



# Doug Gertner

WORKPLACE SEMINARS & SOLUTIONS



## Hello and Welcome,

This year marks my 19th at the helm of *my own consulting business*, a company that I founded and have stewarded according to my core values and a desire to serve. In 2019, I will continue to create and deliver the *on-site training and development* you have long sought from me via *Doug Gertner Workplace Seminars & Solutions*, and also offer *tangible products* to allow for self-study and refreshers, plus new content that keeps pace with the latest demands for workplace learning.

*My central focus* continues to be the personal approach that I have provided *my clients* since I launched this endeavor in the year 2000. I am guided by a values-driven intent – helping adults to learn and grow – and a clear and consistent approach – seminars and solutions that are interactive, high energy, and immediately useful. Whether *in-person*, or *via video*, I create and deliver practical, experiential, hands-on classes for managers, supervisors, leaders, leads, and front-line employees. Even as the topics and technology expand, my values remain clear, consistent, and central to my work. I still consider it an honor every time I am asked to work with you and your people.

Last year, I had the privilege of continuing my work with clients who have trusted me for many years, some since I launched my company; and in 2018 I also added to this list of employers who seek the seminars and teambuilding that I offer to support and develop their people, and enhance performance in every organization.

This infographic celebrates the many ways that last year was superlative:



As another exciting year commences, please count on me to maintain communication with you about the many ways I may be of service to collaborate on the training and development you value. As always, I am eager to hear from you about ways I may support your employees and your team. Together, let's create solutions to make the workplace more wonderful, one seminar at a time.

In gratitude,

Doug Gertner, Ph.D.

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## 2019 Seminar Offerings

**Doug Gertner** offers a wide range of keynote speeches and seminars that are customized to bring new skills, insights, and approaches to every participant. Topics include:

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## Time Management: Creating Balance in Today's Workplace

### Objective

To review current and best practices and provide key managers, supervisors, leads and other staff members with new skills to help focus on priorities, get organized and stay on track. Participants will discover how to identify and attain long-term goals, both personally and professionally, and laser-focus activities on a daily basis to help manage priorities and reach these goals.

### Outline

#### Learn to recognize where time goes

- Identify your top five personal time wasters and discover ways to control or eliminate them
- Discover the time wasters that are consuming your day and how they affect your performance
- Learn to deal with interruptions without damaging work relationships
- Get organized and manage the deluge of e-mails, voice-mails, and other messages

#### Become a more effective leader

- Use Covey's Time Management Matrix to lead and model a more balanced life
- Delegate to gain control of your day
- Discover how to move from crisis management and putting out fires, to the discipline of organized and prioritized activities
- Make the most of meetings with best practices, tips, and techniques

#### Plan and implement life balance techniques that reflect your values

- Review the historical progress of time management from simply making lists, to making value-based decisions on how to spend time
- Define and focus your priorities, both business and personal
- Practice staying on track by planning your daily events
- Redesign your day so you can restore balance in your life

**Designed for** key managers, supervisors, leads and all employees and staff members who want to be more productive every day.

*NOTE: Participants should plan to bring their current calendar/time management system to the class.*

*Recommended: Time Management Skills Coaching packaged with this class for maximum results.*

*This class includes optional follow-on coaching.*

*Also available: DVD and USB Home-Study, page 27.*

## Time Management Skills Coaching

**Skills Coaching** includes observation, feedback, and ongoing skill-building in the area of Time Management and Work-Life Balance. As a follow-up to the earlier training session titled Time Management: Creating Balance in Today's Workplace, any prior participant, or interested employee, may choose to receive coaching in support of their ongoing efforts to use the tools and apply the principles covered in the workshops.

### Highlights, Specifics, and Considerations of Time Management Skills Coaching:

- Any of the prior participants in the class *Time Management: Creating Balance in Today's Workplace* are invited and encouraged to seek coaching.
- Employees who did not take the original workshop may also receive coaching as an introduction to the tools and principles covered in the workshop.
- Coaching sessions involve individualized instruction, specific recommendations, additional tools and principles, and practice activities created for the unique needs of each participant.
- Coaching participants will deepen their understanding of time management principles, focus their attention on the best practices for their personal balance needs, and increase their knowledge and ability to utilize selected time management tools.
- Time Management Skills Coaching helps to support new habits and attitudes through a direct, individualized, one-on-one intervention designed to assess and address the specific needs of the coaching participant.
- Coaching sessions are scheduled in 20-30 minute blocks; participants may schedule one or more block at a time; an employee who did not take the original workshop will need to schedule a minimum of 60 minutes for their first coaching session.
- Coaching sessions will be held in a conference room at a selected location. A minimum of four (4) hours of coaching must be scheduled on a given day, thus permitting four to twelve individual sessions on that date.

