

PRODUCTIVITY AND COMMUNICATION SKILLS IN THE PUBLIC SECTOR

WORKSHOP SOLUTIONS



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Building An Engaged Workforce



Productivity and Communication 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 every Mateffy and Company workshop, 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.

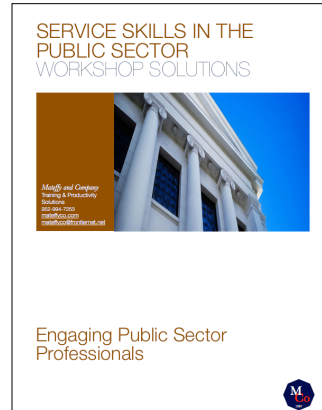
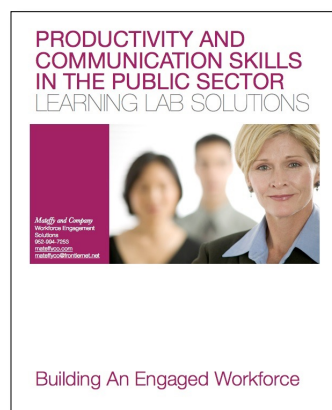
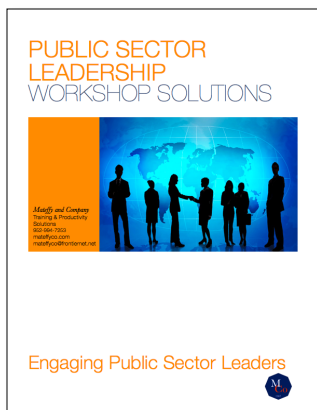
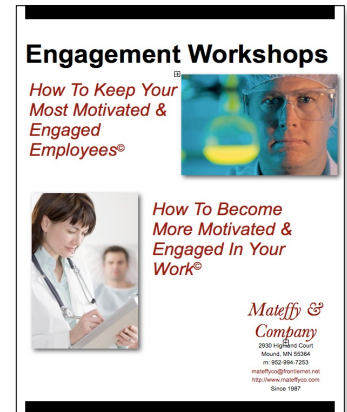
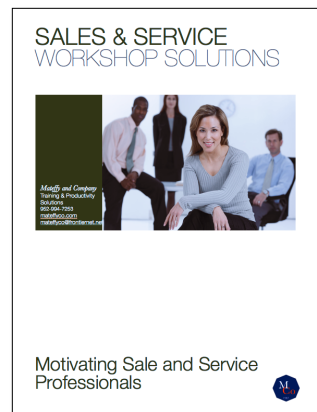
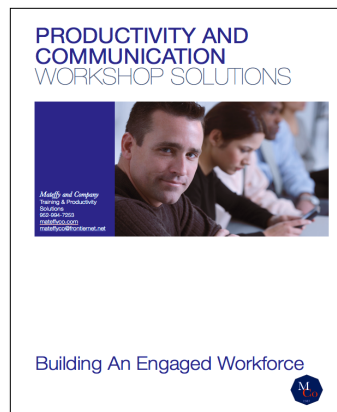
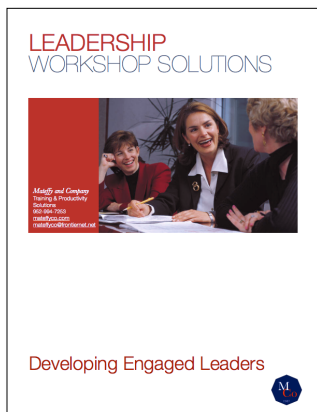
About Mateffy and Company?

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. We are unique in the industry because 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 Association
- National Institute of Government Purchasers
- State of Minnesota
- 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 the skills required to communicate 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., GM,
MSA Consulting Engineers

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Building A More Engaged Work Life Workshop Solution

Description:

Look around you. You can probably tell who is passionate, who is just marking time, and who seems to fall at the midpoint between those extremes. But what is it that makes work a destination for some and a drag for others? What is the quality that separates the star performers from the also-rans? It's engagement—the degree to which each of us is connected with the work we do and the organization for which we do it.

