

PUBLIC SECTOR LEADERSHIP WORKSHOP SOLUTIONS

Mateffy and Company
Training & Productivity
Solutions
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Engaging Public Sector Leaders



Engaging Public Sector Leaders

Workshop Solutions

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Training with a Purpose

Mateffy and Company training experiences are structured to meet these goals:

- To put the participant at the center of learning. This helps the learner participate in the training and apply the new knowledge and skills afterward.
- To present new information in engaging, interactive, and meaningful ways. Rather than endless lecture that bores the trainees, our sessions are filled with opportunities for participants to work with and retain the content. Materials are written with a sense of humor that keeps the learner motivated and involved.
- To build connections between the training session and real life. To change behavior and motivate employees, new information has to translate into practical, real life action. Throughout each training session, participants plan how to use the skills they build the minute they return to their workstations. The result is improved productivity that justifies dollars spent.
- To be fun with a purpose. Too often people greet the idea of training with the grim expectation of mind numbing hours spent stuck in a chair. We provide learning experience that boosts retention by challenging their creativity and allowing them the chance to have some fun along the way.
- To share expertise. We believe that in any given room of participants, there is a vast reservoir of experience, ideas, and practical solutions to common challenges. We create training that builds in opportunities to tap this reservoir through discussions, exercises, and network building.

Along with award-winning training program creation and delivery, we also offer:

- Candidate competency evaluation tools.
- Coaching services for leaders.
- Engagement level measuring assessments.
- Candidate interviewing worksheets.
- Keynote presentations.
- Organizational development surveys.
- Printing, assembly, and distribution services.
- Script writing.
- Training program review services.
- Videotape production.
- Writing and editing services.

Our Passion

To offer compelling ways to fully engage our clients' leaders, employees, and customers. Since 1987, we've had the pleasure of crafting organizational development programs for many of the world's leading public and private sector clients.



Workshop Components

We are dedicated to designing and delivering comprehensive workshops and training programs that save you time and money while exceeding your objectives. With any Mateffy and Company workshop you select, you can choose from a number of workshop components:

Planning and Development Meetings

Here we learn about your company's expectations, culture, and learning objectives. Throughout the design process, these meetings keep you in touch with the project's status and provide opportunities for input.

Pre-Workshop Assignments and Assessments

The completion of pre-Workshop assignments and self assessments is part of the design of many of our Workshops. These thought-provoking assignments draw participants into the training by having them think about the topics before the sessions begin. As a result participants:

- ✓ Increase their interest before and participation during Workshops.
- ✓ Ask much more pointed questions and expect practical, applicable answers.
- ✓ Tend to use and retain the information for longer periods.

Workshop Delivery

Only highly qualified training facilitators who are topic experts will deliver your Workshop. You choose the time and place, and we'll be there!

E-mail Flyer

We customize each Workshop announcement flyer with your logo and all the Workshop details. All you do is forward it to participants.

Pre-training Calls

These calls to participants and subject matter experts help us build a Workshop tailored to their specific needs and work realities. Clients tell us this makes all the difference in how the information is received and, ultimately, used.

Participant Workbook

Each Workshop includes a participant workbook that contains teaching point recaps, exercises, worksheets, a place for taking notes, and a list of additional resources on the subject at hand.

Videotaping Rights

These rights allow you to videotape the Workshop for your exclusive use afterwards. These videotaping rights convert the session from a one-time event to a program that can be used repeatedly for training new employees or performance development. Our clients have saved thousands of dollars and built training libraries when using this component.

Workshop Evaluation and Measurement Tools

These record participants' initial response to the training and behavioral outcomes weeks after the training.

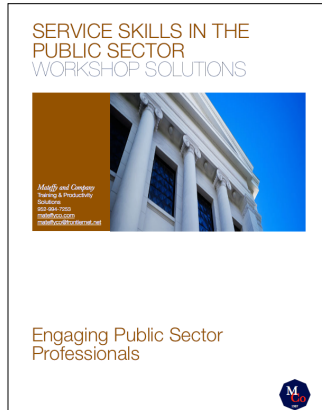
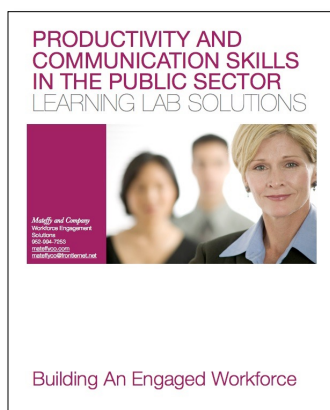
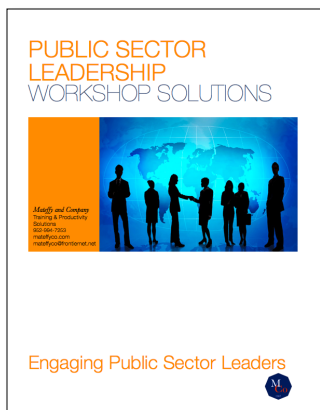
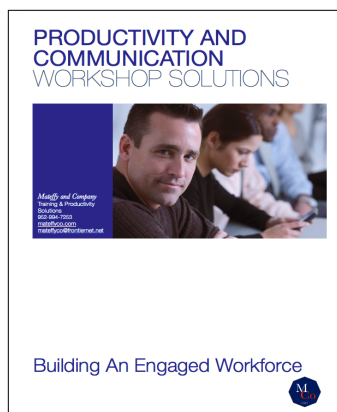
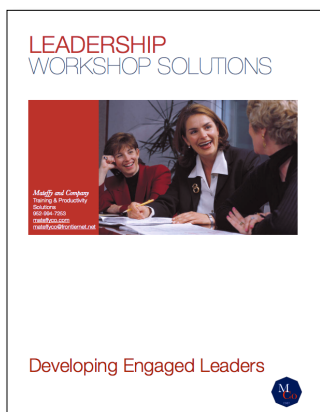
About Mateffy and Company?

