. Jae Limited specializes in communications training with national-level training courses for the Federal Government in the Professional Development Series.

This series provides the requisite knowledge and skills for government professionals to improve their work performance and communication abilities. This series provides students with the tools necessary to prepare the highest quality written material, to conduct polished briefings and to communicate in all situations with clarity, confidence, poise and presence. This training series shapes the *"promotable employee."*

BIOGRAPHY OF COMPANY OWNER AND INSTRUCTOR, JOAN WISNOSKY

Joan Wisnosky is the owner and founder of Jae Limited. She has developed and trained Federal employees in professional development with her specialty being business writing training. She has over 30 years of experience in the development, management and presentation of training programs and courses nationwide.



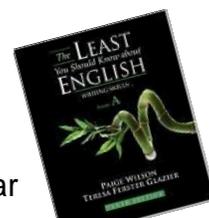
Prior to starting Jae Limited, which solely supports the Federal Government, she was an employee of the Federal Emergency Management Agency (FEMA). She worked both at headquarters and FEMA's training center in Emmitsburg, MD.

Joan has authored more than 50 training manuals under federal contract, and she has presented countless seminars and courses across the country with most of her business resulting from personal referrals and long-term clients. Having trained such a wide variety of professionals from so many organizations, Joan delivers high-quality instruction to diverse audiences. Her dynamic personality and expertise command student interest and involvement. Student critiques and client evaluations rate her training highly.

Joan has a Bachelor of Arts degree from the University of Pittsburgh, Pittsburgh, PA. She also has a Graduate Certificate in Leadership Coaching from the George Washington University, Washington, DC.

JAE LIMITED

PDS 101 - BUSINESS GRAMMAR - THE LEAST YOU SHOULD KNOW ABOUT ENGLISH



Overview: Have you experienced the embarrassment of having your grammar corrected; are you making the same mistakes most business writers make; and finally, would you like to project confidence and present a more polished, professional image? Some of the most basic grammatical problems can baffle even the most intelligent of us. Here's a short but incisive course focusing on grammar, punctuation and wordiness. [Click to see inside](#)

This course demystifies grammar by outlining "must-know" grammar rules no professional can do without. Other topics include: making your communications "lean and mean," avoiding sexism in your writing and speaking, limiting adjectives for more powerful communications and avoiding the glaring "singular or plural" errors most people make. The theme of the course is how to make both your verbal and written communications easily understood. Be a take charge communicator. Lose your anxiety over writing and grammar! And best of all you'll take home a valuable, college text desk reference (**MSRP \$106.95**). Is it *who* or *whom* or is it *between you and I* or *between you and me*? Find out in class.

Who Should Attend? Those who want to "brush up" on English grammar to become better writers and speakers.

Objectives: By the end of the course, you will be able to:

- ✚ Identify and avoid common mistakes in grammar and usage.
- ✚ Increase the impact, clarity and overall effectiveness of your verbal communications and written products by following the basic guidelines of grammar and word usage.

Topics: ✚ Use Standard English in written and oral communications

✚ Use the correct form of verbs and "tricky" pronouns

✚ Avoid duplication in your writing and write succinctly

✚ Use punctuation correctly

✚ Spot and quickly fix common errors

Length: Two days

Class Size: 20 students with a capacity of 35

Cost: \$ 7,580 for up to 20 students (\$379 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

BUSINESS GRAMMAR

AGENDA



DAY ONE

8:30	Course Overview -The Least You Should Know about English
8:40	Pre-test and Review
9:00	Words Often Confused in English
9:45	Contractions
10:00	BREAK
10:15	Possessives
10:30	Subject and Verb Agreement
11:00	Prepositional Phrases
12:00	LUNCH
1:00	Correcting Run-Together Sentences
2:00	BREAK
2:15	Correcting Fragments (Using Independent and Dependent Clauses)
3:15	Using Standard and Irregular Verbs
3:30	ADJOURN

DAY TWO

8:30	Review
8:40	Avoiding Dialect Expressions
9:00	Progress Test and Review
9:45	BREAK
10:00	Making Subject, Verbs and Pronouns Agree
10:45	Choosing the Right Pronoun
11:30	Correcting Misplaced and Dangling Modifiers
12:00	LUNCH
1:00	Using Parallel Construction
1:20	Correcting Shift in Time and Person
1:30	Correcting Wordiness
2:00	Progress Test and Review
2:30	BREAK
2:45	Punctuation
3:30	ADJOURN

PDS 201 - BUSINESS WRITING - WRITE 2 THE POINT!



Overview: More energy is wasted on worthless writing - in both creating and reviewing it - than just about any other business activity. Fortunately, good writing can be easy with this course which lays the foundation for writing more precise and direct correspondence, documents and reports.

[Click to see inside](#)

The theme of the course is how to make your written communications straight-forward, credible and easily understood.

Many people who have no trouble getting their point across when speaking have nothing but trouble when putting pen to paper. Your words on their own must capture your reader's attention and convey your meaning - quickly and accurately.

Stressing conciseness, clarity and good organization in correspondence, this course is lively, informative and practices what it preaches. The manual is a useful guide of key points and rules that makes correct structure easy and painless.

Who Should Attend? Those who want to become more articulate, effective and powerful communicators or those responsible for reviewing/editing other's work.

Objective: By the end of the course, you will be able to write more effectively with less effort by applying the principles in the step-by-step process for effective writing.

Topics:

- ✚ Use the prescribed steps for more effective writing
- ✚ Overcome "poor writing" tendencies
- ✚ Determine your purpose for writing
- ✚ Capture your reader's attention (engaging your reader)
- ✚ Organize your thoughts and overcome writer's block
- ✚ Revise your material and develop on-target paragraphs
- ✚ Write plain language documents using everyday words (clarity)
- ✚ Critique and edit the work of others
- ✚ Present your written material
- ✚ Become an independent writer

Length: Two days

GSA **Advantage!**

Class Size: 20 students with a capacity of 35

Cost: \$6,165 for up to 20 students (\$308 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

Business Writing - Write 2 the Point! Agenda



DAY ONE

- 8:30 Overview of Professional Writing (traits of good vs. poor writing)
8:45 Exercise - Diagnostic Writing Assignment for Instructor Review *
9:00 **CH 1 - An Approach to Effective Writing - Your Purpose Statement**
Analyze your reader, determine what you want the reader to do or know, and determine your content based on the reader's need.
- 10:00 BREAK
10:15 CH 1 - Exercise - Develop a Clear Purpose Statement and Critique Others' Purpose Statements
11:00 **CH 2 - Planning for Effective Writing - Researching and Outlining based on purpose**
11:45 LUNCH
12:45 CH 2 - Exercise - Mind Mapping and Outlining
1:15 **CH 3 - The First Draft and Overcoming Writer's Block**
2:00 BREAK
2:15 CH 3 - Exercise - Writing Your First Draft
Present first draft to class with Instructor critique and guidance.
(The critique reviews logic, flow, relevance, provides tips for revision.)
3:30 ADJOURN