This dynamic new, two-to four-hour workshop helps participants discover what can make them passionate about their jobs and shares the tools to become more engaged in their work lives.

Topics:

- Two things that you must have to become engaged at work.
- How personal fulfillment and work engagement are connected.
- What causes us to become disengaged.
- The link between your engagement level and feeling challenged, living healthfully, being creative, improving productivity, and being less tempted to leave.
- Five proactive ways to increase your engagement level at work today.
- You only have one work life. How are you going to spend it?
- How the need for employee engagement has grown and is changing the workplace.
- Research findings on how engagement impacts all aspects of work.
- How your energy levels impact your ability to be engaged at work.



This workshop will be customized to the participants' specific engagement challenges.

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

Audience:

Those who want to find a greater level of purpose, value, and passion in their careers.

Workshop Details:

- One half to one day, depending on client needs

Client Comment:

I especially appreciated your responsiveness to our timetable and your ability to personalize your training to include I.C. System's needs and philosophy.

Linda H., Training Specialist
I.C. Systems, Inc.

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Brain Mapping for Better Communication Workshop Solution

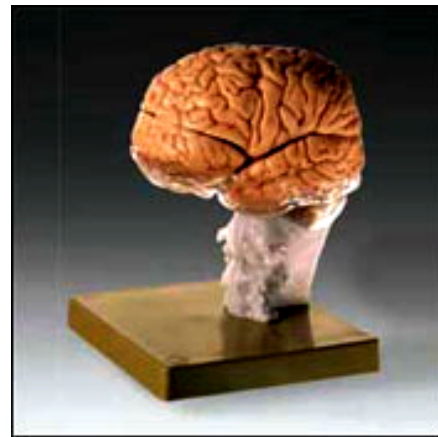
Description:

Would you like to be able to communicate to others more effectively? Ever wondered if there is a faster way to learn? *The Brain Mapping Workshop* is an exciting look into how the human brain is wired. You'll get a chance to determine how you are wired. Also, we'll look at how to communicate more effectively with others both one-on-one and in group settings. All participants will find the information practical, motivating, and useful at work and at home.

Topics:

- Brain structure.
- Temporal functions.
- Singulate functions.
- Limbic functions.
- Basal Ganglia functions.
- Adult brain development.
- Right brain/left brain.
- Triune brain.
- Multiple intelligence.
- Improving understanding and comprehension.
- Auditory distractibility and solutions.
- Visual distractibility and solutions.

- Tactic distractibility and solutions.
- Communicating more effectively.
- Using more of your brain.
- Building a strong brain: brain exercises.
- The role of listening in accessing parts of the brain.
- Five ways to develop children's brain functions.
- Brain exercises.
- How to gain the mental real estate of others.



This workshop will be customized to include communication challenges of participants.

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

Audience:

All levels of employee who want to know how a better understanding of brain function can lead to becoming more effective communicators.

Workshop Details:

- One day or two half days, depending on client needs

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

Commanding Presentation Skills Workshop Solution

Description:

Surveys have shown that only 7% of all people would be willing to speak in front of an audience. However, even if someone is in the willing 7%, it doesn't mean they are skilled enough to hold an audiences' attention or meet the presentation's goals.

The Mateffy and Company Commanding Presentation Skills Workshop is designed to build the skills of anyone whose responsibilities include stepping in front of a group. They will learn the skills necessary to be polished, professional, and powerful presenters no matter what the subject. This Workshop has been praised by first-time and very experienced presenters for the quality of the material and the interactive way it is shared.

Topics:

- What makes a presentation successful.
- The differences between how children learn and how adults learn.
- How to become familiar with your presentation materials.
- How to prepare your presentation site.
- Room arrangement styles.
- Visual equipment placement.