## Workplace Communication Skills: Discovery Listening and the Gift of Feedback

**This two-part workshop** introduces participants to some new approaches to a couple of basic skills of interpersonal communication. Key concepts for assertive messages are covered so participants will learn and practice, and leave the session with greater focus on dialogue and discovery.

### Part I: Listening to Discover

The power of listening is not to be underestimated; the art of listening requires regular practice to refine our skills. This

workshop follows the advice of Stephen Covey, who notes that 'highly successful people' will "seek first to understand, and then to be understood." We will explore and practice powerful tools to deepen our listening in order to discover what others really feel, need, and desire, and how to begin the process of effective communication with staff, co-workers, and others.

### Part II: The Gift of Feedback

Successfully delivering your message to another person is a lot like giving them a gift: they must accept what you have to say, then it's their choice what they'll do with your message. This innovative workshop will cover tested techniques for communicating assertively in even the most difficult situations, and increasing your chances of a mutually satisfying outcome for yourself and the other person. Bring a real-life "communication challenge," and leave with a high-probability strategy for successful resolution.

### Additional Details

- Keynote, half- or 2/3-day session involves several practice activities
- Every participant completes a Communication Style Assessment
- Class is appropriate for all levels of the organization
- May be tailored to manager/supervisor or front-line employee communication concerns, or delivered to a combination of each

*This class includes optional follow-on coaching.*



## We Just Disagree: Understanding and Resolving Conflict in the Workplace and Beyond

**Face it, humans often disagree**, and conflict is typically an unwelcome aspect of everyday life. Participants in this session will explore the dynamics of conflict, discover their own preferred style for dealing with conflict, create a personal conflict case study, and learn and apply a six-step model for conflict resolution with an emphasis on maintaining relationships with those whom they may disagree.



### I. Understanding the Nature of Conflict

- a. Definition of Conflict
- b. Complete Conflict Checklist
- c. Blue/Red Activity

### II. Understanding Your Own Conflict Style

- a. Lecturette: Five Styles of Conflict
- b. Thomas-Kilmann Conflict Mode Instrument
- c. Criminal Justice Activity

### III. Resolving Conflict in the Workplace

- a. Six Cs Model of Conflict Resolution with activities
- b. Create a Case Study
- c. Apply Model to Case

### IV. Additional Case Studies and Action Planning

- a. Customized Case Study Activity (optional)
- b. Q&A + Wrap-up
- c. Action Planning + Evaluations

#### Additional Details

- May be offered as a stand-alone keynote, half-day or 2/3-day session
- May be combined with Communication Skills to create a full-day course

*This class includes optional follow-on coaching.*

## Coaching & Motivating Individual Performance

### Employee development and retention

is critical to the success of any organization, and it begins with every manager and supervisor. Participants who attend this training session will learn how to define, assess and describe effective coaching skills for motivating every employee, and will also learn to apply a theory and model in actual coaching situations. This interactive session will assist participants in creating an action plan for employee coaching designed to be integrated with performance appraisal and documentation.

### Objectives

Participants will:

- Define and Describe Effective Coaching
- Assess and Discuss Existing Coaching Skills
- Learn a Model for Coaching Employees
- Apply Theory and Model to Actual Situation
- Compare Documentation and Discipline
- Brainstorm Best Practices for Motivation
- Create an Action Plan for Coaching an Employee



**Target Audience:** Managers, supervisors, team leaders, and lead workers seeking ways to address and enhance employee performance through good coaching and effective documentation.

### Course Outline:

- I. Opening Activity: “Coaching Memories: Describe an Exemplar”
- II. Personal Assessment: “Rate Your Skills as a Coach”
- III. Individual Activity: “Create Your Own Coaching Case Study”
- IV. The Coaching Model: “Understanding Employee Comfort and Ability”
- V. Coaching Documentation and Discipline: “There is a Difference...”
- VI. Motivating Employees: “Hints and Resources”
- VII. Wrap Up and Action Plan: “Practice Session and Future Planning”

*This class includes optional follow-on coaching.*

*Also available on DVD for Home-Study, see page 27.*

## Servant Leadership: Putting Our Followers First

**Servant Leadership** is a powerful approach to achieving common goals in which the leader acts to serve those who are led. Servant leadership happens when we act with respect, care, and fairness for the well-being of all involved, and not for our own self-serving interests. When we serve first and lead second, we help individuals and organizations achieve worthwhile results while keeping the best interest of those we serve before our own. It's only when we realize that it's not about us that we model servant leadership.

