

## **BUSINESS BUILDER PROGRAM SERIES**

INVEST IN YOUR PEOPLE  
INVEST IN YOUR TEAM  
INVEST IN YOUR COMPANY'S SUCCESS

### **WHY BUSINESS BUILDER?**

The best companies invest in their people. They realize that their employees are more than a payroll expense. Employees are intelligent and resourceful people who can think, learn, and therefore, continually improve their value and ability to contribute to the organization.

Look around, read the literature, and a theme you will discover is that the best companies within any industry invest in their employees by providing them with training to become a knowledgeable and committed workforce. Training is not simply another perk or reward for above-par job performance. It is an absolute necessity that pays for itself many times over in improved performance and business results.

Through simulations, case studies, behaviour modeling, application exercises, group discussion, and skill building, employees walk away with advanced competencies in the following critical areas:

- ❖ Self-management and personal effectiveness
- ❖ Interpersonal relationships, communication, and trust
- ❖ Teamwork and collaboration
- ❖ Leadership and accomplishing results through others

### **WHY JIM ROSCOE?**

*He made everything clear, and understanding the course was easy. He gave good examples to questions to make us understand what a specific topic meant.*

- **CUETS** (Credit Union MasterCard)

*"Kept it moving & kept us in check." "You lead very well." "Awesome job!"*

- **CAPS** (Canadian Association of Professional Speakers, Saskatchewan Chapter)

Leader & team development training with a proven track record of:

- ❑ Increasing billable hours
- ❑ Reducing staff turnover
- ❑ Reducing accounts receivables
- ❑ Reducing waste & rework
- ❑ Increasing staff performance

### **THE 12, 1/2-DAY "BUSINESS BUILDER" PROGRAM MODULES:**

**Trust: The Game of Collaboration:** A fun and dynamic simulation that teaches people the results of win-lose strategies. Learn how to build trust and achieve win/win outcomes with others.

**Creating Teams: A Blueprint for High Performance:** Experience the advantages of high-performing teams over traditional work groups. Understand the essential ingredients of teams and how to create them.

**Face to Face: Communication for Today's Professional:** Improve relationships by practicing a powerful model of two-way communication to ensure that people establish mutual understanding before taking action.

**Effective Meetings: The Power to Get Things Done:** Few would disagree that many (if not most) meetings are poorly organized and run. Learn how to create effective and efficient meetings that result in action and accountability.

**Emotional Excellence: Handling Life's Challenges:** When and how do we get "hooked" into unproductive ways of thinking, feeling, and behaving? Identify the weakening patterns that keep us from being fully capable and learn strategies and techniques to conquer them.

**Taking Responsibility: How to be Proactive not Reactive:** "Claim ownership" of the results of your life and learn to see choices available in each circumstance and situation. Experience the power and personal effectiveness that come from owning responsibility.

**Conflict Resolution: The Road to Win/Win:** Learn about healthy and unhealthy ways of dealing with interpersonal conflict. Assess your own "style" and practice a powerful skill for resolving conflicts in a way that everyone wins.

This following companies have successfully used this curriculum with their teams:

- ✓ AT&T Capital, Ford
- ✓ Colgate, Proctor & Gamble
- ✓ Hewlett-Packard, IBM, Honeywell

**Empowering Employees: A Guide for Success:** Learn to solicit commitment rather than compliance from others. Learn the elements of empowerment and specific tools for transferring responsibilities to others.

### **Setting Performance Expectations:**

**A Guide to Managing People:** High performing organizations require more – not less – from their employees. Learn to set performance expectations and then confront behaviour that fails to meet those expectations.

**Time Management: Acting From My Priorities:** Understand the difference between "urgent" and "important" and develop habits of self-management that allow you to be proactive and not reactive in the use of time.

**Team Decisions: Making Things Happen:** Understand several methods of group decision-making and the advantages and disadvantages of each. Learn methods of making wise decisions based upon a correct analysis of the problem and exploration of all alternatives.

**Winning Relationships: Strengthening Self and Others:** Understand the critical features of a vibrant and strong relationship and develop skills to interact with others in ways that strengthen their ability to clarify their vision and handle life's problems.