- How to create an environment that engages the audience.
- Dealing with presentation fears.
- Ideas for creating attention-getting PowerPoint shows.
- Tips on creating valuable participant handout materials.
- Creating a context for understanding by using metaphors and themes.
- Tips for presenting with a partner.
- Conducting productive discussions.
- Presenting dry or taxing information.
- Five ways to use non-verbal expressions to reinforce your message.



This workshop will be customized to meet your organization's presentation needs and standards.

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

Audience:

Anyone who needs to deliver presentations to large or small groups with impact, professionalism, and creativity.

Details:

- Two days
- Pre-Workshop assignments

Client Comment:

Your presentation skills Workshop was very professional and your technique commanded interest and attention. This was especially important due to the tough audience and the fact they are key to our success.

Jack M.
Business Incentives, Inc.

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Conflict and Problem Resolution Solutions Workshop Solution

Description:

In today's fast-paced, process-driven, multicultural, high stress work environment, conflict is inevitable. From interpersonal to ideological to cultural differences, we will all deal with disagreements steaming from one cause or another. As long as people work together, conflicts will arise.

In this workshop, you'll learn about the causes and costs of workplace conflict. We'll look at why violence is rising at work and what the signs are of possible violence. This interactive session will also cover strategies and special tools to use at problem resolution meetings. While working through common conflict situations, you'll learn the ground rules of resolution, how to set a safe environment that encourages trust, listening, and the proper role of a resolution mediator. Finally, you'll learn how to keep your sanity even if you face regular conflict and problem resolution challenges.

Topics:

- Introduction: I'd rather be happy than win.
- The maturation of conflicts and problems
- Understanding the behavior of others.
- Hidden costs of conflict.

Audience:

Anyone who wants to understand the best ways to identify and defuse conflict and resolve problems proactively.

Workshop Details:

- One day or two half days, depending on client needs

- How to anticipate typical sources of conflict.
- Six ways to reduce conflict.
- Three conflict management strategies.
- Conflict/problem resolution steps and ground rules.
- Combating aggressive actions and attitudes.
- Influencing very angry or emotional people.
- Obtaining pragmatic and emotional outcomes.
- Saying "no" graciously and firmly.
- Moderating problem resolution meetings.
- How to stay sane while resolving conflict and problems.



This workshop will be customized with participants' specific conflict and problem resolution challenges.

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

Client Comment:

You were wonderful! What made this a great day was your energy and personality. Laughter helps create a pleasurable learning environment and you do a great job of making that happen. The material you present is thought provoking and timely.

Linda T., Director
Resources for Child Caring

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Creating An Introvert & Extrovert-Friendly Workplace

Workshop Solution

Description:

What makes a person an introvert or an extrovert? Are we born one or the other or does socialization play a part? Does brain wiring play a part? Are introspective people more empathic and interpersonally connected than their outgoing counterparts? What are some practical ways to care for each? Lots of questions and some very interesting answers!

Created from a growing demand to understand, appreciate and work more effectively with introverts and extroverts, this workshop is like no other. The workshop begins with a quiz to help determine where you are on the introvert/extrovert scale. Then you'll look at the differences in brain wiring patterns of outgoing and more reserved people.

The session also covers how to care for and work collaboratively with both gregarious and shy people. This workshop is a great opportunity to build a new set of interpersonal skills. Skills that will increase cooperation, performance and build a team able to bring the best out in each of your team members.

Topics:

- The introvert/extrovert quiz.
- What makes you an introvert or extrovert?
- Brain patterns of an introvert.
- Brain patterns of an extrovert.
- Characteristics of outgoing and reserved people.
- Caring for and valuing introverts.
- Caring for and valuing extroverts.
- How to collaborate with each.



This workshop will be customized with your organization's service motivation challenges.

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

Audience:

Anyone who would like to learn advanced ways of working effectively with introverted and extroverted people.