Serving clients for over 25 years

Since 1987, Mateffy and Company has designed, created, and presented employee development and video-based training programs for clients around the world. Our work has centered around finding ways to engage the employees and customers of our clients. We've had the pleasure of creating custom programs for over 300 cities, counties, state and federal agencies, including:

- City of Kansas City, MO
- City of Minneapolis, MN
- City of Saint Paul, MN
- City of San Diego, CA
- Dakota County, MN
- Hennepin County, MN
- Hillsborough County, FL
- Los Angeles County, CA
- Minneapolis Convention Center
- Minnesota Community Education Directors
- Minnesota County and City Managers Association
- Minnesota Golf Course Superintendents
- National Institute of Government Purchasers
- States of California, Florida, Minnesota, Washington, Wyoming
- The United State Air Force
- The United States Library of Congress
- The Veterans Administration

Workshops from Mateffy and Company include:



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Advanced Communication Skills Workshop Solution

Description:

For most of us, communicating effectively is a hit and miss affair. Some people have no problem exchanging important information and judging their listener's response to it. With others, it doesn't seem like they are "getting through" at all.

The Advanced Communication Skills Workshop equips participants with the skills they need to communicate more effectively with others, both one-on-one and in group settings. Participants will find the information practical, motivating, and useful in all areas of their lives.

This workshop is a learner-centered opportunity, with exercises, discussions and test cases that help participants begin turning the information they hear into new skills immediately.

Topics:

How Adults Receive Your Message

- The differences between child and adult communication.
- How the adult brain is wired.
- Five characteristics of ineffective adult communication.

- Three communication styles and implications of understanding them.
- Assessing your communication style.
- Passive versus active communication.
- Reading non-verbal communication clues.

Planning for Excellent Communication

- The SELP principle of communication.
- The role of listening in open communication.
- The communicator's greatest tools.
- How to prepare for communication.
- How to create an environment conducive to open communication.
- What to do when communicating is difficult.



This workshop will be customized with your organization's communication standards and participant's communication challenges.

[Request a no-cost, no-obligation proposal.](#)

Audience:

Anyone who needs a clearer understanding and application of communicating with clarity and purpose.

Details:

- One day or two half days
- Pre-workshop assignments

Client Comment:

Based upon written evaluations and comments I received from employees, our staff thoroughly enjoyed your Advanced Communications Skills Workshop. Many comments indicated our staff wished they could have spent more time on this topic.
Steven G., General Manager
MSA Consulting Engineers

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Behavioral Interviewing: Hiring Excellence Workshop Solution

Description:

Finding and hiring qualified candidates for positions you have open is more difficult now than ever. Not only is the talent pool shrinking, but the expectations of younger candidates are different than those of years past. Even when you get qualified candidates in to interview, asking the right questions to determine if they're a good fit for your organization and the open position isn't easy. And what about difficult situations that come up, like when a candidate cries during the interview, or his/her references don't check out, or when you realize none of the people you interviewed is right?

In this one-day workshop, hiring managers will learn how make the best possible hiring decision and handle everything that comes up along the way.

Topics:

- Ways to attract candidates in a tight labor market.
- Three goals of the interview.
- The key to excellent interviewing.
- Interviewing and the law.
- Title VII of the Civil Rights Act of 1964.

Audience:

Managers and supervisors who want a comprehensive look at a successful, legally-defensible hiring process. It can also be a refresher for hiring professionals.

Workshop Details:

- One day or two half days
- Pre-workshop assignments

- Age and Discrimination in Employment Act of 1967.
- Americans with Disabilities Act of 1990.
- Five steps to analyze the job and prepare your questions.
- Preparing the interviewing setting.
- Five types of interviewers.
- Six steps of interviewing the candidate.
- Probes, verifying questions, and bridges.
- Qualifying candidates.
- Narrowing your options.
- Making hiring a process not a production.



This workshop will be customized to include your organization's specific hiring challenges and realities.

[**Request a no-cost, no-obligation proposal.**](#)

Client Comment:

I have worked with several consultants on different projects and Mateffy and Company is exceptional in every respect. You designed and delivered a quality 3M Interviewing and Hiring Training Program.

Ellen M., Manager
3M Organization Learning Services

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Building Trust with and Motivating Employees

Workshop Solution

Description:

Let me get the manager... You've probably heard this statement from your staff too often before you end up taking the call or dealing with the customer's issue yourself. Wouldn't it be nice if your employees just dealt with common situations themselves? But what's stopping them? For many, they're not convinced their managers trust them to do the job right.

At the center of motivating employees is building their trust. But trust in whom? Certainly, not you. If they didn't trust you, they wouldn't say Let me get my manager. Maybe it's trust in themselves. So, how do you build a level of trust in employees that will motivate them to take responsibility for what needs to be done?

This very interactive training session will provide valuable insight on how to create a trust-building work environment and more motivated, responsible, productive, and customer-focused employees.

