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PosiPower Brick-by-Brick Leadership Series



"Where all elements of training begin with self"

1. *PosiPower Brick-by-Brick Leadership Training - 2-Days*
2. *Develop a Logic Model with PosiPower Strategies*
3. *Develop a Strategic Plan with PosiPower Strategies*
4. *Time and Stress Management for Leaders*
5. *Our Customers Deserve the Best from Management*
6. *Change Can be GREAT for Your Staff*
7. *Coach a Winning Team - 2-Days*
8. *What to do When I Can't Fire Them*
9. *Positive Ways to Stop Bullies at Work*
10. *Managing Workplace Diversity in the 21st Century 2-Days*
11. *Hire and Retain the Best Staff*
12. *PosiPower Conflict Management Skills for Leaders*
13. *Civil Rights Childhood – Racial Sensitivity Training*

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BACKGROUND INFORMATION

Founded in 1993, **JYS Consultants-PosiPower Concepts, Inc.** is a private management, educational training, and consulting firm. We are in Westerville, Ohio and we work out of Tampa, Florida. Our primary commitment is to improve the lives of individuals and the atmosphere of organizations and companies by teaching **PosiPower Concepts** along with core training needs. Thousands of participants around the country have had the training *"Our Customers Deserve the BEST."* We are proud of our outstanding reputation.

The **PosiPower Concept** asserts that: **"All elements of training begin with self."** This concept makes our training unique. Over the years, we discovered that employees who feel good about themselves and their contribution to the organization are more receptive to change. Individuals who know how to maintain a positive self-image make the best supervisors, managers, and workers. Therefore, each training session begins with a self-esteem component. **PosiPower** training sessions are customized and thorough in the areas of **customer service, conflict management, team building, diversity,** and increasing **productivity.** Participants come away with a renewed sense of commitment and enthusiasm for themselves, their workplace, and their lives in general. Additionally, caseworkers, childcare providers, and parents who take our parenting classes can work effectively with children in these challenging times. Our PowerPoint presentations are highly rated.

Our Objectives are to:

- **Promote excellence and increase productivity**
- **Improve customer service and customer satisfaction**
- **Build stronger teams and enhance leadership skills**
- **Improve attitudes by teaching positive concepts**
- **Reduce resistance to change**
- **Teach diversity & cultural issues**
- **Teach positive techniques that resolve interpersonal conflicts**
- **Create a positive work environment for men and women**
- **Promote positive families and children**
- **Create a positive balance between work and family**

A few comments from previous participants:

"It made me see that what I think is a bad situation in the present could be a window of opportunity."

"This training improved my professional outlook."

"Lots of ideas creating measurable goals, how to, etc.,"

"New ideas on how to address different issues"

"I'm a PosiParent because of these classes."

"I now know what to do with my child."

"Jordana really cares about our concerns."

"Very enthusiastic, down to earth, knowledgeable, good stories."

Some of Our PosiPower Customers are:

- The Ohio State – John Glenn MAPS
- Michigan Community Action
- Kentucky Community Action
- Delta & Menominee DHS, Michigan
- Varies Ohio and Michigan DHS
- Miami/Dade Early HS/Head Start
- Marion Community School Head Start, Marion, Indiana
- Beecher Schools –Head Start, Flint Michigan
- Council for Economic Opportunities of Greater Cleveland – Cleveland, Ohio
- Iowa Community Action
- Area Five Head Start, Logansport, Indiana
- Community Action of Southern Indiana, Jeffersonville, Indiana
- Northeast Michigan CSA
- Geminus Corporation - Indiana
- Michigan Community Action Agency – Conference
- Gogibic-Ontonagon CAA, Michigan
- FACA- Florida Association - Orlando
- Erie Huron CAC Inc. – Ohio
- Saginaw ISD-A Collaborative – Mich.
- North & South Carolina CAA - Conferences
- Mid-America Community Action Conference – Indianapolis, Ind.
- Indiana Community Action Association (INCAA)
- Ohio Association of Community Action Agencies
- Hancock/Hardin/Wyandot/Putnam Community Action – (HHWP)
- Cincinnati-Hamilton County Community Action Agency
- WSOS Community Action Agency
- Lucent Technologies
- City of Columbus (Citywide Training)
- Corporation for Ohio Appalachian Development Programs
- Appalachian Leader Academy
- Nationwide Columbus Children's Hospital
- Ohio Payroll Association
- Ohio Civil Service Commission
- PCSAO (Public Children Services Association of Ohio)
- Franklin County DJFS
- Summit County DJFS
- Hamilton County DJFS
- Lucas County DJFS
- Athens County CSB
- Ohio Child Development – Head Start
- The Ohio Commission for African American Males
- DSCC - Dept. Defense - Ohio
- Trumbull County CSB
- Medina County DJFS
- YWCA - Columbus
- Dublin City Schools
- Worthington City Schools
- Worthington/Upper Arlington Summer Institute
- Columbus Public Schools
- Cleveland City Schools
- Newark City Schools
- Athens County DJFS
- Cuyahoga County CSB/DJFS
- Hamilton County CSB
- Lucas County CSB/DJFS
- Southeast Ohio RTC
- Scioto County CSB
- Southwest Ohio RTC
- Southeastern Ohio RTC
- ILGARD - Ohio University
- Montgomery Cty. CSB/ DJFS
- Northeastern Ohio RTC
- Central Ohio RT
- East Central Ohio RTC
- Glendale & Scottsdale Public Libraries, Arizona
- Mansfield/Richland County Public Library - Ohio
- Cincinnati Public Schools

1. *PosiPower Brick-by-Brick Leadership Training*



What makes a leader? How is a leader formed? Are leaders born or are they developed? We at *JYS Consultants, PosiPower Concepts, Inc.* believe it is a combination of eight components that we call bricks. Just like in the nursery rhyme, *The Three Little Pigs*, the pig that built his house out of bricks was able to weather the huffs and puffs of the big bad wolf. In this workshop, organizational managers will learn how to tap into their innate leadership qualities as well as develop ones that are vital to leading others. In this course, they will learn the following Eight PosiPower Bricks of leadership skills.

- A leader must possess a positive attitude
- **A leader must have a vision for the future**
- A leader must have personal values and morals
- A leader must have knowledge and expertise
- A leader must have the courage to lead
- **A leader must be able to communicate effectively to a diverse staff**
- **A leader must have the ability to adapt and change**
- **A leader is committed to “the process”**

2. *Develop a Logic Model With PosiPower Strategies (NEW)*

With funding resources being limited and justified before being awarded, developing a sound ‘logic model’ is essential to your workplace. In this course, participants will learn how to develop a logic model because it is the benchmark for accountability. The question is why do we serve and how can we get the best results from our efforts? It is important to thoroughly analyze what is working and what is not, and what we can do about measuring the results quantitatively and qualitatively. What we do every day in the workplace has to be deliberate and make an impact. There has to be an intended relationship between our investment of time, energy, resources and the results we are getting. Thinking positively is the first step in our benchmark for developing a logic model. Topical issues of this course are:

- **Why will a logical model work best with a positive attitude**
- **What is a logic model? (Historical perspective)**
- **Why logic models are all about change – causal connections**
- **What do we evaluate, when, where and how**
- **12 Steps to Developing a Logic Model with PosiPower Strategies.**

3. Develop a Strategic Plan With PosiPower Strategies

There has to be an intended relationship between our investment of time, energy, resources and the results we are getting. Thinking positively about the future is the first step in our benchmark for developing a Strategic Plan. The goal of this course is to:

- Learn why a Strategic Plan followed by action works best with a positive attitude
- Develop a Strategic Plan with historical and future perspectives
- Discuss why a Strategic Plan will address the concerns of the Federal Review and include its delegates
- Learn how to grow and change with workplace & personal goal setting strategies
- Discuss how to plan, implement, adjust and evaluate a Strategic Plan
- Learn 12 Steps to ensuring the success of a Strategic Plan With PosiPower Strategies.