Details:

- Two to three-hours, depending on client needs

Debra Johnson, Ph.D., and John S. Wiebe, Ph.D., used positron emission tomography (PET) to measure cerebral blood flow—an indicator of brain activity—in individuals rated on a personality test as shy or gregarious.

The images they obtained clearly separated the quiet thinkers from the social butterflies. Introverts showed increased blood flow in the frontal lobes, the anterior thalamus and other structures associated with recalling events, making plans and problem-solving. Extroverts, on the other hand, displayed more activity in the posterior thalamus and posterior insula, regions involved in interpreting sensory data.

Psychology Today

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Creating & Delivering Safety Training Workshop Solution

Description:

Recent brain-based research results points to a new kind of adult learner. One that gathers, retains and applies safety training differently. Today's employees require a much more robust learning environment to turn safety training into strategic thinking and properly applied behavior. In this highly interactive workshop, your trainers will experience a whole new level of brain-based learning. Participants will transform an existing safety training program using proven brain-based instructional design methods including, attention density, path mapping, dopamine boosting, collaborative learning, synaptic development and many others.

Topics:

- Understanding how the brain gathers and retains information.
- What makes adult brains compelling and challenging to teach.
- Five elements of effective adult learning experiences.
- Why safety topics are unique to the brain.
- The ways technology is changing our brain chemistry and structure.
- The impact our changing brains has on delivering safety training.
- How to gain valuable mental real estate from your training participants.
- Engage learners using the three stages of safety.

- Inspire learners to quickly recall and apply best safety practices.
- Boost long-term retention with three powerful training elements.
- The best environments for facilitating safety training.
- Ways to bring dry material to life.
- Getting every participant involved.
- Handling signs of confusion or boredom.
- How to make role plays really compelling.
- Seven ways to keep discussions alive.
- How to respond to sticky facilitation situations.



This workshop will be customized with participants' specific conflict and problem resolution challenges.

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

Audience:

Anyone responsible for hands on and/or group safety training who would like to learn new and creative ways of preparing and delivering safety training programs.

Workshop Details:

- Two days
- Pre-lab assignments

Client Comment:

Just a quick note to thank you for the Training Facilitation Skills session. It was obvious from the class' participation and their comments that they received valuable information and useful tips from the session. We were both very pleased with the session. We will certainly keep Matey and Company in mind if appropriate projects develop in the future. Thanks, again. Paul Settle, Worldwide Training Mgr. Pfizer

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Goal Setting for Work and Life Workshop Solution

Description:

When most people talk about goal setting, it can sound like a list of hopes and dreams, very few of which are ever realized. Why? Because goal setting is more than just dreaming. It's a practical process of careful consideration, planning, documenting, and achieving what you've set out in a plan. Goal setting is not a once in a lifetime activity. It is an ongoing evidence of what you have built your time, abilities, intelligence, energy and other resources.

In this compelling workshop, participants learn practical steps to turn their dreams into reality. They leave with a written plan for up to two major and three minor goals.

Topics:

- Goal setting defined.
- Why should you set goals?
- What are goals worth setting?
- Why the process is so important?
- What are you afraid of?
- Five questions to ask before setting goals.
- Two kinds of goal setting.
- Your short-term goals.
- Your long-term goals.

- The role rewards play in setting your goals.
- Ways to stay on track.
- What keeps us from achieving our goals.
- Additional barriers to achieving our goals.
- What to do if you can't get there.
- When to start setting goals.
- What are you waiting for?



This workshop will be customized to goal setting opportunities unique to your organization.

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

Audience:

Employees at all levels who have considered the importance of setting goals and need an effective, simple, personally accountable process for setting and achieving their goals.

Details:

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

Client Comment:

Please be assured you are making a difference in industry with your business philosophy and practices. It is my hope to make your performance the standard rather than the exception for consultants who do business with us. I feel compelled to advise you of your accomplishments and my appreciation.