Some of the most successful workplaces in the world embrace servant leadership, and it fits well with the objectives and approach of leaders at every level in nearly every organization. If you are ready to explore this cutting-edge modality in an interactive seminar designed to bring greater meaning, prosperity and joy to the workplace, please contact Dr. Doug Gertner today and begin the Servant Leadership journey.

In this seminar, participants will:

- Learn the 10 (+2) Key Principles of Servant Leadership
- Assess their own styles of leadership and service to their followers
- Deepen understanding of new modes and methods for servant leaders
- Create their Servant Leadership Organizational Chart
- Participate in a planning process activity to explore specific steps toward implementing Servant Leadership into their workplace practices

*“Servant leadership is a combination of mindset and skill set that focuses on serving others first so that organizations develop great relationships, achieve great results, and delight their customers. Saying you’re a servant leader is a good start, but it is your behavior that makes it real for people.”*

–Ken Blanchard, Author of  
Servant Leadership in Action:  
How You Can Achieve Great  
Relationships and Results

*“The servant-leader is servant first... It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is leader first...”*

–Robert K. Greenleaf, Founder of  
Servant Leadership

## Appreciative Inquiry: How to Stay Positive and Solve Problems

**Appreciative Inquiry** lets leaders and groups cooperatively explore what is working well in an organization, and plan and implement further positive action. The process encourages change in other areas of the organization that may not be functioning as well. AI involves creating shared goals to focus an organization's productive energy towards mutually positive outcomes. Planned exercises in visualizing "what could be" are directed toward defining objectives, and goals are implemented by creating concrete steps to putting agreed upon changes into practice. The AI method inspires mutual imagination, innovation and creative thinking, to side-step habitual obstacles and ineffective ways of thinking about challenging issues, promoting positive action.



**Doug Gertner Workplace Seminars & Solutions** offers organizations, teams and workgroups a step-wise process to learn and use Appreciative Inquiry to address any problems, issues, or changes they face.

First we will ask: What are the existing assumptions about our task? Regarding the assumptions you generate, we will then:

- Establish an understanding of how assumptions can limit change.
- Let the basic assumption about your task be that it is a mystery to be embraced.

We then learn and go through the five steps of Appreciative Inquiry:

**INQUIRE:** Appreciating and Valuing the Best of 'What is'

**IMAGINE:** Envisioning 'What Might Be'

**INVESTIGATE:** Dialoguing about 'What Should Be'

**INNOVATE:** Create a Vision of 'What Will Be'

**IMPLEMENT:** Navigate the changes according to 'What Is Happening'

Participants leave this session with actionable steps to build on their existing success and reach new heights in any aspect of their endeavors. Staying positive, building on the best of what is, innovating and implementing the best possible approach to a situation.

*This class includes optional follow-on coaching.*

*An Inspiring Keynote or Workshop to Motivate and Educate any Group*

## Thanks Giving: Making Gratitude Your Greatest Asset

*A Workshop That Makes The Business Case for Gratitude and Shows How to Have a Grateful Day*

**Gratitude can change a bad day** and make it better, and take a good day and make it great. For anyone who seeks to make the most of each day, an 'attitude of gratitude' can make all the difference. Join Doug Gertner, The Grateful Dad®, to learn why and how to 'have a grateful day.' This session provides hands-on experience to appreciate and document all that there is to be grateful for on a daily basis, with tools, techniques and exercises to plug-in and pump up gratitude on-purpose and in practice. You'll use [\*The Grateful Dad's Journal of Gratitude\*](#) and other resources to begin to celebrate all that's going right, and start to multiply and manifest more of the good stuff every day. Doug's stories and experience make a powerful business and personal case for recognizing and harnessing the power of gratitude, and he'll provide research results, individual and group activities to show exactly how a 'year of living gratefully' transformed his life and how it'll help you too!



During this interactive keynote or workshop, participants will:

- Learn the 5 Greatest Possible Rewards of Daily Gratitude
- Hear How 'My Year of Living Gratefully' Changed Everything
- Review Gratitude Research from the field of Positive Psychology
- Review, Brainstorm, Plan Programs for a More Grateful Workplace
- Reflect on the Many Ways Everyone Is Grateful Every Day
- Practice Daily Gratitude Journaling

[To see a preview of this program, click here.](#)

*This class includes optional follow-on coaching.*

## From Resistance to Commitment: Understanding and Managing Change

**“The only thing that’s certain is change.”** Change is everywhere, it’s constant, and it can cause confusion and difficulty for employees as they encounter change, and for their managers and an organization in the process of implementing change. Whether it’s a new departmental policy or procedure, an updated software system, or the latest directive from upper management, being prepared for a change makes the difference in achieving productivity and success. This session begins with a general examination of the dynamics of change, offers a model for what to expect from employees when changes are introduced, and guides participants in planning for smooth transitions in future situations.