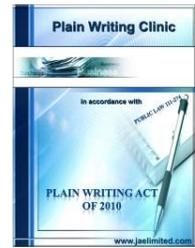
DAY TWO

- 8:30 Review
8:40 **CH 4 - Revising and Refining the First Draft**
9:15 CH 4 - Exercise - Revise Your First Draft
Once revision is complete, work in small work groups to critique each other's documents. Present revised document to class with instructor critiques. (The critique reviews relevance, brevity, readability, correctness)
10:30 BREAK
10:45 **CH 5 - Paragraph Development**
(value of short paragraphs, topic sentence, transitions, average length, vertical lists, use of emphasis techniques)
11:15 CH 5 - Exercise - Paragraph Development
11:30 LUNCH
12:30 **CH 6 - Sentence Variation and Structure**
Four types of sentences, limited grammar: passive voice, dangling participles, subject-verb agreement, verb tenses
1:30 CH 6 - Exercise - Eliminating Wordiness in Sentences
Practice rewriting then critiquing sample sentences
2:00 BREAK
2:15 **CH 7 - Word Choice and Final Editing (Proofreading)**
Review tables of business writing words to use and those to edit out.
3:00 CH 7 - Exercise - Demonstrating Clarity and Improving Readability
3:30 ADJOURN

* Results of the diagnostic writing exercise determine the remainder of the course. Each course is tailored to individual needs.

PDS 202 - PLAIN WRITING CLINIC

in accordance with PL 111-274 (Plain Writing Act of 2010)



Overview: If you are serious about simplifying your writing, saving time in doing it, and seeing results quickly, then this two-day intensive course is for you. It supports your agency's compliance with the Plain Writing Act of 2010. You're taught "plain writing" -- writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject and intended audience.

[Click to see inside](#)

You'll become skilled in writing clearly and briefly while understanding your reader's needs. By writing documents in plain English, you'll save valuable time not having to clarify your meaning to your reader or your boss.

Practical exercises are conducted throughout the course. You'll review, critique, re-write sample government documents as well as prepare original documents.

Benefits to You: Having this "Plain Writing" skill will increase your promotability because being known as a good writer translates into your being able to think clearly, analyze problems, make decisions and persuade others - all highly sought-after skills.

Benefits to Your Organization: Increased agency productivity, mission effectiveness, and image; improved public understanding and satisfaction; and more effective, professional, and promotable employees.

Prerequisite: Recommended *Business Writing and Grammar* or knowledge of basic writing.

Objectives: By the end of the course, you will be able to:

- ✚ Produce quality documents faster and with greater ease
- ✚ Make documents easier for readers to understand
- ✚ Save paper and storage space (hardcopy and electronic - think green)
- ✚ Increase your efficiency, productivity, and self-confidence



Topics:

- ✚ Write clear and complete purpose statements
- ✚ Develop a mind map of purpose and points integrating it into an outline
- ✚ Create first drafts with ease by overcoming writer's block
- ✚ Prepare well-crafted paragraphs with main points and supporting material
- ✚ Write clear sentences using plain English and editing out "Bureaucratese"
- ✚ Review and edit your work and the work of others
- ✚ Prepare "on-target" emails based on do's and don'ts

Length: Two days

Class Size: 20 students with a capacity of 35



GS-02F-0097N

Cost: \$6,700 for up to 20 students (\$335 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

PLAIN WRITING CLINIC

AGENDA



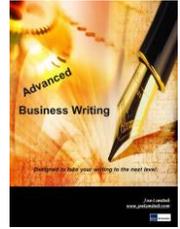
DAY ONE

- 8:30 **Introduction:** Overview of Plain Writing Act of 2010 (PL 111-274)
- 8:50 **Writing Assignment:** Assessment of students' writing skill levels
- 9:00 **Module 1 – Planning:** Determining your purpose, objectives, and audience
- 9:45 BREAK
- 10:00 Exercise: Preparing a clear purpose statement
- 10:30 **Module 2 – Organizing:** Gathering, analyzing, and arranging information
- 11:00 Exercise: Mind-mapping and preparing an outline
- 11:30 LUNCH
- 12:30 **Module 3 – Drafting:** Overcoming writer's block
- 1:00 Exercise: Developing a rough first draft
- 2:00 BREAK
- 2:15 **Module 4 – Editing:** Enhancing clarity, conciseness, and organization
- 2:45 Exercise: Improving your draft and critiquing others' work
- 3:30 ADJOURN

DAY TWO

- 8:30 Review
- 8:40 **Module 4 – Editing:** Crafting the body; paragraphs, sentences, and words
- 9:15 Exercise: Writing targeted paragraphs; making key points
- 9:45 BREAK
- 10:00 Exercise: Rewriting sentences; eliminating wordiness and applying plain English
- 10:30 **Module 4 - Editing:** Overcoming standard English grammar traps
- 11:30 **Module 5 – E-mailing and Texting:** Using practical survival tips
- 12:00 LUNCH
- 1:00 **Practical Application** – Reviewing/rewriting sample Federal Government documents (Bring your own samples as well.)
- 2:30 BREAK
- 2:45 **Practical Application Critique**
- 3:30 ADJOURN

PDS 203 - ADVANCED BUSINESS WRITING



Overview: This is a two-day workshop to help good writers get even better. In today's hectic, fast-paced "sound-bite" environment, getting your point across clearly and powerfully yet succinctly is absolutely vital to your success. You'll how to make your prose easy to understand and compelling.

[Click to see inside](#)

In this workshop, you'll learn how to focus your writing like a laser beam, and provide your readers only that information essential to achieving your purpose. You'll learn how to eliminate passive voice usage, redundancy and wordiness by working through numerous practical exercises. You'll also learn how to improve paragraph development, sentence construction and word selection. You'll be instructed on and have a chance to practice advanced editing and proofing techniques.

Who Should Attend? Those who want to take their writing skills to the next level. Specifically those who seek to save time and effort in producing higher-quality written products and advance their careers.

Prerequisite: Recommended *Plain Writing Clinic* or knowledge of intermediate business writing.

Objectives: By the end of the course, you will be better able to write effectively with greater clarity, conciseness and completeness. You will also be able to apply the principles in class to edit and proofread the work of others.