JG, 3M Human Resources

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Growing Emotional Intelligence & Maturity Workshop Solution

Description:

So what is this emotional intelligence stuff all about? According to behavioral research from Harvard and UCLA, having emotional intelligence is the biggest determining factor in how successful we are in our careers. Emotional intelligence is the ability to be aware of you own emotions and manage them. It also includes being socially aware, empathetic, and demonstrate social skills.

In the workplace, people who can demonstrate emotional intelligence will have more success over their peers. So, how do you build the skills to be more in tune with your own and others peoples' emotions?

In this intriguing workshop participants will assess their emotional intelligence. We'll also learn how to master emotional intelligence abilities to become emotional mature. So, are you emotionally mature? This workshop is a great way to see where you stand!

Topics:

- Defining emotional intelligence and emotional maturity.

Audience:

All staff who wish to learn about emotional intelligence and how building emotional maturity will enhance their professional and personal relationships.

Workshop Details:

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

- Assessing your emotional intelligence.
- Outlining five emotional capacities.
- Overcoming self-defeating emotions.
- Recognizing and properly responding to common workplace situations that test your emotional maturity.
- Taking advantage of three emotional maturity builders.
- Recognizing, supporting, and rewarding your emotional growth.
- Setting up emotional protections.
- Releasing negative emotions.



This workshop will include case studies that reflect emotionally taxing situations your people face.

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

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 audience's attention!

Karen K., H.R. Director
City of Roseville, Minnesota

Having Difficult Conversations at Work Workshop Solution

Description:

How would improving your ability to plan for and take part in 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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Making Your Message Stick: Presentation Skills

Workshop Solution

Description:

Surveys have shown that only 7% of all people would be willing to speak in front of an audience. However, even if someone is in the willing 7%, it doesn't mean they are skilled enough to hold an audiences' attention or meet the presentation's goals.

The Mateffy and Company Making Your Message Stick Workshop is designed to build the skills of anyone whose responsibilities include stepping in front of a group. They will learn the skills necessary to be polished, professional, and powerful presenters no matter what the subject. This workshop has been praised by first-time and very experienced presenters for the quality of the material and the interactive way it is shared.

Topics:

- Understand how technology is changing our brain chemistry and structure.
- Design presentations that inspire and influence.
- Trigger meaningful reflection, peripheral perception and metacognition.
- Apply a formula for effective presentation delivery.

- Guide participants to emotional and cognitive outcomes.
- Appeal to both introverts and extroverts.
- Incorporate five elements of effective adult learning.
- More confident when involving the audience by using interviews, characters and case studies.
- Comfortable making emotional connections through telling stories.
- Smart knowing how to use multiple memory and neural pathways to hold mental real estate.
- Successful by inspiring people to quickly recall you and your call to action.



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

Audience:

Anyone who needs to deliver presentations to large or small groups with impact, professionalism, and creativity.

Details:

- One to 2 days

Client Comment:

Your presentation skills workshop was very professional and your technique commanded interest and attention. This was especially important due to the tough audience and the fact they are key to our success.

Jack M.
Business Incentives, Inc.

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Organizational Skills: Getting Your AKT Together

Workshop Solution

Description:

Like a rock rolling downhill, time seems to move faster the busier we get. Meanwhile, demanding technologies, increasing responsibilities, and decreasing budgets are putting the squeeze on getting the most out of the time we have. How do we get our AKT together when it comes to time management and organization skills?

In this fast-paced session you'll learn some very practical tips to help you get and stay organized and use your time more effectively.

Topics:

- Who's in control— work or you?
- The link between personality and orderliness.
- The hidden advantages of being organized.
- The AKT principle.
- Time drainers and what to do about them.
- What your work area says about how you value time.
- Organizational skills.
- Short and long-term organization goals.
- What organization really is.
- Planning for quick changes.
- Whose mess is this?
- When not to pick up other people's messes.

- Having the equipment to get and stay organized.
- Knowing what to do with the stuff that enters your office.
- Lists to help you stay organized.
- Organizing your computer files.
- Questions to ask about other people's priorities.
- Using a file system that makes life easier.
- Rewarding yourself for keeping your AKT together.