**VANGUARD  
FACILITATORS**

[www.vanguard-facilitators.ca](http://www.vanguard-facilitators.ca)

*Creating HIGH PERFORMANCE Organizations*

Regional contact: Jim Roscoe 566-9304

## BUSINESS BUILDER FEATURES AND BENEFITS

- ❖ **DYNAMIC** – Every workshop is packed with action and exercises that engage the participants and bring the material to life.
- ❖ **COMPETENCY BASED** – Participants come out of each workshop with skills and competencies that they can immediately use to improve their job performance.
- ❖ **FLEXIBILITY** – The workshops are modularized so a delivery schedule can be set to minimize work disruptions and allows topics to be prioritized based on needs.
- ❖ **GET PEOPLE BACK ON THE JOB** – The modularized nature of the workshop can minimize the time people are away from the job.
- ❖ **SPACED LEARNING** – The workshops are spaced over time to allow the participants to practice and master the material between sessions.
- ❖ **APPLICATION** – Each module concludes with back-home application assignments to ensure the skills are not forgotten and utilized between sessions.
- ❖ **ACCOUNTABILITY** – The workshops emphasize skills rather than theory. The participants are encouraged to create personal action plans and share them with management.
- ❖ **STATE OF THE ART MATERIALS** – The participant workbooks are amongst the best on the market today to ensure ease of use, reuse, and maximum impact.
- ❖ **CUSTOMER FOCUSED TRAINING** – Tailor the training to meet individual client needs and help make critical implementation decisions for lasting results.
- ❖ **EASY INTRODUCTION** – Sample our services before bringing us into your company.

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**VANGUARD FACILITATORS** is a regional leader in employee development. We use the adult learning model to equip workers with the interpersonal skills to maintain a high performance workplace. We offer proven training programs that can be customized for your organization to ensure measured results.

## TRAINING PROGRAMS FOR HIGH PERFORMANCE:

### High Performance Leadership:

From control to empowerment, this program will teach you how to be an outstanding leader within your organization.

**Business Builder:** Develop the knowledge and skills that will significantly increase your personal effectiveness and ability to successfully interact and manage others.

### Developing High Performance

**Teams:** Participants in this program will learn how to create a team environment that results in outstanding performance.

### Skills for High Performance Team-

**work:** Team members have fun while learning principles and skills of communication, conflict resolution, problem solving and maintaining a positive environment.

**The Trust Factor:** Dramatically increase your effectiveness with others as you learn the principles and skills of trust and interpersonal dialogue.

**Emotional Intelligence:** Achieve personal mastery as you transcend challenges and learn the secrets of soaring to new heights.

## SERIES 2 SCHEDULE:

DATE	MODULE
Sept 24, 2007	0. Preview/Sample Session
Oct 15, 2007	1. Trust & Collaboration
Oct 29	2. Creating Teams
Nov 5	3. Face to Face Communication
Nov 19	4. Effective Meetings
Dec 3	5. Emotional Excellence
Dec 17	6. Taking Responsibility
Jan 14, 2008	7. Conflict Resolution
Jan 28	8. Empowering Employees
Feb 11	9. Setting Performance Expectations
Feb 25	10. Time Management
Mar 10	11. Team Decision Making
Mar 17	12. Winning Relationships
<i>April, 2008</i>	<i>Program sequence begins again.</i>

Please pre-register to ensure we have enough materials. All sessions are hosted at the Assiniboia Club, 1:30~4:15PM.

## YOUR INVESTMENT

Take all 12 or let us help you customize a package that meets your needs.

*Contact us for additional details, volume discounts and alternative payment plans. GST will be added.*

- ❖ 12 Module Package: \$2,000 / person
- ❖ Per 1/2-day Module: \$200 / person

*Contact us about the coaching bonus for a full-program commitment!*

## VANGUARD FACILITATORS

Improving performance in your organization by leveraging models from the Technology of Participation™ and the Center for Organizational Design (360 Solutions).

**ToP**™

**360** Solutions  
Canada Inc.

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Jim Roscoe is an IAF Certified®  
Professional Facilitator

MEMBER  
  
**IAF**  
INTERNATIONAL ASSOCIATION  
OF FACILITATORS

# High Performance versus Traditional Organizations

High Performance Organization	Traditional Organization
Customer focused.	Internally focused.
Decentralized structure with autonomous, self-regulating work units.	Centralized and bureaucratic structure.
Planning and coordination done by work teams.	Planning and coordination done by management.
Jobs are broadly defined and employees possess multiple skills.	Specialization and narrowly defined jobs.
There may be many ways to achieve same level of performance.	Standardization of performance. There is one single best way to do a job.
Minimum of rules. Values and common sense govern behavior.	Uniform and strictly enforced policies. Do things by the book.
Department boundaries determined by task inter-relationship (product or process focused).	Department boundaries determined by similarity of function (e.g. Engineering, Manufacturing, etc.)
Training focuses on total employee development (e.g. business understanding, teamwork, etc.)	Training focuses on technical skills.
Rewards based on contributions to effectiveness of team.	Rewards based on individual performance.
Employees viewed as partners.	Employees viewed as tools of managements.
Quality of life of employees is imperative to company.	Alienated and unhappy employees accepted as given of industrial life.