Topics:

- ✚ Use practical and inclusive language
- ✚ Present ideas and information in a logical sequence
- ✚ Learn techniques to maximize clarity and effectiveness
- ✚ Determine proper breadth, depth, style, tone and courtesy
- ✚ Review do's and don'ts in business letters, memos and e-mails
- ✚ Calculate the Readability Index of your documents
- ✚ Apply the Proofing Checklist to correct mistakes



Length: Two days

Class Size: 20 students with a capacity of 35

Cost: \$6,980 for up to 20 students (\$349 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

ADVANCED BUSINESS WRITING

AGENDA

DAY ONE

8:30	Traits of an Excellent Writer
8:45	Exercise - Diagnostic Writing Assignment for Instructor Review
9:00	Chapter 1 - Becoming an Excellent Writer
10:00	BREAK
10:15	Chapter 2 - Conciseness
11:00	Chapter 2 - Exercise
11:45	LUNCH
12:45	Chapter 3 - Completeness
1:15	Chapter 3 - Exercise
2:00	BREAK
2:15	Chapter 4 - Clarity
3:30	ADJOURN



DAY TWO

8:30	Review
8:45	Chapter 4 - Exercise
10:00	BREAK
10:15	Chapter 5 - Composition
	<ul style="list-style-type: none">• Paragraphs• Sentences• Words• Readability
12:00	LUNCH
1:00	Chapter 5 - Exercise
2:00	BREAK
2:15	Chapter 6 - Proofreading Tips
	<ul style="list-style-type: none">• Final Review Checklist• Personal Coaching Plan
3:15	Workbook Appendix - Business Writing Formats
3:30	ADJOURN

PDS 301 - EXPERT PRESENTATION SKILLS

Overview: If your job requires you to make presentations or if you want to gain important visibility, this is a one-day course you can't miss. Since most of us have difficulty putting our thoughts into words, this course will give you the simple methodology to improve your speaking style and presentation delivery. Since superior presentation skills are crucial to personal/professional growth, you'll learn how to prepare learn material easily and communicate more effectively just as the experts do.



[Click to see inside](#)

Since the expression: "Practice makes Perfect" doesn't hold true in public speaking - it's important to know the basics of what works and what doesn't work. The expression is actually: "Practice makes Permanent." And who can afford to solidify bad speaking habits?

The training manual is timely, relevant and designed to help you get long-term results. It includes valuable tips and checklists with the very latest information to equip you with the tools necessary to present highly professional, effective briefings.

Who Should Attend? Those interested in learning about public speaking as well as those more seasoned speakers who want to stay abreast of the latest information in the highly visible field of public speaking.

Objective: By the end of the course, you will understand the dynamics of expert public speaking.

Topics:

- ✚ Uncover the myths in public speaking.
- ✚ Review the tips to overcome nervousness.
- ✚ Understand the components of an audience analysis.
- ✚ Understand what it takes to present like a pro.
- ✚ Review proven techniques that work.
- ✚ Understand style and how to use it.



Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$3,890 for up to 20 students (\$195 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

EXPERT PRESENTATION SKILLS



AGENDA

- 8:30 Course Introduction the **Myths of Public Speaking**
- 8:45 **Getting Started** - Presentations Give You High Visibility
- 9:00 Understanding and **Overcoming Speaking Anxiety**
- 9:30 Exercise - What's the Worst that Could Happen?
- 9:45 BREAK
- 10:00 The Pros and Cons of **Five Presentation Formats**
- 10:30 **What is Style, and Where Can I Get It?**
- 11:00 **Vocal Variations**
- 11:30 LUNCH
- 12:30 Understanding **Nonverbal Communications**
- 1:00 **Tips for Delivering Polished Presentations**
- 1:45 **Those Incredible Props - What Works and What Doesn't**
- 2:00 BREAK
- 2:15 **Dress for Presentation Success**
- 2:30 **Handling Questions and Answers** with Finesse
- 3:00 Final Tips on **Presenting like a Pro**
- 3:15 **Personal Coaching Plan of Action**
- 3:30 ADJOURN

PDS 302 - EFFECTIVE BRIEFING TECHNIQUES



[Click to see inside](#)

Overview: Every day thousands of presentations are given; a few of them will be sensational by inspiring the audience or even persuading them. This course will equip you with the knowledge and tools to become one of the few accomplished presenters. The course is concentrated, and it identifies and demonstrates techniques for delivering effective presentations. It involves lectures and practical exercises. With instructor and audience feedback, you'll be able to walk away with valuable insight to excel in your presentation deliveries.

Five types of presentations are analyzed, and you are taught how to determine which would be the most appropriate for every audience. And you'll also learn which types of presentations are deadly!

The training manual is a detailed reference book written in a lively, anecdotal style with easy-to-follow formats immediately useable to begin your upward success in effective speaking.

Effective verbal communications are of vital importance in any government organization. Display confidence and poise the next time you are called upon to deliver an address.



Who Should Attend? Those interested in sharpening their public speaking and script writing skills, particularly those wishing to overcome "speaking jitters." Those putting others to sleep!

Objective: By the end of the course, you'll be able to develop and deliver an effective presentation with greater confidence, credibility and presence.

Topics:

- + Write an informative, dynamic presentation tailored to your audience
- + Structure your material in a logical manner
- + Use simple tips: know what works and what doesn't
- + Determine your audience's needs
- + Overcome nervousness
- + Present like a pro
- + Practice effective listening techniques
- + Get your point across
- + Design a PowerPoint briefing

Length: Three days

Class Size: 15 students with a capacity of 25

Cost: \$6,975 for up to 15 students (\$465 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

EFFECTIVE BRIEFING TECHNIQUES

AGENDA



DAY ONE

8:30	Course Introduction, Overview and Objectives
8:40	CH 1 - Public Speaking Overview and Self-Analysis
9:15	CH 2 - Writing Your Presentation
9:45	BREAK
10:00	<u>Exercise</u> - Writing Your Presentation
10:30	CH 3 - Overcoming Nervousness
11:00	CH 4 - Five Types of Presentations
11:30	LUNCH
12:30	<u>Exercise</u> - Individual Presentations and Feedback
2:00	BREAK
2:15	CH 5 - What is Style, and Where Can I Get It?
2:45	CH 6 - Vocal Variations
3:30	ADJOURN

DAY TWO

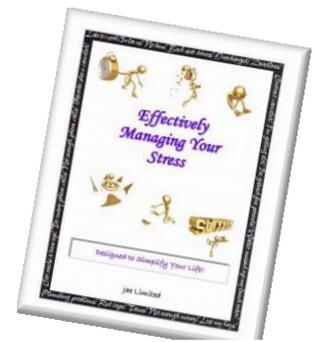
8:30	Review
8:40	CH 7 - Understanding Nonverbal Communications
9:30	BREAK
9:45	<u>Exercise</u> - Individual Presentations and Feedback
11:15	CH 8 - Tips on Improving Your Presentation
11:45	LUNCH
12:45	CH 9 - Those Incredible Props - What Works - What Doesn't
2:15	BREAK
2:30	CH 10 - The Reason You Are There - Your Audience
3:30	ADJOURN

DAY THREE

8:30	Review
8:40	CH 11 - Sharpen Your Appearance
9:00	CH 12 - Handling Questions and Answers like a Pro
9:30	BREAK
9:45	CH 13 - And Now the End! - final tips
10:00	<u>Final Exercise</u> - Individual Presentations with Written Feedback
12:00	LUNCH
1:00	<u>Final Exercise</u> - Individual Presentations with Written Feedback
2:30	BREAK
2:45	CH 14 - Time to Look Inward and Coaching /Plan of Action
3:30	ADJOURN

PDS 401 - EFFECTIVELY MANAGING YOUR STRESS

Overview: Would you like to de-stress your life? By uncovering the stressors in your life, you'll learn that stress can be controlled. If you suffer from low energy and fatigue during the day, you may have one of the many symptoms of stress. Since stress is at epidemic proportions in our country today, it's important to recognize its causes so you can manage your responses to it better.