### Participants will:

- Reflect on Changes in their Work and Life
- Explore the Dynamics of Change
- Learn a Model for Understanding Change
- Apply Theory and Model to Actual Situation
- Create a Personal Action Plan for Managing Change

**Target Audience:** Anyone for whom change is a frequent or pressing issue.

*This class now includes optional follow-on coaching.*



## Managing Meetings: Planning for Productivity

- On an average day, there are 17 million meetings in America.
- 60% of meeting attendees take notes to appear as if they're listening.
- Nine out of ten people daydream during meetings!
- Senior managers may spend five hours daily leading or attending meetings.
- Better planning, management, and evaluation of meetings saves time and increases productivity of individuals and organizations!

### Objectives

Participants will:

- Identify Challenges of Meeting Management
- Answer the question “to meet or not to meet?”
- Discover the 8 different types of meetings and 5 different roles in meetings
- Learn the importance of setting norms and ground rules for every meeting
- Cover a comprehensive process for planning every meeting
- Complete the Meeting Planners Worksheet and a Standard Agenda form
- Explore Strategies and Best Practices for “When Good Meetings Turn Bad”
- Do an activity on Managing Behaviors and Difficult Situations in Meetings
- Practice Meeting Planning Methods, Tactics, and Techniques
- Understand the Importance of Evaluating Every Meeting
- Review Sample Forms for Planning, Logistics, Agendas, Summary, and Evaluation of any meeting
- Create a Personal Action Plan for More Effective Meetings

*This class includes optional follow-on coaching.*



## Leadership: Skills and Strategies for Achieving Personal Authenticity

**In his last book** *The 8th Habit*, Stephen Covey asserts “the overwhelming majority of people definitely have leadership potential.” The successful 21st century leader begins by finding their own voice and inspiring others to find theirs. This newly designed course offers participants opportunities to reflect on core values that inform their leadership, and to learn skills and strategies for achieving success. Every participant receives a copy of *Creating Authenticity: Meaningful Questions for the Minds & Souls of Today’s Leaders* by Greg Giesen.



### Objectives

At the conclusion of this class, participants will be able to:

- Explain the difference between managers and leaders in their focus, vision, activities and skills.
- Clarify personal values, identifying what values each participant feels are necessary to become more professional and stronger leaders.
- Identify the characteristics of leaders; matching them to personal areas of excellence and areas for improvement.
- Discuss personal, professional, and public role models.
- Assess personal leadership qualities.
- Apply Appreciative Inquiry (AI) methodology, a positive way of facilitating change in an organization or on a team.
- Practice the application of Appreciative Inquiry in a leadership role to demonstrate how it can be applied to a team.
- Practice leader communication skills: sharing vision, building relationships and trust, sharing power and working collaboratively.
- Explore ways to inspire their “leadership voice” and motivate others to develop their own leadership characteristics.

*This class includes optional follow-on coaching.*

## Pump It Up! Building Customer Relations from the Inside Out

**In today's competitive marketplace,** every customer matters. Gaining and retaining loyal customers is the key that every business and employer seeks, and we soon realize that, potentially, everyone is our customer. Doug Gertner Workplace Seminars & Solutions offers a unique, client-tested approach to training for success with customers. Our core belief is



that where customers are concerned, it is *relationships* that really matter. From this starting point, we guide class participants through a series of ideas and activities that re-define the customer and PUMP UP every customer relationship, inside and outside of the organization.

### Participants will:

- Remember and recount their best and worst customer experiences
- Understand that relationships are the key to customer success
- Assess their best practices and skill development areas with customers
- Redefine who their customer really is
- Learn the Five Things that Every Customer Wants
- Practice important customer communication skills
- Explore how to create 'Raving Fans'
- Create an action plan for building better customer relations

*Pump It Up! Building Customer Relations from the Inside Out* features numerous video clips from major motion pictures to bring home the learning points and add some variety and fun!

*This class includes optional follow-on coaching.*

## GO TEAM! Fundamentals of Teamwork and Teambuilding

### Objectives:

Teamwork is the key to workplace productivity, and developing high-performance teams can make or break an organization. In this fast-paced full, 2/3, or half-day workshop, participants learn and practice the essential elements for team success via class lecture and customized experiential activities.

