

**Engaged employees perform 20% better and are 87% less likely to leave an organization.**

#### Employee Engagement

This helps management ensure that employees are attracted to and inspired by their work; that they want to work and willingly invest their "discretionary effort" in helping the business continue to be successful.

**Forming, storming and performing.**

#### Effective Supervisory Skills

A great leader inspires others to find confidence in themselves.

Supervisors play a key role in any organization. They are responsible for creating a link between upper management and front-line employees, and they have a dramatic impact on employee performance and behavior.

**Why can't things stay the same?**

#### Change Management

The future is guaranteed to bring more change, not less!

We believe that the most successful organizations help their employees understand the importance of developing effective change management skills for personal and professional success.

Change is a constant, challenging part of the workplace environment. Taking time to improve your skills is a worthwhile investment in your self-development.

**How to achieve outstanding results in your business.**

#### High Performance Leadership

As organizations prepare themselves to compete in the chaotic and tough market environment of today, there is not a more important theme than leadership. This workshop does not talk about principles of general leadership but focuses on leadership that produces high performance.

**What they are and how to make them work.**

This workshop is aimed at helping

Solid teams are the foundation of High Performance organizations, and leading these teams is a process that takes serious effort. This workshop is to help managers or team leaders understand what High Performance teams are, and focus work groups into High Performance work teams.

**Equip you to become a competent team player.**

#### Skills for High Performance Teamwork

This workshop will bring work teams to a new level of collaboration, communication, and teamwork as they learn how to work more effectively as individuals, more sensitively at an interpersonal level, and more cooperatively as teams. The team skills are critical to the success of the teams as they take on increased responsibility for managing their piece of the business and co-coordinating with others inside and outside the organization.

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## SIGNATURE COMPASS 2.0

Leading the way to success.



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**T**he most successful companies are those who invest in their people. Training is an absolute necessity that pays for itself many times over in improved performance and results. The Compass series was designed for organizations that recognize the enormous capability of their employees and are willing to invest in their development. The combination of subject matter in the series was carefully selected to represent the most important topics in employee development.

As you attend the Compass series you will develop knowledge and skills that will significantly increase your personal effectiveness and ability to successfully lead others. You will develop habits of success that will make you a more capable person as well as a valuable employee.

Each workshop lasts three to four hours and consists of a mixture of lecture and, more importantly, high energy and interactive exercises to help you internalize the principles and apply the lessons to your workplace experience. Meeting monthly will give you the opportunity to practice the concepts before moving on to the next workshop. We look forward to your participation in the series and encourage you to take full advantage of this opportunity.

## Blended learning at its best.

The Compass Series uses multiple ways to develop its students.

- COMPREHENSIVE WORKBOOKS FOR EACH SESSION
- VIDEOS
- AUDIO CDs
- E-LEARNING TOOLS
- ON-GOING COACHING
- OVER 48 HOURS OF CLASSROOM LEARNING
- SHARED LEARNING WITH OTHER STUDENTS REINFORCING SKILLS
- BEST PRACTICE APPROACH TO ON THE JOB APPLICATION

## Win as much as you can.

### The Role of Trust

When trust is absent, relationships are characterized by an adversarial attitude: me vs. you; us vs. them. Rather than goodwill, there are deep and hidden animosities. Respect is lost and our performance is compromised as our energies go into manipulation and protection rather than working together towards a shared vision.

## Seven triggers to yes!

### The Seven Powers of Persuasion

We finally know definitively that the brain is hard-wired to take mental shortcuts whenever we make decisions.

Internal mechanisms help us quickly assimilate information and take the correct next step.

## Mastering the sales process.

### Principles of Partnership Selling

You will learn to bridge your customers' needs and your company's offerings, while determining how to maintain a strong presence in the marketplace. Mastering the sales process which differs dramatically from the most common approach still in use - product-based selling, which pushes features.

## How to be the person they fight to keep!

### Positive Impact

Most companies today, whether large or small, struggle with the common dilemma of how to make their organization more productive. We believe productivity starts with knowledgeable employees.

The Positive Impact training program instills high performance behaviors that create strong organizations, productive in the areas where it counts most.

## Difference equals greatness.

### Diversity

The uniqueness of the individual is what brings strength to the team.

Individual differences in the workplace must be sought after, nurtured and respected. High performance organizations understand this, but sometimes it is easier said than done.

## A Sales Manager's guide to success.

### Empowering Performance

Being the best sales manager is not selling the most. It is creating a sales force that produces results. This workshop is intended for helping anyone in the sales management position create and drive a sales force to achieve remarkable results.