4. Time and Stress Management for Leaders

There are tremendous rewards and a few disadvantages to being a leader. The most hazardous peril is STRESS--from managing people to organizing departments. It is essential to a leader's mental and physical health to learn positive ways to manage personal and workplace stress. In this course, participants will learn about and help minimize stresses that impact their workforce. **This course will primarily focus on workplace stress.** Leaders will learn the following:

- Why leaders with a positive management style have reduced stress
- **How not to let your staff see you sweat**
- Why it is important to manage stress
- **How to let go of destructive worrying, habits, and people.**
- 10 Ways to get rid of negative stressors.
- **10 Ways manage your time.**
- 25 Ways to manage stress

5. Our Customers Deserve the BEST From Management



The goal of this workshop is to provide a set of principles for improving customer service. Our focus is to match the expectations of staff and customers. Through group discussions, we identify the needs of workers and the customers we serve. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for staff by supporting their efforts to better service clients. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse workers and customers. Open discussion and group exercises help integrate the training. (Managers will also learn what is taught to staff in the course ***“Our Customers Deserve the BEST.”***) The following components are highlights for managers:

- Maintain a positive self-image when interacting with internal and external customers
- Learn customer service techniques that will improve customer satisfaction
- Learn **defusing** techniques for **"difficult"** customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency and departmental goals are met when customer service is improved
- **Resolve five major customer complaints with 10 PosiPower tips**



6. Change Can Be GREAT for Your Staff

Some workers willingly accept changes in the workplace, and others will resist every step of the way. Managers that embrace change are better able to assist their staff during the process. And although change can be stressful, the end results may be the beginning of some great things. By understanding the process of change, whether it is positive or negative, managers learn how to become receptive to change. They learn how to eliminate their own tendency to worry and procrastinate because negative thoughts will only hamper change. In this course, managers learn how to redirect "stressed-out" and "burned-out" workers. They also gather tips for improving their professional and personal lives. Learning the following components facilitate the process:

- Managers and leaders who maintain a positive self-image are more accepting of change
- Change is a constant in our personal and professional lives
- Theoretical explanations about the process of change
- How organizations and departments thrive on the speed of change
- **Learn to master negative responses to change**
- Teach staff how to resist the tendency to worry, procrastinate, or burn out
- **13 PosiPower Tips to Managing Change**

7. Coach A Winning Team - Management Training 2-days



Coaches are ideal because of their excitement about themselves and their players. Thus, the purpose of this training is to aid managers and supervisors in developing a work environment that thrives on excellence. Managers/Coaches learn the importance of always maintaining a professional and positive self-image. They discover how to bring out the best in themselves and their employees. In addition to learning how to **motivate** workers to reach their highest potential by uncovering hidden strengths, they learn how to help change negative attitudes into positive ones that minimize conflict and increase productivity. A principal component is that the best way to lead is by example. While demonstrating good work habits and exemplifying professional behavior, managers will positively influence employees during "**coaching sessions**." The course incorporates many team building & leadership skills by highlighting **5 Coaching Styles** that encourage communication, cooperation, trust, enthusiasm, and openness. **10 PosiPower techniques to "coach-out"** the best in employees are a highlight of the course, along with the following:

- Why Coaches/Managers must maintain a positive self-image
- Identifying the influences of the best and worst coaches in your life
- Working with "problem players"
- Fostering initiative in players
- Developing ways to promote a safe and trusting environment
- Building a great team by developing hidden talents
- **Teaching your players to be proud of what they do**
- **10 tips to becoming an effective coach**