### Participants will:

- Define Teamwork and Teambuilding
- Reflect on their Experience with Teams
- Understand Team Decision-Making Models
- Explore several Teambuilding activities
- Design a Team Intervention for an actual work group/team

**Target Audience:** Anyone who leads or belongs to a work group or team.

### Outline:

1. What is a team? Defining Teamwork
2. Activity: Five Essential Elements of Any Team
3. Empowerment: Defined and Discovered
4. Decision-Making: Five Types of Decisions
5. Activity: Team Consensus-Building
6. Teambuilding: Activities to Achieve Success

### Highlights:

- Offered as a full, 2/3, or half-day experiential learning session
- Ideal for mixed participants or intact work-groups and teams
- Combines theory-based foundation with hands-on activities
- Take-away includes 'how-tos' plus team action plan

*This class includes optional follow-on coaching.*

## Doing Delegation: Empowering Others and Freeing Up Time

### Objectives:

If you spend more time worrying about delegating than actually doing so, this workshop will...

...help you define and understand what delegation is and why it's so important

...assist you in deciding what to delegate, to whom, and how to follow-up

...identify barriers to be overcome in delegating tasks to others

...practice simulated delegation activities and plan for the real thing

With these simple strategies and guidelines for the process of delegation you will find the many benefits of personal development and organizational effectiveness that come from empowering others and freeing up time.

### Information:

- Offered as a half-day seminar for anyone who needs help delegating
- Interactive session involves participants in several learning activities
- Practice and Planning components permit immediate take-aways
- Ideal for directors, managers, supervisors, and leads

*This class includes optional follow-on coaching.*



## Understanding and Managing Stress... Before It's Too Late

**Stress is a reality** for most everyone at one time or another. It can take its toll on productivity, profit, and our health. Participants in this class will examine sources of stress in their lives, learn, and practice several techniques for reducing their stress. An individual stress management plan, and a progressive relaxation session conclude this class.

**Participants will:**

- Identify and Understand their primary sources of stress
- Practice stress reduction activities
- Create a Stress Reduction Plan
- Experience Progressive Relaxation

**Target Audience:** Anyone who is experiencing stress in their life and work.

## Stand Up for Diversity: An Experiential Examination of Multiculturalism in the Workplace

**This Diversity training session** focuses on issues of awareness and respect, providing a review of legal issues and reflective learning activities that permit participants to draw on their own experience in order to integrate the content with their work relationships.

**Participants will:**

- Interact using 'Cultural Pursuit' Activity
- Explore Origins of Workplace Diversity Laws
- Reflect on Personal Cultural Experiences
- Review Inter-Cultural Developmental Model
- Participate in 'Stand Up' Learning Exercise

*These classes include optional follow-on coaching.*

## Working Minds: Suicide Prevention in the Workplace

**My life has been touched** by the pain and loss of suicide, and my career has been in service to workplace learning. For these reasons, I bring my own experience, and the good work of Denver's Carson J Spencer Foundation, to this newer seminar offering. Is it time for you to provide this important and meaningful seminar for your people?

- Has your organization experienced an attempt or suicide by an employee or someone related?
- Have mental health concerns arisen within your workplace?
- When was the last time you trained your people on these issues?

*Working Minds: Suicide Prevention in the Workplace* provides businesses with the tools and resources to identify and respond to friends, family members, and co-workers who may be experiencing suicidal thoughts or feelings. A National Best Practice Registry suicide prevention program, the goal of the training is to give simple tools for a healthy workplace.

*Working Minds* is designed to help workplace administrators and employees better understand and prevent suicide. The program helps workplaces appreciate the critical need for suicide prevention while creating a forum for dialogue and critical thinking about workplace mental health challenges. The program builds a business case for suicide prevention while promoting help-seeking and help-giving. Several interactive exercises and case studies help employers and their staff apply and customize the content to their specific work culture. The training is delivered in a 2-hour Standard or 4-hour Pro version.

Program content is divided into four chapters:

- Suicide Prevention in the Workplace
- What to Do When Someone is Suicidal
- Conversations About Suicide
- Suicide Postvention



Working Minds was developed to address a gap in suicide prevention programming for those of working age. The toolkit was built on best practices and the insights of mental health service providers, human resource professionals, and top suicide prevention experts from across the country.

### Objectives

At the end of training, Working Minds participants will have:

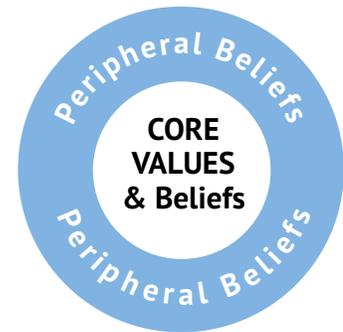
- Increased awareness of suicide prevention.
- Increased capacity for dialogue and critical thinking about workplace mental health challenges.
- Increased ability to promote help-seeking and help-giving in the workplace.