[Click to see inside](#)

This course covers the difference between good and bad stress (even though your body only has only one reaction), signals of distress, the changing workplace and that effect on you, avoiding burnout, 101 stress relievers as well as 25 ways to simplify your life. You'll notice a difference instantly by learning how to "change the way you think" and "change the way you breathe."



Who Should Attend? Anyone who would like to understand stress complications and manage stress effectively. Those who are stressed.

Objectives: By the end of this session, you will be able to understand stress and overcome its risks by practicing stress reduction techniques.

Topics:

- ✚ Understanding Stress
- ✚ Dealing Effectively with Anxiety and Worry
- ✚ Understanding the Connection between Change and Stress
- ✚ Diagnosing Dedication and Addiction (Burnout)
- ✚ Measuring Your Stress
- ✚ Balancing Work, Family and Personal Needs
- ✚ Practicing Five-Minute Stress "Busters"
- ✚ Stress Management Tools (Alleviating and Managing Stress)
- ✚ 101 Stress Relievers
- ✚ Changing Habits
- ✚ 25 Ways to Simplify Your Life

Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$3,890 for up to 20 students (\$195 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

EFFECTIVELY MANAGING YOUR STRESS

AGENDA



- 8:30 Overview of stress, its effects and causes
- 8:45 Minimize stress effects
- 9:00 Understand and control anxiety and worry
- 10:00 BREAK
- 10:15 Managing change better since it's a huge stressor
- 10:45 Understand and deal with job stress and burnout
- 11:15 Balancing your work, family and personal needs
- 11:45 LUNCH
- 12:45 Exercise to restore harmony
- 1:00 Improve your coping skills exercise
- 1:45 BREAK
- 2:00 Stress management tools for immediate use
- ❖ Exercise
 - ❖ Deep Breathing
 - ❖ Meditation/Prayer
 - ❖ Visualization
 - ❖ Laughter
 - ❖ Progressive Muscle Relaxation
 - ❖ Positive Thinking
 - ❖ Negative Thought Blocking
 - ❖ Happiness **NEW SECTION**
 - ❖ Volunteering
 - ❖ Plus Many Others Tools
- 3:30 ADJOURN



PDS 402 - CREATIVE THINKING AND INNOVATION

Overview: Have you ever felt that you were missing something when thinking a problem through? This course will help you capitalize on your strengths and improve your decision making by creating new ideas yourself and being open to ideas from others by deferring any judgments. Creativity can become “a way of life.”



This short session will heighten your ability to remove any mental blocks, spark your curiosity and harness your natural talents while maintaining a positive mindset.

And you'll have a 21-page manual filled with resources, checklists, and coaching exercises to continue your ability to foster a creative culture in yourself and those around you.

Who Should Attend? Those wanting to maximize their thinking options and tap into that extra reserve of insight.

Objectives: By the end of the session, you will become familiar with different styles of thinking and have a chance to expand your thinking through exercises.

Topics:

-  Understand the difference between traditional thinking vs. “lateral” or creative thinking
-  Tap into your personal creative thinking
-  Practice creative thinking through exercises
-  Recognize the core behaviors for creativity

Length: Half-day session

Class Size: 20 students with a capacity of 35

Cost: \$2,980 for up to 20 students (\$149 for each additional student)
Travel/per diem are additional from outside the Baltimore/ Washington, DC area.

MANUAL TABLE OF CONTENTS

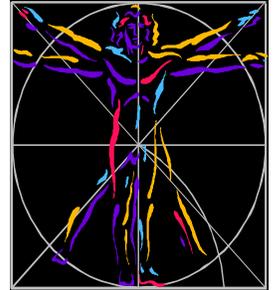
Critical Thinking
Creative Thinking
Relax to Become Creative
Brain Wave Patterns Impact Your Creative Mind
Your Creativity and Stress
Creativity Can Be Developed
Preparation
Look for the Possibilities
Tips on How to Stimulate Your Creativity
Contemplation
Inspiration
Innovation
Innovation Steps
Does Creativity End with Idea Implementation?
Creativity Exercises

APPENDIX WORKSHEETS

Learning from Your Risks
27 Tips to Boost Your Creative Thinking Skills
“Logical” vs. Creative Problem Solving
Enriching Ideas
20 Questions to Encourage Ideas
Fostering a Creative Culture
The Golden Rules of Creativity and Innovation
Innovation Audit
The Here-to-There Innovation Strategy

CREATIVE THINKING AND INNOVATION

AGENDA



- 8:00 Understand Critical vs. Creative Thinking
- 8:15 Relax to Become More Creative
- 8:30 Program Creative Thinking using Your Brain Wave Patterns
- Beta Brain Wave Pattern
 - Alpha Brain Wave Pattern
 - Theta Brain Wave Pattern
 - Delta Brain Wave Pattern
- 8:45 Is Stress Limiting Your Creativity? Overcoming Stress.
- 9:30 BREAK
- 9:45 Develop Your Creativity using the Four-Step Process
- Preparation
 - Contemplation
 - Inspiration
 - Innovation
- 10:15 Uncover Your Core Strengths
- 11:00 25 Tips to Stimulate Your Creativity
- 11:30 Exercises in Practicing Creativity
- 12:00 ADJOURN



PDS 403 - EMOTIONAL INTELLIGENCE: THE HIGH-PERFORMANCE ENABLER

Overview: Emotional intelligence, also called EQ, is the ability to be aware of and to manage your emotions and relationships. It's a pivotal factor in personal and professional success. IQ may get you in the door, but it's your EQ, your ability to connect with others and manage your own emotions while recognizing emotions of others, that determines your success.



Emotional intelligence is comprised of four components involving how you recognize and understand emotions, how you manage your behavior and how you manage relationships. These components are: 1) self-awareness, 2) self-management, 3) social awareness, and 4) relationship management. These components or skills are discussed and practiced throughout the course.