Audience:

Managers and supervisors who would like to grow a workplace culture where employees trust themselves, become more responsible, and take initiative.

Workshop Details:

- One day or two half days
- Pre-workshop assignments

Topics:

- Defining "trust" in the workplace.
- Understanding how employee motivation and trust are connected.
- Engaging employees at work by using trust as a reward.
- Avoiding 10 trust-killers.
- Establishing an empowered environment.
- Reinforcing responsibility when delegating.
- Risking the trust you've built.
- Allowing employees to resolve differences.
- Developing a trust-valuing work culture.
- Discussing common trust-testing situations.



This workshop will include case studies of your managers' workplace challenges.

[**Request a no-cost, no-obligation proposal.**](#)

Client Comment:

You gave us some excellent ideas to think about and provided interesting discussions among the group. Thank you for your hard work over the last several weeks and months.

Yale D., President and CEO
Major US Retailer

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Change Management Workshop Solution

Description:

Change is a business reality. Few, if any, things are guaranteed to remain the same for long as businesses adapt to an ever shifting economic climate and talent pool.

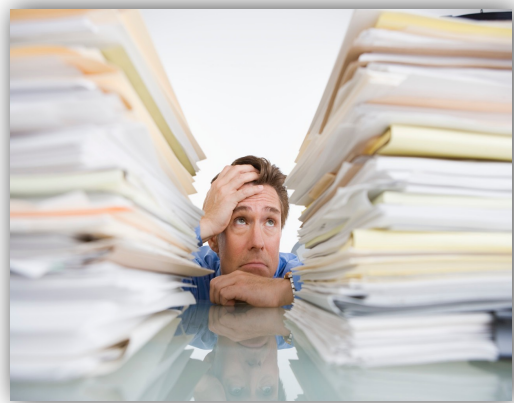
How well do you feel your managers respond to change? Do they welcome it with open arms? Does it threaten how they feel, think, and/or act? How are they interpreting changes for their reports?

This training session helps managers take a look at change from a different angle. They'll learn not only how to handle change more productively themselves but also how to guide their employees in making the most of new challenges and opportunities.

Topics:

- Recognizing why you need to manage change.
- Preparing for common reactions to change.
- Buffering the impact of change.
- Reinforcing your role in responding to change.
- Reducing the pressure of middle management in the midst of change.

- Responding when staff are resistant to change.
- Avoiding poor solutions for managing priorities.
- Removing what gets in the way of managing priorities.
- Clarifying your expectations and priorities.
- Knowing four effective avenues to take when wrestling with your priorities.



This workshop will include case studies of your managers' change management challenges.

[Request a no-cost, no-obligation proposal.](#)

Audience:

Managers and supervisors working in an environment that requires proactive responses to change and changing priorities.

Workshop Details:

- One day or two half days
- Pre-workshop assignments

Client Comment:

I have finished reading all the critique sheets from your seminar and hundreds of employees wrote, "Bring that workshop back!" Your trip was a huge success from our perspective! I can't thank you enough for your efforts.

Susan P., Operations Manager
Blue Cross Blue Shield of Alabama

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Coaching Workshop Solution

Description:

In some ways, coaching in the workplace is very much like coaching athletes. Effective sports coaches work very closely with their athletes. They help reveal the athlete's strengths, weaknesses, and potential. They challenge. They encourage. They're supportive when the athlete struggles and cheer when it's time to celebrate. Effective workplace coaches do much the same. They get to know their people so they, too, are able to encourage, challenge, support, and celebrate.

Coaching is discovering hidden interests, talents, professional goals, and potential in the people you manage then finding ways to develop them. It is the nurturing of careers in directions that not only benefit the individual, but also the corporation. In this highly interactive full-day workshop, you'll learn what coaching is and how to develop your coaching skills.

Topics:

- Knowing the role of coach.
- Discovering the benefits of coaching.
- Learning how "optimizing the crossroads" impacts the way you coach.

Audience:

Managers and supervisors responsible for developing and enhancing people's performance.

Workshop Details:

- One day or two half days
- Pre-workshop assignments

- Creating a productive coaching environment.
- Avoiding common coaching barriers.
- Three coaching settings.
- Five performance coaching tools.
- Instituting practical solutions to common development issues.
- Preparing for complex coaching situations.
- Four effective avenues to take when wrestling with emotional coaching situations.
- Moving from performance development to contribution growth.



This workshop will be customized to your organization's coaching standards and participants' specific coaching challenges.

[Request a no-cost, no-obligation proposal.](#)

Client Comment:

Your presentation was energetic, informative, full of practical ideas, very organized and user-friendly. You earned a WOW!!!

Sandy L., Events Coordinator
Hospitality Minnesota

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Emotional Intelligence, Maturity and Management

Workshop Solution

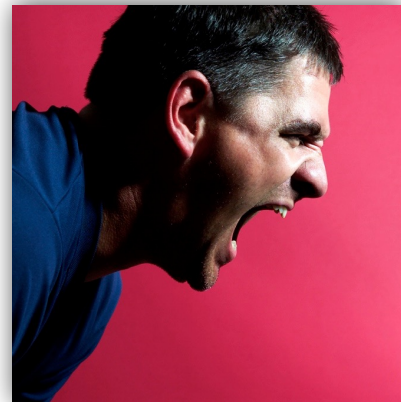
Description:

We're as much emotional beings at work as we are away from it. Whenever people come together with varied perspectives, needs, and emotional maturity levels, emotions, (both positive and negative) are going to come out. In a healthy work environment, there's room for both. Leaders who know how to navigate the troublesome waters emotions can create are leaders with skills in emotional maturity and management.