This workshop will be customized with organizational challenges unique to your organization.

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

Audience:

Employees at all levels who want to gain control of their time use and learn practical organization skills.

Details:

- One half to one day, depending on client needs

Client Comment:

The program was given a rating of 5.41 from a 6 point scale. The majority felt the program was "very good" or "excellent". The presenter knowledge of the subject area, involvement with the group and ability to respond to questions was rated at 5.75.
Judy S., Training Coordinator
Amherst H. Wilder Foundation

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Professional Writing and Editing Skills Workshop Solution

Description:

Do you feel like your e-mails don't get results? Like your reports never get read? Not sure where to put that comma, apostrophe, or dash? Do you dread a blank page? Have no idea how to add "snap" to your writing?

If so, then the *Professional Writing Skills Workshop* is for you. To succeed today, you need to write clearly, concisely, and quickly—all things this workshop will equip you to do.

Topics:

- Assessing your skills.
- Elements of good writing.
- Spelling secrets.
- Punctuation: Where do the commas go?
- Grammar pitfalls.
- Tenses and parallel structure.
- Know your audience.
- Determine the purpose for the correspondence.
- Use an outline (3 outline suggestions).
- Five rules to use when creating an outline.
- How to keep it simple.
- How to keep it short.
- Avoid jargon, bias, and cliches.
- Using active construction.
- Expanded your vocabulary.

- Let it cook.
- Six editing tips.
- When to use illustrations, diagrams, and statistics.
- How to stay sharp.
- Sample memos.
- Writing e-mails that get read.
- Sample letters.



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

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

Audience:

Anyone who would like to build an immediately applicable skill that results in clear, concise, and effective written communication.

Details:

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

Client Comment:

A national clearinghouse on self-help groups cited the Stroke Manual (edited by you) as the best facilitator manual they had seen.

Sheryl N., PH.D., Director, Community Care Resources
Wilder Foundation

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Stress Relief and Resilience Workshop Solution

Description:

People in all organizations today are facing higher levels of stress than ever before. The pace of work, personalities of co-workers and customers and constantly changing environments all play a part in the level of stress you feel at work. To strengthen personal resilience and stay healthy, this workshop provides you with a greater awareness of stress triggers, how to respond to them and ways to mobilize personal resources when faced with rising pressure.

In this session, you'll learn very practical ideas for recognizing your stressors and responding to them while building greater resiliency.

Topics:

- Recognize your stressors
- Learn the signs of being over stressed
- Develop greater understanding of stress and stress management
- Consider how your brain reacts to and protects itself from stressful work environments
- Review the cost of not addressing stress

- How introverts and extroverts respond to stress
- Define 'resilience' and what it is that makes one person seem more resilient than another
- Discuss healthy and helpful goal-driven strategies
- Review what causes people to be happy and motivated at work



This workshop will be customized to address your organization's time and priority management challenges.

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

Audience:

This workshop is for anyone who wants to get a more firm grasp on how to manage their stress and build their resilience.

Details:

- One half day

Client Comment:

Every one of the comments came back as outstanding and a super job by you and your topic. They considered you very professional, humorous and well read, just to name a few! Thanks again for presenting!

Bradley D. Nordberg
MPCA

Time Management and Priority Planning Workshop Solution

Description:

Ever wonder where your time goes? How do you respond to multiple and changing job priorities? Most of us begin our workdays with the veiled hope that we can accomplish most of the tasks on our lists. By the middle of the day, however, we have dealt with everything but what we set out to do. You've handled everyone else's' questions, problems, and interpersonal issues. What about your time? Do you say "yes" without knowing what you're getting into? Could you use some help defining what is a priority and what isn't?

In this fast-paced workshop, you'll learn very practical ideas for staying in control of how you use time and set your priorities.

Topics:

- Review your current time use.
- A new way of looking at time.
- Time use and priority setting.
- Standing up for your time.
- Sifting through all the information.
- Meetings.
- Interruptions, distractions, and time wasting habits.