## The Personal is Professional: Core Values and The Keys to Workplace Success

*A Seminar That Explores and Aligns Your Deepest Beliefs  
to Create Greater Productivity and Satisfaction at Work and Beyond*

*What matters most to you? Why does that matter at work? What is the source for your workplace success?  
How can you be more satisfied and productive every day, in all aspects of your life? Are you aligned?*

**At our core**, each of us holds fast to a set of values. These core beliefs are long held, they are few in number, and yet we will defend them at all costs. Core Values are what motivate us to act, and they represent the highest self we hope to bring to every situation. In this new seminar, I offer a step-by-step process to enumerate and clarify your core values, and to assist in understanding how your deepest beliefs can turn every day into a more productive and satisfying experience.



During this interactive seminar, participants will:

- Define the meaning, purpose, and place of “values” in daily life and work
- Understand what distinguishes core values from peripheral beliefs
- Engage in an individual process of personal values clarification
- Explore the expressed and inherent values of your workplace
- Experience values-based decision-making
- Align your personal and professional values
- Reflect on how to bring more of what matters most into every day
- Reconcile conflicting values and begin to ‘walk your talk’

*This class includes optional follow-on coaching.*

*The greatest predictor  
of success is alignment.*

*–Edgar Papke,  
Author and Executive Coach*

*Ask these three main questions to create your Integrity Report:*

- *What are the core values that drive my life and work?*
- *How am I living and working in alignment right now?*
- *How can I better align my values for greater productivity and satisfaction in the future?*

## Unconscious-Bias: Basic Training for a Diverse Workforce

*Tools and techniques to recognize and neutralize personal prejudices.*

**Unconscious bias** is a hidden preference or predisposition for or against something. These are the automatic, mental shortcuts we all use to process information and make decisions quickly. Our background, personal experiences, societal stereotypes, and cultural context can have an impact on our bias, which in turn affects the decisions we make and the actions we take, often without even realizing. Implicit or unconscious bias happens when our brains making incredibly quick judgments and assessments of people and situations without us recognizing. Since these unconscious biases are a fact of life, each of us harbors them, and takes them into the workplace every day. Unconscious biases in the workplace can stymie diversity, recruiting, and retention efforts, and unknowingly shape an organization's culture with negative results.

Through Unconscious-Bias Training, and making the unconscious conscious, this seminar can help you make more objective decisions, facilitate inclusive interactions, and create opportunities for every employee to thrive.

TIME Magazine reports "At least 20% of companies in the U.S. now offer unconscious-bias training... By some estimates, 50% of all American corporations will offer unconscious-bias training in the not-too-distant future." To join a growing list that includes Google, Facebook, Salesforce, Royal Bank of Canada, McKinsey & Co., VMware, and other employers large and small, please contact Dr. Doug Gertner today and begin the process of raising awareness and interrupting bias in the workplace.

*Unconscious bias happens when we make incredibly quick judgments and assessments of people and situations without realizing. The problem is that when unconscious bias is against certain characteristics, it can be deemed discriminatory.*

### **Benefits of our Unconscious-Bias Training seminar:**

For employees:

- Avoids blame and encourages individual reflection versus reflexive action
- Provides strategies for recognizing and neutralizing personal prejudices

For organizations:

- Helps improve decision-making in hiring, performance, promotion, and pay
- May prevent legal action against a company

## Stand & Deliver: Fast Track Presentation Skills

**For some, there is no greater fear** than speaking to a group. For others, the ability to give an effective presentation is essential to career success. This class provides a framework and hints for great presentations, and allows plenty of time to practice skills and receive gentle, helpful feedback. (NOTE: This class differs from Training to Train Adults and Anyone by focusing on stand-up skills rather than design/delivery/evaluation.)

### Participants will:

- Assess their current comfort with presenting
- Learn a simple structure for any presentation
- Review key tips for successful speaking
- Practice several types of presentations
- Receive multiple forms of feedback

**Target Audience:** Anyone wishing to improve their speaking and presentation skills.

**Timing:** Ideally offered over 2-3 days

*\*Note: Individual coaching of presenters is also available.*

## Training to Train Adults and Anyone

**Designing and delivering successful training sessions** begins with understanding how adults learn. That's where we start in this accelerated session that'll have you up and training before you know it.