Topics:

- Defining Emotional Intelligence (EQ), Maturity (EM), & Management (EM+).
- Assessing your emotional awareness.
- Considering five emotional capabilities.
- Overcoming self-defeating emotions.
- Building an environment that rewards EM.
- Recognizing and properly responding to common workplace situations that will test your EM.
- Taking advantage of three EM builders.
- Establishing more supportive workplace relationships.

- Building emotional management (EM+) skills:
 1. Communicating intentionally.
 2. Linking emotions to productivity.
 3. Building trust during conflict.
 4. Navigating negativity and anger.
 5. Applying compassion, graciousness, and empathy.
 6. Using emotional coaching skills.
 7. Instituting crisis management plans.



This workshop will include case studies written to reflect emotionally taxing situations your managers face.

[Request a no-cost, no-obligation proposal.](#)

Audience:

Managers and supervisors who wish to understand the role emotional maturity plays in leadership and how building it enhances all work relationships.

Workshop Details:

- One half to one day, depending on client needs
- Pre-workshop Emotional Maturity Assessment

Client Comment:

We appreciated the unusual content, including the emphasis on each individual's ability to control their personal response when confronted with a negative situation. Many staff members left with new ideas for both their work and home lives. You certainly held the audiences' attention!

Karen K., Human Resources Director
City of Roseville, Minnesota

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Engaged and Inspired Leadership Workshop Solution

Description:

Organizations that create a climate that fosters engagement in their employees' work lives end up with a workforce that:

- Develops creative solutions to challenges and opportunities rather than dwells on problems.
- Spreads enthusiasm to your customers for your organization and the products/services it offers.
- Has more energy for its work, even those tasks that aren't directly connected to their work-related passions.
- Tends to be healthier, which can have a positive impact on medical costs.
- Becomes one of your best recruiting sources.
- Feels its work is challenging and rewarding, which can bolster your chances of keeping your best employees.

The Engaged and Inspired Leadership Workshop helps management teams increase employee engagement. A productive and interactive workshop, it helps your managers develop the skills they need to cultivate an engaged work group.

Topics:

- Linking employee engagement with health, innovation, productivity, and longevity.
- Two main reasons employees say they are not engaged.
- The role engagement plays in performance and leadership's part in nurturing it.
- Aligning employees' engagement efforts with organizational goals and values.
- Providing ways for employees to become responsible for their own engagement.
- Soliciting constructive solutions to issues your organization faces.
- Training to employees' strengths not their weaknesses.



This workshop will be customized to your leaders' specific engagement challenges.

[**Request a no-cost, no-obligation proposal.**](#)

Audience:

Leaders at all levels interested in understanding the relationship between employee engagement and the productivity, motivation, and creativity of their people.

Details:

- One half to one day, depending on client needs

Client Comment:

We at Memorial Blood Center want to thank you for your exciting and informative presentation on engagement. All attendees felt this was an extraordinary learning experience. Your excitement about the topic helped us to overcome our reluctance to implement an empowerment approach to quality in our highly regulated environment.

Margaret H., Memorial Blood Centers

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How to Keep Your Most Engaged Workers Workshop Solution

Description:

How would it impact your time, focus, and productivity if your best employees decided to leave tomorrow? Today, the best and brightest workers are looking for organizations that know how to support and nurture highly engaged, fully committed workers. In fact, recent surveys have found that over 70% of highly engaged workers will be looking for new positions after the current recession lifts.

The reality is that most managers spend the majority of their time with their least engaged employees while their most productive people are left alone to do the bulk of the work losing their steam with each passing day. Engaged workers need managers who understand them and their unique needs.

So, how do you stop your top performers from leaving? And more importantly, how do you support their desire to have an impassioned work life that has meaning and purpose? Find out the answers to these questions and many more by offering your management staff the *How To Keep Your Most Motivated and Engaged Workers Workshop*®.

This interactive session will give leaders at all levels an actionable understanding of just how different the needs of highly engaged workers are. Praised by participants, this Workshop is

designed to dramatically increase the engagement level and performance of your entire team.

Topics:

- How to replace ineffective employee motivation practices with a self-sustaining process.
- New skills sets needed to recognize, support, and keep highly engaged workers.
- Proven ways to help employees become responsible for their own engagement.
- How to recognize, celebrate, and nurture the impassioned performance of your staff.



This workshop will be customized to include your organization's specific hiring challenges and realities.

[Request a no-cost, no-obligation proposal.](#)

Audience:

All leaders wanting to know exactly what motivates themselves and their employees.

Workshop Details:

- 6 hours
- *What Motivates & Engages You At Work? Assessment*®

Client Comment:

Jack spoke to our group. He was nothing short of riveting - the group was positively energized! The passion Jack brings and that he calls forth in others is absolutely infectious. The message is simple - understand what you are passionate about and make sure you feed that passion. Driving from your passion is like Strength Builders on steroids!

Tim Hildeman Medtronics

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Introduction to Supervision Certificate Workshop Solution

Description:

This program is a comprehensive study of today's supervisor. It lays out a path to increased productivity and effectiveness for first-line leaders. These workshops examine making the transition to supervisor and how to create a work climate that fosters effective contribution and respectful work relationships.