Audience:

This workshop is for anyone who wants to get a more firm grasp on how to manage their time and effectively establish their work priorities.

Details:

- One day or two half days

- Visitors.
- In and outbound mail.
- The telephone.
- Time wasting habits.
- The inability to say "no."
- Poor solutions for managing priorities.
- What gets in the way of managing priorities.
- Clarifying your expectations and priorities.
- Deciding what is a priority.
- Four avenues to take when wrestling with your priorities.



This workshop will be customized to address your organization's time and priority management challenges.

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

Client Comment:

What's really great is the staff had fun while they were learning. And best of all, they wanted to learn more. In discussing the day with several people, they were excited about how they have already put their knowledge to use.

Carrie B., MT SBB

Memorial Blood Centers of Minneapolis

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Training Facilitation Skills Workshop Solution

Description:

In the best of all possible worlds, every person on your staff with training responsibilities has the knack for helping people learn new skills. In the real world, this is rarely the case. No matter how well designed and expertly written your training programs are, the person conducting the session is the key to its success or failure. Without a foundational understanding of the principals of great training and effective training facilitation techniques, your courses won't have the impact they could.

The Mateffy and Company Training Facilitation Skills Workshop is an interactive seminar that equips your people with the skills they need to train on any subject.

Topics:

- Understanding how adults learn.
- What makes training sessions successful.
- Five elements of effective adult learning experiences.
- Three learner styles.
- Rehearse and prepare your training site.
- How to create an environment that engages learners.
- Toys and tools for facilitating training.

- Ways to bring dry material to life.
- Getting every participant involved.
- Six tips for effective speaking.
- Handling signs of confusion or boredom.
- How to check for comprehension.
- Five tips for giving exercise instructions.
- How to break the large group into smaller groups creatively.
- How to facilitate group reports.
- How to make role plays really compelling.
- Seven ways to keep discussions alive.
- Ways to respond to sticky facilitation situations.



This workshop will be customized to include training facilitation challenges of participants.

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

Audience:

Anyone responsible for hands on and/or group training who would like to learn new and creative ways of preparing for and delivering training programs.

Workshop Details:

- Two days
- Pre-Workshop assignments

Client Comment:

I'd like to officially thank you for conducting the "Hands-On Training in the Hospitality Industry." Your presentation was energetic, informative, full of practical ideas, very organized, and user-friendly. The evaluation comments were great to see.

Chris K., Education Coordinator
Hospitality Minnesota

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Verbal & Nonverbal Communication Skills Workshop Solution

Description:

According to research only 7% of face-to-face communication is found in the words we use. 55% is our body language and 38% is our tone of voice. So how do we build both our verbal and nonverbal communication skills to deliver our message at 100%?

This workshop equips participants with the skills they need to communicate more effectively with others, both verbally and nonverbally. 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:

Verbal communication skills:

- The goal of communication.
- The differences between child and adult communication.
- Five characteristics of ineffective adult communication.
- Three communication styles and implications of understanding them.
- Assessing your communication style.
- Passive versus active communication.

Audience:

Anyone who would like to learn advanced ways of working effectively with introverted and extroverted people.

Details:

- Two to three-hours, depending on client needs

Nonverbal communication skills:

- Facial expressions.
- Body movements and posture.
- Eye contact.
- Space and touch.
- How your brain develops nonverbal awareness.
- How emotional maturity strengthens nonverbal communication.
- Reading body language and other nonverbal clues.
- What hampers nonverbal skill development.
- Ways to improve your nonverbal communication skills.



This workshop will be customized with your organization's service motivation challenges.

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

Client Comment:

Thanks again for sharing your time and expertise with our members. It was clearly a very successful day! I want to explore some more ideas with you on ways we can partner in the future.

Beth Neu

Director, Twin Cities

Performance Excellence Network

Mateffy and Company

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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 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.

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.

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

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