### Participants will:

- Understand How Adults Learn
- Explore the Five Steps of Design, Delivery and Evaluation
- Deliver a Sample Training Module
- Receive Feedback and Design Evaluation Tools

**Target Audience:** Anyone who delivers training to adults and seeks to expand and improve these skills.

*\*Note: Individual coaching of trainers is also available.*

*These classes include optional follow-on coaching.*

## Facilitating Groups and Teams the Easy Way

**From the Latin word** meaning “to make [a process] easy,” facilitation is the art of assisting a group or team to get from where they are to where they want to be. This session provides methods and skills for leading meetings, working with teams, and facilitating groups to help them get where they want to go. Includes demonstrations, activities, and hands-on practice opportunities.

**Participants will:**

- Observe Facilitation Demonstration
- Define Facilitation and their Experience with it
- Learn several Key Facilitation Skills
- Practice Key Facilitation Skills
- Design a Facilitation for their actual work group/team

**Target Audience:** Anyone who leads or participates in groups or meetings.

## Balancing Work and Personal Life: You CAN Have It All!

**Whoever said “you can’t have it all”** was not looking at life from a positive, clear, and playful perspective. By clarifying what’s most important in our lives, and reflecting on how we have learned to get our deepest values and needs met, it is possible to move toward leading a life that is at once well-balanced, satisfying, and also highly productive. This course guides participants in a “life-planning” process that will aid them in bringing new balance into all aspects of their lives, including work, family, and community.

**Participants will:**

- Reflect on their Key Work and Life Roles
- Explore their Core Values and Beliefs
- Utilize a System for Balancing Priorities
- Create a Personal Action Plan for Work/Life Balance

**Target Audience:** Anyone seeking greater balance in their life.

*These classes include optional follow-on coaching.*

## Managing & Motivating a Multi-Generational Workforce

### Objectives

Participants will:

- Explore Current Workplace Generations
- Create Strategies to Understand, Serve, & Motivate Staff, & Customers
- Align their Understanding of Generations with Organizational Values

**Opening Assumption:** If this information is used to pigeonhole people it risks becoming a dangerous weapon. When it is used to educate and ask ourselves “How can I be more effective in serving customers (internal and external)?” it can be an extremely valuable tool.

### Course Information:

For the first time in our history, four distinct generations are present in the workplace. This makes it imperative that each of us learns to recognize and understand the unique needs of different generations in the workforce. A generation is defined as a group of individuals born and living about the same time, a peer group within an entire society, sharing common experience, attitudes, and behaviors. Generational differences often impact a work environment, and may create rifts among co-workers. Participants in this highly interactive workshop session will spend time exploring and understanding how communication and motivation may differ among generations. Class activities offer skills to more effectively work across the different generations.

*This class includes optional follow-on coaching.*



## Other Consulting Services

### Teambuilding and Team Development

Bringing people together requires attention to group dynamics, interpersonal relationships, and clear lines of communication. Time and attention are necessary if a group is to develop and grow into a healthy, productive team. Our teambuilding begins with a thorough assessment of the existing group dynamics and needs. Next, we custom design a teambuilding experience to assist the team in meeting its goals.

Teambuilding usually involves some initial acquaintance-building activities, followed by climate setting, group-level assessment, and targeted experiential activities directed at the needs and goals of the group. Instrumentation such as the Parker Team Player Styles Assessment can complement these activities. A complete group processing and debrief session, along with team action planning and commitment setting, concludes and brings closure to the teambuilding event. This is ideal for new teams wishing to get off to a good start, and for intact teams looking to get 'unstuck' or to reward themselves by having some fun!

### Facilitation for Meetings and Group Process

From the Latin word meaning "to make [a process] easy," facilitation involves assisting a group or team to get from where they are to where they want to be. To be effective, a group leader cannot both manage and participate in a meeting. A third-party facilitator eliminates that dual role and enhances the ability of a group to achieve their goals. By providing pure facilitation for meetings, group discussions, and decision-making processes, a facilitator permits the designated group leader and every group member to be fully engaged and involved in the process itself. Doug Gertner Workplace Seminars & Solutions facilitation services include pre-meeting needs assessment, total meeting facilitation, and a follow-up meeting or report as agreed upon in advance. Get the most out of any group process by engaging the assistance of a skilled facilitator to make the job easier.