Here are a few potential workshop offerings:

- Transition To Supervisor
- Building Trust With Employees
- Growing Emotional Intelligence & Maturity
- Performance Development
- Hiring Excellence
- Time Management & Priority Planning
- Strategic Planning and Decision Making
- Conflict and Problem Resolution Skills
- Coaching Skills

Topics:

- Explain the elements of the transition to manager.
- Share organizational and departmental histories with employees.

Audience:

Anyone in leadership who guides the efforts of remote workers.

Details:

- 10 days total (six hours per day)
- Pre-Workshop assignments

- Understand the organizational and departmental cornerstones.
- Identify the links between workplace engagement, employee health, innovation, and productivity.
- Be more familiar with policies and programs that support employees in balancing home and work life.
- Play a pro-active role in creating the best possible and most productive work environment.



This workshop will be customized to opportunities for empowerment unique to your organization.

[Request a no-cost, no-obligation proposal.](#)

Supervisors are, so to speak, the ligaments, the tendons, and the sinew of an organization. They provide the articulation. Without them, no joint can move.

Kossen, S. (1981).
A Practical Guide to First Line Management,
 Harper and Row, pg. 4

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Leading Dynamic Teams Workshop Solution

Description:

"This team needs some direction and focus. Why do I have to do all the work in this group? Why isn't there coffee or donuts for this meeting?" Sound familiar?

Leading or facilitating a team is one of the most challenging assignments a manager can receive. This workshop will give any team leader or facilitator a solid foundation on which to build trust-honoring, focused, productive, and successful teams.

Topics:

- The rise of teams.
- What is the role of the team leader/facilitator?
- When to form a team.
- Who should be on your team?
- How to create a shared vision/purpose.
- Five steps for transferring a team vision.
- Why building trust is the key to motivating others.
- What makes delegating in a team challenging.
- Delegation requirements.
- How to delegate tasks.
- Ways to document what you've delegated.

Audience:

Leaders at all levels of management who lead or facilitate teams and want to learn new ways of communicating more effectively, delegating tasks, and keeping team members engaged.

Details:

- One day or two half days
- Pre-workshop assignments

- The purposes for giving away authority.
- Ways to build team member responsibility rather than dependence.
- How do you hold people accountable?
- Listening and open communication.
- Hearing from every team member.
- Ideas to keep discussions productive and on track.
- Barriers and filters blocking your team.
- Measuring your team's effectiveness.
- Team leadership and ethics: the proper use of authority.
- Tips for facilitating cross-functional teams.



This workshop will be customized with your organization's specific workplace realities.

[Request a no-cost, no-obligation proposal.](#)

Client Comment:

It's difficult for a speaker to hold the interest of our audience, but your content and delivery was outstanding. You took time to learn as much as possible about your audience and our needs, and shaped your presentation accordingly. Your preparation paid off in a talk that was a highlight of the event.

Gerald R., Process Engineering Manager
3M

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Mastering Difficult Conversations

Workshop Solution

Description:

How would improving your ability to plan for and take part in it challenging conversations reduce your stress and improve work relationships?

The temptation to avoid disagreeable interactions at work can be powerful. These conversations can be emotionally draining, and wrought with potential missteps. Yet learning how to reduce defensiveness, get to the heart of issues, and finding common ground, can turn these exchanges into opportunities for deeper understanding and trust.

In this session, you'll learn very practical ideas for participating in challenging conversations while building stronger work relationships. If you have ever lost sleep worrying about a difficult conversation at work, then this interactive session is were you want to be.

Topics:

- Assessing your communication skills and growth needs.
- Deciding if you should act.

Audience:

This workshop is for anyone who wants to build more the skills and confidence used in difficult interactions.

Details:

- Half day

- Preparing yourself for challenging conversations.
- Considering intentions, assumptions and outcomes.
- Choosing the right setting.
- How to start the conversation.
- Recognizing and responding to nonverbal and verbal signals.
- Two questions that will focus thinking.
- Practicing perceptive listening and responding skills.
- Seeing beyond distracting behaviors and topics.
- Clarifying to build trust and find common ground.
- Reaching shared understanding and results.



[Request a no-cost, no-obligation proposal.](#)

Client Comment:

Thanks again. Even today, I am having moments where I find myself pondering something we discussed. Thanks for sharing that kind of material with us!

Diane Whitman, Employee Development Coordinator
MN Dept. of Agriculture

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Meeting Planning, Facilitation & Management

Workshop Solution

Description:

You've probably heard or delivered this phrase countless times, "Let's have a meeting and discuss it." Does that statement generate more excitement or dread within your workgroup? With more and more demands on staff members' time, every meeting needs to be purposeful, organized, interactive, and directed at obtaining specific results. Yet most surveys show that attending meetings is considered one of the top five time wasters.

From learning how to confirm the need for a meeting, give each attendee a responsibility, create a positive, open environment, participants learn how to make meetings time savers instead of wasters.

Topics:

- Why meet?
- When to call a meeting.
- Agendas and guest lists.
- What to prepare for a meeting.
- Setting ground rules for meetings.
- Assigning responsibilities before the meeting.
- Six tips for effective speaking.

- Presenting new information.
- Handling signs of boredom or confusion graciously.
- Interpreting non-verbal expressions.
- Using non-verbal expressions to reinforce your message.
- Creating an open, creative environment.
- Facilitating respectful discussions.
- Keeping the discussion alive.
- Methods for getting discussions on track.
- Steps for handling irrelevant, but important, issues that come up during a discussion.
- Concluding your meeting.