We have all worked with and listened to brilliant people. Some of them were great and others not so much. The mean and the meek and all those in between can teach us more than they realize. By examining truly extraordinary people who inspire and make a difference, you'll see that they do this by connecting with people personally and emotionally. What differentiates them isn't their IQ but EQ – their emotional intelligence.

Who Should Attend? Those wanting to understand emotional intelligence while using it in the workplace and at home.

Objective: By the end of the course, you'll learn how to define emotional intelligence, identify your individual competencies and apply them to optimize effectiveness in your professional and personal life.

Topics:

- ✚ Understand what emotional intelligence means
- ✚ Take an assessment to determine your emotional intelligence
- ✚ Recognize how your emotional health and physical health are related
- ✚ Learn how to coach employees and teams for emotional intelligence
- ✚ Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- ✚ Understand the different emotions and how to manage them
- ✚ Create a personal vision statement
- ✚ Validate emotions in others

Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$4,580 for up to 20 students (\$229 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

EMOTIONAL INTELLIGENCE (EQ): THE HIGH-PERFORMANCE ENABLER

AMPLIFIED AGENDA

- 8:30 **Course Overview**
This session previews the course. You will have an opportunity to identify your personal learning objectives.
- 8:45 **History of Emotional Intelligence**
This session outlines some of the milestones and important people who have contributed to the world of emotional intelligence.
- 9:00 **Emotional Intelligence's Four Components**
Self-awareness, self-management, social awareness and relationship management are detailed with workplace examples and strategies applied.
- 9:30 **EQ Blueprint**
You will learn skills and concepts behind identifying emotions, understanding and managing emotions and using and communicating emotions.
- 10:00 BREAK
- 10:15 **Multiple Intelligences Exercise**
Determine your strengths based on Dr. Howard Gardner's Seven Intelligences.
- 10:45 **Optimism**
This session outlines the basics of optimism and according to Dr. Martin Seligman, optimism must be learned.
- 11:00 **Validating Emotions in Others**
You will apply two models helping you validate emotions in others.
- 11:45 LUNCH
- 12:45 **Understanding Emotions**
This session will explore the seven primary human emotions.
- 1:45 BREAK
- 2:00 **Coaching for Emotional Intelligence**
You will learn the four steps for use in short coaching conversations with employees and teams that make a significant difference.
- 2:45 **Exercise - Setting Your Personal Vision**
You will explore your own emotions by looking at your principles, values, strengths, talents, potential obstacles and relationships.
- 3:15 **Personal Plan of Action**
Begin your personal action plan for using EQ in the workplace and at home.
- 3:30 ADJOURN



PDS 404 - BEYOND TIME MANAGEMENT



[Click to see inside](#)

Overview: Would you like to have extra time each day to take care of business? Or would you to overcome the vicious stress cycle that comes from being time-starved? By using the countless tips, techniques and commonsense advice from this session, you'll be more productive and able to free up your schedule. It all boils down to using your time more effectively. You must know how to achieve a balance between what you're doing and what you should be doing. Once you've mastered that, you're on your way to getting more done.

And finally, you'll learn how to set priorities, devise "to do" lists and reduce stress simply by doing what the experts do in effective time management.



Who Should Attend? Anyone who would like to make realistic goals and manage time more effectively while achieving more with less stress.

Objectives: By the end of this session, you will be able to analyze how you currently use your time by identifying time wasters, set goals and priorities to better use your time and apply time-saving tips.

Topics:

- ✚ Analyze your typical time wasters both external and self-generated
- ✚ Prioritize your daily activities
- ✚ Determine career or personal goals then work toward achieving them
- ✚ Communicate more effectively in less time (orally and in writing)
- ✚ Handle interruptions with the utmost diplomacy
- ✚ Organize yourself by using 15 different tips
- ✚ Understand stress and learn ways to manage it
- ✚ Understand the "Can't Say No?" syndrome and set boundaries
- ✚ Understand delegation (both upward and downward)
- ✚ Deal effectively with procrastination
- ✚ Run highly effective meetings
- ✚ De-Clutter your home and your life!



Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$4,980 for up to 20 students (\$249 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

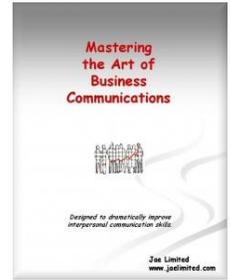
BEYOND TIME MANAGEMENT

AGENDA



- 8:30 Time Management – What It Is and Isn't – De-bunking the Myths
- 8:40 Causes of Wasted Time
- 8:50 **Time Self-Analysis Questionnaire**
- 9:00 **Time Wasters Exercise** - Determining Your Demons
- 9:15 Setting Your Priorities and Using the Priority Matrix
- 9:45 BREAK
- 10:00 The To-Do List and the Daily Time Log
- 10:15 Planning and How to Manage a Crisis
- 10:45 Understanding Stress and **Is Your Life in Balance Exercise?**
- 11:15 **Values and Innovative Goal Setting Exercise**
- 11:30 Suffering from Information Overload? E-Mailing and Texting Tips
- 11:45 LUNCH
- 12:45 Handling Interruptions with Diplomacy
- 1:15 The Art of Delegation at Home and at Work
- 1:30 BREAK
- 1:45 Dealing with Procrastination
- 2:00 Tips on Running Effective Meetings with a Meeting Checklist
- 2:30 The Value of Rituals and Creating Yours
- 2:45 De-Cluttering Your Home and Your Life
- 3:00 Communication Tips for Business Writing and Public Speaking
- 3:20 Final Tips to Stay Organized!
- 3:30 ADJOURN

PDS 501 - MASTERING THE ART OF BUSINESS COMMUNICATIONS



[Click to see inside](#)

Overview: Are you looking for new ways to communicate to your co-workers and employees, increase your productivity and advance your career? Are you communicating to make the right visual, vocal and verbal impact? This one-day course is filled with information to become a better communicator. Nothing can be achieved without the combined cooperation, commitment and action of people. That's why your interpersonal skills are so critical to your own effectiveness and performance boosting your productivity and promotability.

Communication with colleagues is no longer just a matter of having a good working relationship. Today, successful communication has become a business imperative and an ingredient for success. It's the art of savvy business interaction. Since most of our day (about 80%) is spent communicating -why not communicate with clarity, authority and power?

The course covers developing communication skills that will help foster collaborative relationships in the workplace. This includes positively influencing others and developing skills to become flexible in your actions, thoughts and feelings to better handle any situation.

Who Should Attend? Those who want to master the keys to communication for handling any communication situation with greater flexibility, confidence and professional presence.

Objectives: By the end of the course, you will be able to use proven interpersonal communication techniques to successfully achieve your goals.