8. What to Do When You Can't Fire Them



This course is designed for directors, managers, and supervisors who feel “stuck” with problem employees. From time to time, senior staff is faced with the dilemma of firing an employee, a decision that can cause tremendous stress. This course provides practical strategies on how to overcome the influence of negative and difficult employees in the workplace. Participants will learn positive concepts that improve self-esteem and ways to relieve stress within themselves and their staff. It is important to realize that some employees do not feel good about themselves, so they may behave in counterproductive manners. Participants learn how to motivate and help foster initiative in these employees. On the other hand, some problem employees get a kick out of “pushing buttons”. Thus, this course will address ways to handle conflicts with “negaholics”. The trick is how to get these employees turned off sabotaging behavior and onto becoming team-players. Participants will discover that it is best to:

- Lead by example
- Maintain your own self-esteem
- Remember that positive praise goes a long way
- ‘Nip it in the bud’
- Give and demand respect
- Set high expectations
- Document offenses
- **Learn 10 PosiPower Ways to Manage Problem Employees**

9. Positive Ways to STOP Bullies At Work



Let the truth be known, bullies in the workplace have an impact on employee morale and retention. Bullies cause anxiety, resentment, and hostility. Yet, they are often allowed to continue to work and manage employees because they do not meet the legal standards of harassment. A boss being rude or belligerent or talking in a dismissive tone may be viewed as a particular style of management. But this style of management is inappropriate and harmful to the target and workplace moral. There are many forms of bullying and this behavior whether by co-workers or management is unacceptable. In this course, managers, supervisors, and staff will learn positive ways to respond to bullying tactics. They learn how to stop bullies in their tracks. These important topics will be discussed:

- Why it is important to maintain a positive self-image
- Why positive people are unlikely to become bullies
- Who are bullies?
- How and why did the bully choose a target?
- What do bullies and their targets have in common?
- Warning signs of bullying behavior
- **12 PosiPower ways that managers and workers can STOP a bully**



10. Managing Workplace Diversity in the 21st Century (2-days)

The 21st century workplace and our customers have become increasingly diverse. In this course, managers and supervisor learn why having an ethnocentric perspective of our society and our workplace will only hamper their ability to manage a diverse team of workers. Participants will discover that people from different races, cultures, and walks of life can work harmoniously along side one another. This course is designed to celebrate that diversity. Participants learn that individuals who feel good about themselves are more receptive to people who are "different". Participants share or rediscover their own heritage. This course is designed to actively engage and stimulate a diverse group of individuals whose gender, socio-economic status, physical ability, heritage, intelligence, lifestyle, age, race, sexual orientation, religion, and ethnicity may represent very different or very similar perspectives. Manager/supervisors also learn and discuss the effects of prejudice and discrimination in the workplace. The main points of discussion include:

- Individuals who maintain a positive self-image are more accepting of others
- Diversity in the workplace is a positive concept
- Respect, patience, tolerance, and understanding are essential in the workplace
- How each of us is culturally unique
- How prejudice and discrimination toward workers and customers is harmful to the bottom line
- 10 PosiPower reasons to celebrate diversity in the workplace and with customers



11. Hire and Retain the Best Staff

The ability to hire and retain the best staff is a primary goal of all good management. Throughout this course, participants learn how to incorporate education, skills, interests, and experience into a profile that may be used to place applicants and employees into suitable jobs, training, and/or educational programs. Managers who feel good about themselves and their contribution to their workplace are more effective interviewers. This PosiPower course, like all our courses, has a self-esteem component because positively minded managers (PosiManagers) are more likely to take the time and make the effort to ensure that the interview is not just done correctly, but exceptionally. This course on hiring and retaining the best staff is dedicated to developing an outstanding work environment where customer and employee satisfaction are the main objectives. This course will also incorporate components of our popular course for staff, ***It's NOT a Chit-Chat – Interviewing Customers for Effectiveness***. Participants will learn:

- **How to properly interview potential employees**
- What are the characteristics of a positive employee
- How to build and enhance interpersonal skills
- **The difference between acceptable chit-chat during the interview and sabotaging chit-chat that will derail the interview**
- To promote excellence and increase productivity by getting appropriate responses from employees and interviewees
- **How to improve employee retention and job satisfaction**