## Other Consulting Services *continued*

### Mediation and Conflict Resolution

When conflict is not addressed and goes unresolved it will diminish working relationships and destroy group cohesion. Using the extensive training in conflict mediation received from one of the premier programs in alternative dispute resolution, CDR Associates in Boulder, Colorado, along with the study of conflict at Naropa University, Doug Gertner Workplace Seminars & Solutions is able to offer several levels of support and intervention, including:

- Mediation of disputes between individuals in a workplace or organization
- Group mediation for intact teams and between units where disagreements exist
- Training such as the class *We Just Disagree: Understanding and Resolving Conflict in the Workplace and Beyond*, delivered as a half- or full-day customized seminar

Combining an assessment such as the Thomas-Kilmann Conflict Mode Instrument, with face-to-face mediation, conflicting parties will seek information and consider the meaning of their disagreements, communicate their desires and convey mutual understanding of the dispute. Together they create options that are mutually beneficial, and make a commitment to a resolution, putting their conflict behind while keeping ongoing communication open to prevent future problems. When conflict occurs, the Doug Gertner Workplace Seminars & Solutions mediation process offers results.



## Doug Gertner, Ph.D.

**Doug Gertner** is an educator, consultant, author, and activist with over 25 years of training and development experience. His professional career includes service to higher education, non-profit, small business, corporate, and independent consulting. Among the topics Doug has developed and delivered training in are: team development and teambuilding, group facilitation skills, diversity, conflict resolution, communication, supervision and coaching, presentation and training skills, workplace violence, change, stress, and time management, delegation and meeting management, and balancing personal and professional life. Doug is delighted to count among his clients



Adams, Douglas, El Paso, Jefferson, Larimer, Montrose & Weld Counties, Denver Public Schools, Poudre Valley Schools, University of Denver, Vail Resorts Inc., University Physicians, Inc., Kroenke Sports Enterprises, CoBank, Vail Chamber & Business Association, Fresh Produce Sportswear, Vail Golf Club, USA Volleyball, High Plains Library District, Colorado Housing and Finance Authority, City of Westminster, Town of Parker, City of Thornton, UMB Bank, New Belgium Brewing Company, UCAR/NCAR, and Mountain States Employers Council.

Doug earned his doctorate from the College of Education, Division of Professional Psychology, at University of Northern Colorado, his masters degree from Teachers College, Columbia University, and his bachelors degree from Kenyon College. He has taught at ten colleges and universities in Colorado and Wyoming, lectured, published, and consulted widely in the area of gender studies, education and management. He is a member of the Leadership Council of the National Organization for Men Against Sexism, co-chair of the Men's Studies Association, and was an Associate Editor of the journal Men and Masculinities.

Doug has completed professional development in mediation and conflict resolution, advanced interpersonal communication, diversity and intercultural communication, personal/professional coaching, and experiential learning. An avid telemark skier, mountain biker, and fan of live music and Denver sports teams, Doug and his partner Maggie Miller are parents of a college student, Jordan.

## We are proud to count among our recent clients:

Alfson Energy Land Services  
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Ball Corporation  
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City of Thornton, Colorado  
CoBank  
Colorado College  
Colorado Department of Education  
Colorado Housing & Finance Authority  
Colorado Library Consortium  
Daniels College of Business (DU)  
Denver 911  
Denver Regional Council of Governments  
Douglas County Government, Colorado  
Douglas County Libraries  
Downtown Denver Partnership  
East West Resorts, Vail Valley  
El Paso Teller 9-1-1 Authority  
Employers Council  
Family & Intercultural Resource Center  
First Southwest Bank  
Flagstaff Academy  
Foothills Gateway, Inc.  
Gill Foundation  
Girl Scouts of Colorado  
High Plains Library District  
Hunter Douglas  
Imagine!  
Intermountain Rural Electric Association  
International Code Council (Colorado Chapter)  
Jackson National Life Insurance  
Johns Manville  
Kodiak Oil & Gas  
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Larimer County Government, Colorado  
Metropolitan State University of Denver  
Montrose County Government, Colorado  
Nurse-Family Partnership  
OtterBox  
PDC Energy  
Physician House Calls  
Platte Valley Bank, Nebraska  
Pure Energy Services  
QEP Resources  
Regional Institute for Health & Environmental  
Leadership (RIHEL)  
The Resource Exchange  
St. Vrain Sanitation District  
State of Colorado, Department of Human Services  
Summit County Government  
Town of Breckenridge, Colorado  
Town of Castle Rock, Colorado  
Town of Parker, Colorado  
Trapper Mining  
Tri-County Health Department  
University College (DU)  
University Corporation for Atmospheric Research/  
National Center for Atmospheric Research  
University of Denver, Arts, Humanities, & Social  
Sciences  
University of Denver, Human Resources  
Department  
University of Denver, Office of Financial Aid  
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Weld County Government, Colorado  
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