Topics:

- ✚ Listen actively to your advantage
- ✚ Understand and use the power of body language
- ✚ Increase the power of your words
- ✚ Learn the keys to communicating in the workplace
- ✚ Talk your way to success

Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$4,580 for up to 20 students (\$229 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

MASTERING THE ART OF BUSINESS COMMUNICATIONS

AGENDA



- 8:30 Course Overview and Introductions
- 8:40 The Need for Effective Communications
- 9:15 Communications: **Mishaps and Masterpieces**
- 10:30 BREAK
- 10:45 **Insightful Tips for Active Listening**
- 11:15 **Reading Body Language and Building Rapport Instantly**
- 11:45 LUNCH
- 12:45 **Giving Clear Instructions - How Do You Rate?**
- 1:15 **Giving and Receiving Criticism**
- 1:45 BREAK
- 2:00 **Communication Styles of Men vs. Women or
“*The Gender Divide*”**
- 2:30 **Powerful Presentations Made Easy**
- 3:30 ADJOURN

PDS 601 - COACHING YOURSELF AND OTHERS FOR PEAK PERFORMANCE

Overview: This course is an introduction to coaching. By now, nearly everyone has heard of this powerful, dynamic new discipline. Since its inception in the early 90's, coaching has become a must for progressive work environments. Many of today's top performing organizations and individuals turn to coaching to achieve success or to gain an advantage over competitors. Coaching helps senior executives, mid-level managers and employees perform at their full potential.



[Click to see inside](#)

Successful coaching requires trust, respect, sincere interest and personal regard and as well as finely tuned interpersonal communication skills. It's not just counseling or advising employees; rather, coaching is a rigorous process intended to enable truly exceptional performance over an extended period of time. It applies advanced models and techniques to bring out the best in your employees. These methods can also be used in coaching yourself toward peak performance.

By taking this workshop, you'll learn the basic theory and techniques of coaching. You will understand primary personal motivators, impediments to progress and ways to overcome these hurdles. Find out what drives you and those around you, and begin to tap into the reserve making your organization top notch.

Who Should Attend? Those who want to understand coaching and help themselves and others improve their performance and achieve their goals.

Objective: By the end of the course, you'll be able to use specific coaching techniques to enhance your performance as well as those whom you coach.

Topics:

- ✚ Recognize your own strengths and weaknesses and maximize your strong points.
- ✚ Demonstrate active listening and give positive feedback.
- ✚ Recognize the significance of today's coaching practice.
- ✚ Demonstrate effective coaching skills using powerful questions.
- ✚ Establish a non-threatening, positive coaching environment.
- ✚ Promote a win-win situation in the work place and at home.

Length: Two days

Class Size: 20 students with a capacity of 35

Cost: \$6,165 for up to 20 students (\$308 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

[Students' Comments](#)

COACHING YOURSELF AND OTHERS FOR PEAK PERFORMANCE

AGENDA



DAY ONE

- 8:30 Course Overview and Introductions
- 8:40 Chapter 1 – Coaching – Your Introduction to Transformational change
 - ✦ The Newest Self-Development Discipline
 - ✦ Coaching vs. Mentoring, Counseling and Facilitation
- 9:45 BREAK
- 10:00 Chapter 2 – Characteristics of a Great Coach - Do You Have What It Takes?
 - ✦ Competencies of Great Coaches Checklist
- 10:45 Chapter 3 – The Tools of Coaching – The Coaching Model
- 12:00 LUNCH
- 1:00 Chapter 4 – Self-Coaching Exercises
 - ✦ Prioritize Your Own Values
 - ✦ Is Your Life in Balance?
- 2:00 BREAK
- 2:15 Chapter 4 – Self Coaching (cont.)
 - ✦ Your Mission Statement
 - ✦ Tips on Behavioral Change
- 3:30 ADJOURN

DAY TWO

- 8:30 Review
- 8:40 Chapter 5 - Listening – The Key to Powerful Communications
 - ✦ Steps to Active Listening
 - ✦ Barriers to Your Listening
 - ✦ Nonverbal signals of an excellent listener
- 9:30 Chapter 6 – Nonverbal Talking and Building Rapport
- 10:00 BREAK
- 10:15 Chapter 6 – Nonverbal Talking (cont.)
- 10:30 Chapter 7 – Coaching Others
 - ✦ The Intake Session
 - ✦ The Second Coaching Session
 - ✦ Future Coaching Sessions
 - ✦ Coaching Session Tips
 - ✦ The Use of Questions
 - ✦ Sample Questions to Get You Started
 - ✦ Coaching Co-workers
 - ✦ Discovering Other's Strengths
 - ✦ Helping Others set "Smart Goals"
- 11:30 LUNCH
- 12:30 EXERCISE in Coaching Others
- 1:45 BREAK
- 2:00 Chapter 7 – Coaching Others (cont.)
- 3:30 ADJOURN



PDS 701 - BUILDING BETTER TEAMS:

ENSURING TEAM EFFECTIVENESS



[Click to see inside](#)

Overview: Teams have become a principal building block of the strategy of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the central methodology of most organizations.

With teams at the core of business strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? Do you know of any mixed agendas, poor communication episodes, or even personality conflicts? Though extensive exercises, you'll be able to practice your skills and overcome obstacles.

In many teams, the energies of individual members work at cross purposes. Individuals may work extraordinarily hard, but their efforts don't translate into team effort, and these results may be in wasted energy. By contrast, when a team becomes more aligned, a commonality of direction emerges, and individual energies harmonize. You have a shared vision and an understanding of how to complement each other's efforts.

Who Should Attend? Those interested in sharpening interpersonal communication skills particularly those wishing to use the power of teams to successfully catapult your organization's success.

Objectives: By the end of the course, you'll be able to use proven ideas for developing your own team, identify your team player "style" and use it effectively with your own team and know what it takes to ensure a team's success by working with others' behavioral styles.