12. PosiPower Conflict Management Skills for Leaders

It is great when supervisors and staff get along. However, conflicts that are generally seen as negative can be the cause of positive changes within an organization. When conflicts are managed and proactively addressed, they can strengthen the fiber of an organization. In this training, supervisors learn how to manage difficult situations in a more positive manner. They develop leadership skills that will improve personal and professional interactions. Through positive conflict resolution techniques, they learn how to ease tension and diminish stress. Participants understand how constructively managed conflicts can improve relationships and inspire positive change. When corrective and valid feedback is given and received, it can be a great benefit for all concerned. Key segments in this workshop include:

- Leaders with a positive attitude can manage conflict in positive ways
- How a positive attitude will minimize negative conflicts
- Ways to foster a positive work environment
- Learning the difference between a conflict and a disagreement
- How to improve communication and avoid negative conflicts with staff
- When conflicts are good and when they are destructive
- Why conflicts and change work hand in hand
- **10 PosiPower ways to help management and co-workers to get along better**

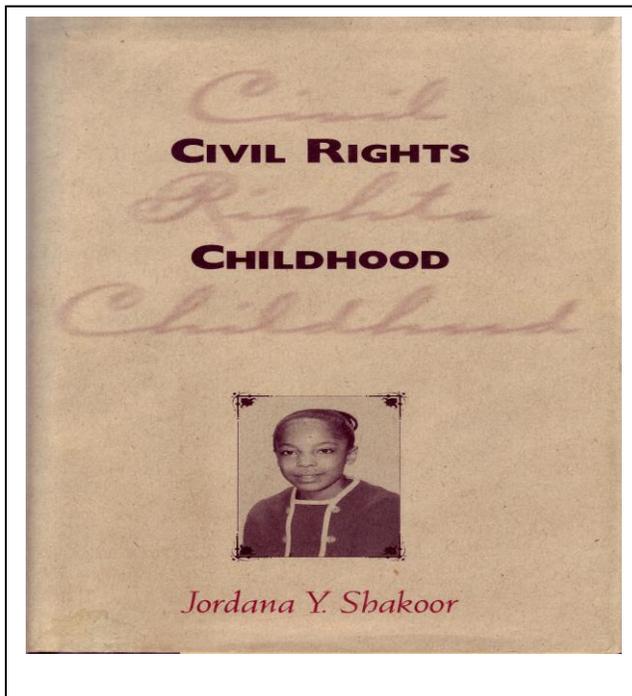
13. Civil Right Childhood – Racial Sensitivity Training – 3- hours

Author- Jordana Y. Shakoor

“Two voices blend in this poignant memoir from the civil rights era in Mississippi – a father’s and a daughter.

“He was Andrew L. Jordan, a son in a dirt-poor family of sharecroppers near Greenwood. Jordana Shakoor is his little girl who grew up to write this book. In her southern childhood she is just becoming aware of her people’s dreadful predicament of loving their homeland but of hating its mistreatment of blacks. Like virtually all southern

black families, the Jordans endured humiliation and fear of white reprisals.



“The voices in this book tell a story whose theme is familiar to legions of African Americans. Yet its particular voices, until now, have gone unheard. Though this is told by a child born in the segregated South, it also is the story of her family's triumph over a dark heritage, a story of a Civil Rights Childhood that casts away a centuries-old tradition of insult and denial to embrace instead a Civil Rights heritage of freedom and love.” (from the book jacket to **Civil Rights Childhood**, University Press of Mississippi, 1999 The learning

objectives in this training are:

- To learn firsthand accounts what it was like for the Jordan family in Mississippi during the civil rights movement
- To discuss how each participant was affected by race relations between blacks and whites while growing up
- To learn about Black-American workers and caregivers; and how the civil right era affects them today.
- To understand the struggle of blacks to overcome negative stereotypes
- To promote respect, patience, tolerance, and understanding in the workplace
- To gain an understanding about the effects of prejudice and discrimination against blacks.
- To improve relationships between blacks, whites and all people.