



Training and Development Programs

Your people are your business, and the success of your organization depends in large part upon their growth. FlashPoint has a deep and dynamic range of experience in leadership, management, and employee curriculum development and facilitation. Our goal is to go beyond traditional training to change behavior and improve performance, so we design practical solutions that participants can apply on the job.

FlashPoint believes that to be truly effective, training should be a process rather than an event. Reinforcing the skills learned in training better ensures changed behavior back on the job and maximizes your investment. Ways in which we can supplement classroom training include:

- » One-on-one or team coaching for participants
- » Individual or team action plans
- » Homework assignments
- » On-the-job reinforcement
- » Pre- and post-training assessments
- » Follow-up meetings with participants and their managers

Whether you require a series of training sessions or a stand-alone workshop, we adapt to meet your unique needs. Our dynamic, engaging facilitators establish a comfortable, relaxed atmosphere in which participants feel at ease to interact with one another. We incorporate proven best practices as well as your own practices and procedures.

»» Topic areas include:

- » Leadership
- » Employee Retention and Engagement
- » Change Management
- » Conflict Management
- » Managing Diversity
- » Personal Work Styles
- » Teambuilding
- » Managing Performance
- » Performance Reviews
- » Workplace Conduct
- » Communication
- » Customer Service
- » Recruiting and Hiring
- » Interpersonal Skills
- » Delegation and Time Management

Our approach

»» **1 Analysis**
Through meetings, assessments, surveys, or interviews, we analyze the needs of your organization and employees. We review your policies, procedures, mission, vision, and values to incorporate them into the training design.

»» **2 Design and Development**
Together we identify key learning objectives and develop a program with practical applications that equip participants to make important behavior changes. We can also pilot your program and incorporate feedback.

»» **3 Implementation**
No boring lectures here! We deliver interactive training with energy and enthusiasm. Participants will leave renewed and motivated to take action to meet their challenges.

»» **4 Evaluation and Follow-Up**
We ensure the program meets your goals by evaluating effectiveness and sharing feedback and recommendations with you.

In addition to training programs, FlashPoint can support development through:

- » Executive and staff retreats
- » Performance management systems
- » Strategic planning
- » Succession planning
- » e-Learning