Topics:

- ✚ Stages of team development
- ✚ Types of teams
- ✚ Building a climate of trust
- ✚ Degrees of support
- ✚ Use the sample Team Contract
- ✚ Tips for becoming a better team player
- ✚ Tips for becoming a better listener
- ✚ Dealing with conflict resolution



Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$4,580 for up to 20 students (\$229 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

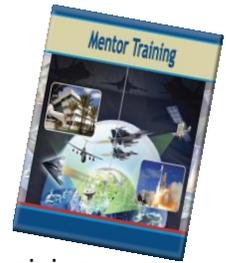
BUILDING BETTER TEAMS: ENSURING TEAM EFFECTIVENESS

AGENDA



- 8:30 Course Overview and Objectives
- 8:40 Section 1: Teams and Team Norms
- 8:50 Section 2: The Stages of Team Development
- 9:15 Section 3: **Identify your Style as a Team Player - Exercise**
- 9:45 BREAK
- 10:00 Section 4: Parker's Team Characteristics
- 10:30 Section 5: Powerful Communications
- 11:00 Section 6: **Optimal Conflict Resolution and Exercise**
- 12:00 LUNCH
- 1:00 Section 7: Masterful Facilitation
- 1:30 Section 8: Providing Effective Feedback to a Team
- 2:00 Section 9: Working as a Team and Building Trust
- 2:15 BREAK
- 2:30 Section 10: **Case Study - Exercise**
- 3:15 Your Personal Coaching Plan
- 3:30 ADJOURN

PDS 801 - MENTORING FOR SUCCESS: YOUR EXPERIENCE COUNTS



Overview: Over eighty-five percent of Fortune 500 companies provide mentoring opportunities for their employees, as they know mentoring improves their recruitment, training, succession and retention efforts. Mentoring is not only beneficial for the mentees; mentors often comment that they experience great satisfaction from guiding and inspiring a mentee. Mentors are also able to leave their legacy—hard earned knowledge that has been transferred to their mentee. This introductory course provides potential mentors with an overview of mentoring, and it includes methods for developing successful mentoring relationships.

Reap the rewards of mentoring a protégé. Ralph Waldo Emerson has said, *“It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself.”*

Who Should Attend? Seasoned professionals who want to explore strategies and benefits of becoming a first-class mentor.

Prerequisite: None

Objective: By the end of this course, you will

- ✚ Know what it takes to become a skilled mentor.
- ✚ Be able to match your experience to a mentee.
- ✚ Know how to develop and maintain a successful relationship.

Topics:

- ✚ The History and Benefits of Mentoring
- ✚ The Myths and Facts of Mentoring
- ✚ Mentoring Opportunities within Your Organization
- ✚ 10 Tips for Becoming a Successful Mentor
- ✚ Rapport Building
- ✚ Guidelines for Structuring the Match
- ✚ Setting Stretch Goals and Other Match Activities/Discussions
- ✚ Helping Mentees to Problem-Solve
- ✚ Positive Match Closure

Length: Half-day session

Class Size: 15 students with a capacity of 30

Cost: \$ 2,985 for up to 15 students (\$199 for each additional person)
Travel/per diem is additional.

MENTORING FOR SUCCESS: YOUR EXPERIENCE COUNTS

AMPLIFIED AGENDA *(a morning of afternoon session)*

- 12:30 **Welcome, Introductions, Session Overview, and Objectives**
Discussion of objectives, and very brief overview of a Mentoring Program.
- 12:45 **What is Mentoring?**
Overview of mentoring by conducting a mentoring quiz that addresses eight basic adult mentoring concepts and discuss the history of mentoring in the workplace.
- 1:10 **The Mentoring Opportunity**
The importance of mentoring by facilitating the “Mentors in My Life” exercise, and relate this to the actual issues that surface on the instillation.
- 1:30 **Mentoring in the Federal Government**
Mentoring is useful in assisting mentees to learn the culture, with the result being that employees can more effectively contribute the mission. Explore topics and activities that matches address, such as career paths and strategies for achieving career goals.
- 1:35 **The Mentoring Model: How Does Mentoring Work?**
Real life issues that the mentoring program can address for mentees and how this has benefited his/her mentee, and other mentors and the organization. This individual will also discuss the benefits of being a mentor. Description of a mentoring program:
- Mentoring application
 - Screening process
 - Mentor and mentee training
 - Mentor recruitment - *Four options for recruiting mentors.*
 - Mentor/mentee agreement
 - Supervision and support that the program provides
 - Closure and mentor recognition
 - Reporting and evaluation
- 2:00 BREAK
- 2:15 **Communicating with Your Mentee and Pursuing Appropriate Goals**
Communication exercise. Goal setting and the goal setting tool.
- 2:40 **Qualities of Effective Mentors and Mentees**
Exercise “*Draw the Ideal Mentor*” and talk about the qualities they need to bring to the match. What to do if the match is not working. Exercise on criticality of maintaining confidentiality.
- 4:15 **Review**
- 4:30 ADJOURN



PDS 802 - MENTORING FOR CAREER SUCCESS: AN INTRODUCTORY COURSE FOR MENTEES

Overview: A recent survey indicated that eighty-five percent of Fortune 500 companies provide structured mentoring programs for their employees. This is because they know that as they give mentees the opportunity to advance their careers, they are also improving the organization's productivity and bottom line. To be successful, any mentoring relationship should focus on the goals and interests of the mentee. This course provides you with the opportunity to consider your own career objectives and how a mentor might help you to achieve your goals.

Who Should Attend? Those who want to explore the unlimited benefits of being mentored and the "how to's" of finding a mentor and excelling from the experience.

Prerequisite: None

Objective: By the end of this course, you will

- ✚ Understand the concepts and value of mentoring.
- ✚ Learn the strategies for selecting the "right" mentor.
- ✚ Persuade an expert to mentor you.
- ✚ Negotiate the scope of the relationship.

Topics:

- ✚ The History of Mentoring
- ✚ Mentoring Benefits
- ✚ What Mentoring Is and Isn't
- ✚ The Traits and Qualities of Good Mentors
- ✚ What You Need to Bring to the Relationship
- ✚ Recruiting Your Mentor
- ✚ Negotiating the Scope of the Match
- ✚ Setting Learning Goals and Determining Match Activities
- ✚ Using the Mentoring Relationship for Career Success

Length: Half-day session

Class Size: 15 students with a capacity of 35

Cost: \$ 2,985 for up to 15 students (\$199 for each additional student)
Travel/per diem cost is additional.

MENTORING FOR CAREER SUCCESS: AN INTRODUCTORY COURSE FOR MENTEES

AMPLIFIED AGENDA *(a morning of afternoon session)*

- 8:00 **Welcome, Introductions, Session Overview, and Objectives**
Overview of a Mentoring Program.
- 8:15 **The History of the Mentoring Initiative**
History of mentoring.
- 8:40 **What is Mentoring?**
Overview of mentoring by conducting a mentoring quiz that addresses eight basic adult mentoring concepts and address the history of mentoring in the workplace.
- 9:05 **The Mentoring Opportunity**
Value of having a mentor. The *"Mentors in My life"* exercise. Actual issues that surface can be addressed through mentoring.
- 9:25 **Mentoring in the Federal Government**
Why mentoring is useful in assisting mentees to adjust and contribute to the organization's culture and mission. Topics and activities that "Matches" participate in, such as learning goals, career paths and strategies for enhancing the mentees contributions.
- 9:35 **The Mentoring Model: How Does Mentoring Work?**
Real life issues that the mentoring program can address for mentees and how this has benefited his/her mentee, and other mentors. The benefits of being a mentored. Description of a mentoring operation:
- Mentoring application
 - Screening process
 - Mentor and mentee training
 - Mentor recruitment - *Four options for recruiting mentors.*
 - Mentor/mentee agreement
 - Supervision and support that the program provides
 - Closure and mentor recognition
 - Reporting and evaluation
- 10:00 BREAK
- 10:15 **Qualities of Effective Mentors and Mentees**
Conduct the exercise *"Draw the Ideal Mentor"* and talk about what to look for in a mentor and what to do if the match is not working.
- 10:45 **Getting the Most Out of Your Mentoring Opportunity**
Discuss the responsibilities of the mentee to the organization, the mentoring initiative, to the mentor and to themselves.
- 11:45 **Review**
- 12:00 ADJOURN

PDS 901 - RÉSUMÉ WRITING AND INTERVIEWING SKILLS



Overview: Due to work force reductions and funding cuts, fewer and fewer government and private sector positions are being vacated and filled. This has resulted in dramatically increased competition for career opportunities.