This workshop will be customized to address the unique challenges about meetings your employees face.

[Request a no-cost, no-obligation proposal.](#)

Audience:

Managers and supervisors at all levels will find the information in this workshop practical and be able to apply it at the next meeting they attend.

Details:

- One half to one day, depending on client needs
- Pre-workshop assignments

Client Comment:

Your presentation was energetic, informative, full of practical ideas, very organized and user friendly. Some comments were: I would love to hear him speak on other topics.
"Can't say enough about the relevance of the seminar and the quality of the speaker. Super!" Effective Knowledgeable.
 Chris K., Education and Events Coordinator
 Hospitality Minnesota

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Organizational Health Workshop Solution

Description:

There is a new way of looking at organizational effectiveness. It includes both the need to improve performance and capacity as well as honor the contributions of your people. As our work worlds become more complex, leaders need to account for more than productivity. They must define what makes their organization healthy and able to respond proactively to the challenges ahead.

In the awareness-building workshop, leaders learn that successful organizations have measured their organization's health in light of myriad factors including strategy, culture, technology and human resource systems.

Topics:

- What are the intended and unintended consequences of your organization's performance?
- Why health eclipses intelligence?
- Complexity science and holistic organizations.
- How organizational health replaces performance-driven models.

Audience:

Managers looking to build greater awareness of their organization's health and the elements that drive its success.

Details:

- One day
- Pre-Workshop assignments

- Developing guiding principles for your department/organization.
- Components of a healthy organization:
 - ✓ Strategy
 - ✓ Culture
 - ✓ Technology
 - ✓ Structure
 - ✓ Human Resource systems
- Measuring organizational health.
- Designing transformative interventions.



This workshop is built around your organization's health factors.

[Request a no-cost, no-obligation proposal.](#)

Client Comment:

Thank you again for the generous contribution of your time and talent, to our organization. As always, you were a hit!

CL, Quality Assurance Director
Minnesota Association of Blood Banks

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Project Management Foundations Workshop Solution

Description:

To guide a project to successful completion, there must be a hand on the wheel managing all aspects of it all at times. While most managers have some of the skills needed, like writing a clear vision statement, creating a comprehensive scope definition, organizing limited resources, working within tight timelines, controlling project costs, and generating optimal team performance, they may not have them all or have them to a level of proficiency. Originally designed for one of the world's largest corporations, this workshop uses a case study from your organization to teach a proven project management process. Participants will learn how to successfully plan, manage and deliver excellent results. Additionally, learners walk away from the session with enhanced team building and facilitation skills.

Topics:

- Defining the project's vision and scope, creating an accurate budget, and developing a useable schedule.
- The impact of pre-project planning and consensus.

- Building a working knowledge of staffing, ground rules for team participation, procurement, and design.
- Three elements all project managers must keep in balance.
- Using a case study to walk through an orientation meeting and learn ways of reporting your project's progress.
- Ways of managing all the documents for your project.
- The signs of good scope control.
- Getting a handle on post-project issues such as the final punch list, reporting, hand over, start up, and critiquing the project and process.



This workshop is built around past project run at your organization.

[Request a no-cost, no-obligation proposal.](#)

Audience:

Managers needing to learn foundational project management skill sets, people new to project management, or project managers seeking a refresher course.

Details:

- Two days
- Pre-workshop assignments

Client Comment:

Your participation in our program helped make this one of our most successful conferences. Your subject matter was interesting to the wide range of attendees and most beneficial for those directly involved in management.

Steve C., Training Director
City of Saint Paul

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Strategic Planning and Decision Making Workshop Solution

Description:

At the heart of every organization's success are the plans created and the decisions made by each supervisor/manager. Every plan laid, every decision made either contributes to or takes away from realizing strategic results. That's why this workshop is so critical. Mastery of the concepts presented will equip participants to mold their work and the work of others in a fashion that helps reach objectives at all levels.

This training session examines two critical business and strategy skills: strategic planning and making decisions. The planning lesson provides a useful tool called the Strategic Planning Worksheet and examines two primary elements of the planning process. In the decision-making lesson, participants work through six steps of the decision-making process and complete a Decision-Making Worksheet.

- Recognizing and applying the six elements of the planning process.
- The SMARTS model for setting objectives.
- Completing the Strategic Planning Worksheet.

Decision Making

- Monitoring outcomes.
- Recognizing the impact of each decision.
- Decision-making pitfalls.
- The six steps of the decision-making process.
- The role of emotions in decision making.
- Using the Decision-Making Worksheet.



This workshop will be customized to help meet your organization's current planning and decision-making challenges.

[Request a no-cost, no-obligation proposal.](#)

Topics:

Strategic Planning

- Principles of strategic planning
- Developing process-oriented thinking.

Audience:

Managers new to strategic planning principles and skills sets as well as those who need a set of practical steps to successful decision making.

Details:

- One day or two half days
- Pre-workshop assignments

Client Comment:

There are many things other than your presentation style that made this so enjoyable. I appreciated the effort you gave in calling employees beforehand to better understand our company and our situation. However, the nicest thing was the ease in doing business with you and your employees. This is what really makes you "heads above" the competition in your field.
Al L., Sales Supervisor
Minnesota Power

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Supervising Remote Workers

Workshop Solution

Description:

Working off-site is becoming a reality for more and more staff. While the move to a remote workforce is an effective way to increase performance, reduce costs, and keep good employees, it comes with a special set of leadership challenges.

