

Unlimited Responsibility, Limited Authority



Length: 2 days

Audience: Employees responsible for coordinating issues of overseeing projects, but who lack supervisor position-based authority

Every agency has non-supervisory employees who are responsible for advancing projects while relying solely on the work of others. Many of these employees, however, lack “position power” and are frequently tasked with managing activities and projects when they have no—or at least limited—authority over those responsible for getting the work completed and turned in on time. Shift work and unspoken competing interests add to the complexity, making the job of these non-supervisors increasingly more challenging. This workshop is intended to assist these critical employees by further developing skills in leadership, persuasion, credibility building, resolving conflict, listening, communicating, and creating effective team dynamics.

Objectives:

- Examine work practices that help establish credibility and trust
- Demonstrate how to influence and convince others
- Discuss how to exude self-confidence without being pushy or negative
- Learn how to interact with different personality temperaments
- Describe the difference between responsibility and accountability
- Develop a process for understanding others and strengthening relationships
- Identify methods to delegate with accountability
- Analyze personality traits and their influence on our interactions
- Discuss the impact of one’s own attitude, and discuss how to maintain a commitment to positive service interactions
- Define three elements of high quality customer service
- List five steps that help ensure positive service interactions
- Define conflict and experience methods to navigate it
- Improve listening and communication skills that promote positive influence over others
- Discuss methods for interacting with dissatisfied persons

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Let us challenge the way your employees think, and improve the way they perform...

Moser Training Solutions, LLC (MTS) is privileged to work with corporate and government leaders who want to improve employee and customer satisfaction, while enhancing both individual and team performance.

What we do:

- Provide professional and career development training
- Customize training to the client's needs
- Coaching (career advancement, study techniques and effective writing skills)
- Conduct individual and program assessment
- Provide law enforcement subject matter expertise
- Project management and consultation
- Prepare private industry for emerging threats

Train-the-Trainer

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Professional Development

Building Outstanding Teams
Customer Service for Public Safety
Problem-Solving, Decision-Making
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Facilitation Skills
Ethics, Stress and Negativity
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Leadership

Leader in Blue/Operational Readiness
Leaving a Legacy Through Leadership
Leading During Challenging Times
Leading and Influencing at all Levels
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Preparation for Career Related Interviews
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Improving Cognitive and Test Taking Skills
Resume Preparation
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Individual Assessment and Compliance Issues

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