Your résumé of critical interest to qualification panels and selecting officials, and thus it's critically important to your career. A professional résumé can help you get an interview. You need to present your best qualities and accomplishments in writing to achieve that goal. Résumés are the selecting officials' most important source of information on you. Often a supervisor's first impression of you is from your résumé.



This workshop helps you write a clear, concise and comprehensive resume that conveys your qualifications with maximum effectiveness. And it shows you how to prepare for a top-notch interview by using proven guidelines. You'll receive a 50-page reference manual with valuable tips and checklists.

Who Should Attend? Anyone intending to compete for position vacancies within the Federal Government or private sector.

Objectives: By the end of the class, you'll be able to:

- ✚ Organize your qualifications and capabilities to effectively depict your best professional image.
- ✚ Know how to have a sensational interview by knowing what works and what doesn't.

Topics:

- ✚ Organize your capabilities to depict your best professional posture
- ✚ Learn how to write a performance-based résumé
- ✚ Handle the most common interview questions with ease
- ✚ Learn how to build rapport instantly, lose interview anxiety, and find out tips for “*dressing for success*”



Length: One day

Class Size: 20 students with a capacity of 35

Cost: \$4,980 for up to 20 students (\$249 for each additional student)
Travel/per diem additional cost from outside Baltimore/Washington, DC area.

Students' Comments

RÉSUMÉ WRITING AND INTERVIEWING SKILLS

AGENDA



- 8:30 Today's résumé
- 8:40 Paper tips and printing standards
- 8:50 **Résumé elements**
- 9:00 **Do's and don'ts of résumé – a checklist**
- 9:15 Pros and cons of three résumé types
- 9:45 BREAK
- 10:00 **Sample skills for résumés**
- 10:15 **Sample action words**
- 10:30 Computer-scanned résumé tips
- 10:45 **Résumé writing guidelines and Coaching Exercises**
- 12:00 LUNCH
- 1:00 The wisdom of the interview
- 1:15 **The Pre-Interview Phase**
- Research questions to get you started
 - Overcoming interview nervousness
 - Dress for success
- 1:45 **The Interview Phase**
- Non-verbal communications and rapport building
 - Questions you are likely to be asked
 - Do's and Don'ts when interviewing
 - Translate your strengths into their benefits
 - Typical interview questions
 - Behavioral interview questions
- 2:15 BREAK
- 2:30 **The Interview Phase (cont.)**
- The most common questions analyzed
 - Support your answers
 - Your questions
 - Strategies for the super candidate
- 3:10 **The Post-Interview Phase**
- Tips for the thank-you letter
- 3:25 Summary
- 3:30 ADJOURN



JAE LIMITED PARTIAL CLIENT LIST

- ✚ Federal Executive Boards
 - Los Angeles, CA
 - San Francisco, CA
 - New York City, NY
 - Newark, NJ
 - Dallas, TX
 - Baltimore, MD
 - Pittsburgh, PA
 - Honolulu, HI
 - Philadelphia, PA
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- ✚ U.S. Department of Homeland Security, Washington, DC; Indianapolis, IN; Laguna Niguel, CA; Los Angeles, CA; San Francisco, CA; New York, NY; Baltimore, MD; Tucson, AZ; Newark, NJ; Tucson, AZ
- ✚ U.S. Air Force, Los Angeles AFB, CA; Hanscom AFB, MA; Edwards AFB, CA; Pope AFB, NC; Randolph AFB, TX; Wright-Patterson AFB, OH; Warner-Robbins AFB, GA
- ✚ U.S. Army, Ft. Meade, MD; Ft. Hamilton, Brooklyn, NY; Ft. Monmouth, NJ; Aberdeen Proving Ground, MD
- ✚ U.S. Navy, Washington, DC; San Diego, CA; China Lake, CA; Pt. Hueneme, CA; NAS Whidbey Island, WA; NBK Bangor, WA
- ✚ U.S. Forest Service, Olympia National Forest, WA; Angeles National Forest, CA
- ✚ Department of Transportation, San Francisco, CA
- ✚ General Services Administration, Washington, DC; Ft. Worth, TX; Dallas, TX; Denver, CO; San Francisco, CA; Kansas City, MO; Seattle, WA
- ✚ Internal Revenue Service, Washington, DC; Bethesda, MD; New Carrollton, MD; New York, NY; Los Angeles, CA; Dallas, TX; Atlanta, GA, Florence, KY
- ✚ Federal Emergency Management Agency, Emmitsburg, MD; Washington, DC; Oakland, CA
- ✚ U.S. Dept. of Housing and Urban Development, San Francisco, CA; Los Angeles, CA; Phoenix, AZ
- ✚ Defense Contracting Mgmt. Agency, Santa Ana, CA; Carson, CA; El Segundo, CA; Ontario, CA; Baltimore, MD
- ✚ Defense Logistics Agency, Philadelphia, PA; Richmond, VA
- ✚ Drug Enforcement Administration, Los Angeles, CA
- ✚ United States Postal Service, Queens, NY
- ✚ Environmental Protection Agency, Washington, DC; San Francisco, CA; New York, NY
- ✚ U.S. Secret Service, Washington, DC
- ✚ Federal Public Defender, Los Angeles, CA
- ✚ U.S. Bankruptcy Court, Los Angeles, CA
- ✚ U.S. Treasury Acquisition Institute, Washington, DC
- ✚ Federal Aviation Administration, Chicago, IL
- ✚ Air Force Research Lab, Kirtland AFB, Albuquerque, NM
- ✚ U.S. Coast Guard, St. Augustine, FL; Elizabeth City, NC; San Pedro, CA
- ✚ U.S. Army Corps. of Engineers, Los Angeles, CA
- ✚ U.S. Dept. of Veterans Affairs, Los Angeles, CA; Long Beach, CA