Leading decentralized employees has raises a number of questions. For example, how do you replace the ability to witness the work habits and results of in-office employees with trusting, accountable relationships? And why is establishing clear performance expectations critical to building morale? Moreover, how do you monitor the activities of off-site employee that build self-sufficiency and increase contribution?

Topics:

- The benefits and challenges of using off-site workers.
- Is your employee ready and capable of remote work?
- What's most challenging for leaders of off-site teams?
- How to assess the physical work environment.
- Setting clear performance expectations.

Audience:

Anyone in leadership who guides the efforts of remote workers.

Details:

- One day or two half days
- Pre-Workshop assignments

Communicating with Off-Site Employees

- Establishing communication guidelines that improve performance and improve transparency.
- Choosing the best avenues for communicating (WebEx, Citrix, Sharepoint, tele/video conferences, email, telephone, etc.).
- Communication checks, questions, and monitoring methods.

Motivating and Engaging Remote Staff

- What off-site employees want and don't want from you.
- Ways to build community and collaboration within your team.
- When to meet face-to-face.



This workshop will be customized with your organization's specific workplace realities.

[Request a no-cost, no-obligation proposal.](#)

Client Comment:

It's difficult for a speaker to hold the interest of our audience, but your content and delivery was outstanding. You took time to learn as much as possible about your audience and our needs, and shaped your presentation accordingly. Your preparation paid off in a talk that was a highlight of the event.

Gerald R., Process Engineering Manager
3M

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The Empowering Leader Workshop Solution

Description:

Ask any manager if he/she could use another few hours in the day and you're likely to hear a resounding, "yes!" No matter how fast we pedal, it can feel impossible to keep up with time pressures, quality rubrics, added job tasks, and staffing issues. While you can't add hours to your day, you can get more done in the same amount of time by empowering your employees. Managers and supervisors who know how to empower others are able to share authority as well as responsibility for results. Not only does more get done but employees also feel more fulfilled, valued, and trusted—all things that add to retention. This workshop teaches managers how to hand over the reigns in a way that ensures quality results and develops employee decision-making skills.

Topics:

- Why empower employees?
- The path to empowerment.
- Do people want to be empowered?
- Engagement and empowerment.
- Empowerment, TQM, and continuous improvement.

Audience:

Anyone in leadership who wants a clear understanding of how empowerment works and tools to build a more responsible, empowered workforce.

Details:

- One half to one day, depending on client needs
- Pre-workshop assignments

- How traditional organizational up-down structures make people hesitant, fearful, and complacent.
- Organizational barriers and strategies.
- Charles Garfield's nine points of empowerment.
- The requirements of empowerment.
- Employees first reactions to being empowered.
- Empowerment models.
- Powerful empowerment techniques.
- Three ways to approach empowerment.
- Four steps to starting empowerment.
- Creating a space for people to grow.
- How to give power away rather than just change the rules.



This workshop will be customized to opportunities for empowerment unique to your organization.

[Request a no-cost, no-obligation proposal.](#)

Client Comment:

We appreciate the time and effort it took to put together an excellent program such as the "Empowerment" presentation. We always look forward to your informative and entertaining presentations!

Christine S., R.D.
Healthcare Sales
SYSCO

Mateffy and Company

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Transition to Leadership Workshop Solution

Description:

Timely, practically applicable, and powerful, this workshop provides a clear map for new supervisors and managers as they begin their careers directing the work of others. By acknowledging the transitions they are making and teaching core leadership skills, this interactive session sets the foundation for success in any leadership career.

Topics:

- Four Relationship Transitions:
 1. With direct reports—both former peers and people you're just getting to know.
 2. With your new peer group and other department's leadership.
 3. With results.
 4. With planning and decision making.
- Building trust.
- Reinforcing positive behavior.
- Modeling appropriate behavior.

Communication Transitions:

- Understanding communication styles:
 - ✓ Results-driven communicators.
 - ✓ Process-driven communicators.
 - ✓ Relationship-driven communicators.

- SMART communication.
- Building the critical listening skills of attending, following, and responding.

Human Resources Policies Transitions:

- The main purposes for Human Resources policies and procedures.
- Learning the main categories of Human Resources Policies.
- Interpreting Policy Statements accurately and knowing when to use counsel.
- Responding to policy questions and complaints appropriately.



This workshop will be customized with your organization's policies, procedures, and new leaders' challenges.

[Request a no-cost, no-obligation proposal.](#)

Audience:

New managers and supervisors who need practical and proven skills for leading in any work environment.

Details:

- Two days
- Pre-workshop Leadership Strengths Assessment

Client Comment:

Mateffy and Company not only delivered a high-quality 3M International Supervisory Development Training Program, it was completed on time, meeting all agreed upon specifications. It was excellent working with Mateffy and Company! We look forward to future projects.

Donald S. HR Development Manager
Asia Pacific, 3M HR Consulting Services

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Visioning and Innovation Workshop Solution

Description:

The visionaries in our midst see targets and solutions the rest of us don't and know the steps to making their ideas reality. But what about the rest of us? Is this an all or nothing proposition—you either are a visionary or you aren't? Can we learn how to incorporate the skills of vision and innovation into the work we do each day?

This workshop offers a fresh perspective on visioning and how it can direct the efforts of organizations, departments, and individuals. It also equips leadership of all levels and all functions to foster innovation not only in the work they do, but also in the work of those they direct.

