



# Training and Development Programs

## Building a High-Performing Workforce

Your people are your business, and the success of your organization depends in large part upon the training and development of your managers and leaders.

FlashPoint designs practical solutions that participants can apply to the job. Our goal is to go beyond traditional training to change behavior and improve performance.

Whether you require a series of training sessions or a stand-alone workshop, we adapt to meet your unique needs. FlashPoint can also support development through other methods:

- » One-on-one or small-group coaching
- » Executive and staff retreats
- » Performance management systems
- » Strategic planning
- » Succession planning

### Our approach involves four steps:

- 1 Analysis**  
We assess the needs of your organization and of individual employees, and we review your organization's 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 your managers to make important behavior changes.
- 3 Implementation**  
No boring lectures here! We deliver training with energy and enthusiasm. Your leaders will leave renewed and motivated to take action to meet their challenges.
- 4 Evaluation**  
We ensure the program meets your goals by evaluating effectiveness and sharing feedback with you. We supplement training through e-learning, action plans, and on-the-job reinforcement.

### Key topic areas include:

- » Managing Performance
- » Coaching and Discipline
- » Leadership
- » Recruiting and Hiring
- » Managing Diversity
- » Workplace Conduct
- » Communication
- » Change Management
- » Employee Retention and Engagement
- » Customer Service
- » Team Simulations
- » Delegation
- » Time Management