Topics:

Visioning: Seeing What Could Be

- The history of visioning.
- Overcoming blindness to look into the future.
- Why visioning is difficult for adults.
- Elements of a vision statement.
- Creating a vision statement for yourself.
- Creating a concise, practical, and behavior-driving vision statement.

Audience:

Leaders who want to develop a vision for their organization and gain an understanding of how to build an innovative work culture.

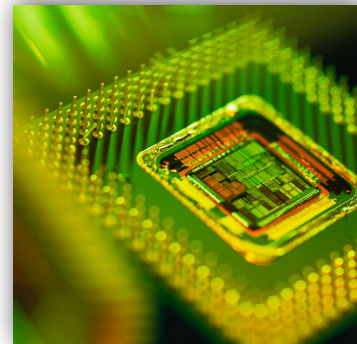
Details:

- One day or two half days
- Pre-workshop assignments

- Becoming passionate about your vision.
- Transferring your vision.

Innovation: The Path to Invention

- Innovation defined.
- Why we need to innovate.
- Innovation tilts your world, it doesn't turn it upside down.
- Ten innovative organizations.
- An innovation process.
- Converting your ideas into our innovations.
- Five ways to feed innovation.



This workshop will be customized using your organization's vision and mission statements and opportunities for innovation.

[Request a no-cost, no-obligation proposal.](#)

Client Comment:

Please continue the great work in helping corporations communicate their values. Mateffy & Company is a winner of the most unusual kind. You are a dynamic company with tremendous depth and knowledge of how to communicate programs in the traditions of 3M culture.

JG, 3M Human Resources

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Need a Customized Training Solution?

This catalog presents our core workshop offerings. Anyone of these workshops can be customized to align with your organization's values, mission, and core competency development requirements. However, many of our clients have training program needs more specific to their industry and/or organization or they require a different delivery system than workshop settings. For these clients we have a six-step process for creating totally customized training programs.



Step One: Training Consultant Assigned

Following your inquiry, a training consultant will be assigned to guide you through our customization process. Your consultant not only possess and in-depth knowledge of creating customized training programs. He/she understands the difference between what sounds good on paper and what will positively impact participant's behavior.

Step Two: Learn about Your Requirements and Specific Needs

We will meet with you over the phone or face-to-face to align the training with your organization's values, culture, training goals, and core competency development requirements. During this meeting, your training objectives, main teaching points, and expectations will be established.

Step Three: Value-Driven Proposal

This proposal will demonstrate an accurate understanding of your training program objectives, main teaching points, and expectations and provide an appropriate value-driven solution. We can also show you how to reduce, if not eliminate the cost of developing your training programs.

Client Comment:

The 3M Global Supervisory Development Program (SDP) is a reality. That is the case, in part, because your company met and exceeded project expectations in every phase of the project. I wanted to particularly acknowledge several high points.

Concept Development: You were effective in getting the SDP global team (3M people from 34 countries) to think through what it was they really wanted in a front-line supervisory development program.

Team Effectiveness: Your company was willing and able to become part of the 3M team. You were accessible, particularly to me, as the project manager. I could count on you, and did count on you!

Customer Response: It is refreshing to have suppliers of goods and services deliver what was agreed upon. Mateffy and Company not only delivered a high-quality product, it was completed on time, meeting all agreed upon specifications. It isn't often that external development resources are willing to review copy at 6 am to accommodate the customer!

International/Global Implications: The SDP project is a product for the 3M world. Effective world-wide products that are acceptable to worldwide audiences require design and development efforts based on global input and sensitivity. It was excellent working with Mateffy and Company! We look forward to future projects.

Donald S.
Human Resources Development Manager, Asia Pacific
3M Human Resources Consulting Services

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Need a Customized Training Solution?

Step Four: Create a Training Program Blueprint

After receiving a signed agreement, we begin writing a training program Blueprint. This outline will suggest a breakdown for each module's:

- Learning objectives.
- Content to be covered.
- Pre-Workshop Assignments to prepare participants for the training.
- Assessments to help participants determine their skills levels.
- Exercises to reinforce the content and test the learning.

Step Five: Create Training Materials

As the materials and course work are written, we will also speak to a number of training participants, customers and leaders to gather any undiscovered topic needs, real work experiences for case study exercises, and language specific to your industry and organization.



Step Seven: Evaluate Program Success

To ensure that your training program meets the goals and requirements set out in the proposal, we use a number of evaluation tools to measure the success of each training program. These tools are tailored to appraise the specific qualitative and quantitative results each program is designed to obtain. Qualitative evaluations range from internal perception assessments, to customer satisfaction surveys, to cultural alignment gauges. Our quantitative data capture and analysis uses tools that measure everything from sales percentage changes, to accident reduction data, to productivity impacted by employee engagement levels.

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Step Six: Rollout Training Program

As important as any step in our process, step six is critical to your program's success. Our clients have chosen a number of ways to rollout their customized training programs including:

- On-line.
- At industry and educational conferences.
- Using regional training centers.
- Through a Train-the-Trainer model.

We offer the *Training Facilitation Skills Workshop* to assist our clients who want to use their own staff to deliver their training program. This two-day session is outlined in this catalog within the Productivity and Communication section.

Client Comment:

Mateffy and Company has been a significant contributor in our production of cost-effective, high-quality training videos. Their consultation has been readily available; it doesn't matter if it is a 2-day seminar or a quick phone call. We have been very pleased with the services provided by Mateffy and Company.

Dale B., Training/Recruiting Coordinator
Cargill Corporation

