

The Christopher Quinn Group



Training & Development Catalog



Who is the Christopher Quinn Group?

Elizabeth Moffitt, President and CEO of The Christopher Quinn Group, Inc., has over 20 years of proven experience in the areas of human resource management and employee development. Prior to her entrepreneurial journey, she served as The HR Director at The Potter's House of Dallas, Inc. for nearly four years where she worked with Executive Management as a strategic partner to direct the Human Resources department in a vital and functioning role. She was responsible for directing and managing activities which ensured legal, sound and effective management practices.

Liz holds two prestigious degrees - a Bachelor of Science in Human Relations & Business and a Master of Science in Human Resources and Training. Her passion for people reaching their potential for success is the driving force behind her journey.

All the capital investments, all the high technology, all the ground breaking ideas aren't what forge success in business – ***it's people***. Liz fully understands the importance that people have in the success of your business. To this end The Christopher Quinn Group dedicates their investments, technology and outstanding people to help clients achieve success.

The Christopher Quinn Group supports our client's total operation in meeting their goals through our most valuable resource – our PEOPLE!

We serve as a source of information and expertise that provides quality customer service for clients and their ever-changing needs by:

- Recruiting qualified individuals;
- Providing training, development and education to promote individual success and increase overall value to the organization;
- Providing and promoting a safe and healthful working environment;
- Inspiring and encouraging a high level of employee morale through recognition, effective communication and delivering constant feedback;
- Providing resources for administering benefits, policies and procedures.

These services are achieved via a teamwork philosophy that is inspired through effective organizational skills, proactive efforts, and maintaining a balance between professionalism and the ability to have fun.



Training & Development

Retaining top performers involves more than yearly merit increases in pay. The Christopher Quinn Group can increase employees' worth and job satisfaction by helping employees sharpen their skills, develop new ones and improve their performance.

CQG helps through:

- Curriculum development for professional and personal growth.
- Development and delivery of customized training programs.

In addition, if you don't have the time or resources to conduct training classes, then consider outsourcing your compliance training to us.

Our training presentations are conducted by experienced trainers who are experts in the subject matter and are able to create an interesting, engaging and educational environment.

Management/Supervisor courses contain quizzes to determine where your supervisors need more instruction...scenarios based on actual cases that give your managers experience on judging real-world situations...case studies to comment on so your supervisors can engage in interactive dialogue to apply what they've learned back on the job.

Our Training Classes Contain:

- **POWERPOINT SLIDES:** Attention-grabbing slides make the presentation flow smoothly while enhancing the learning process.
- **PARTICIPANT'S WORKBOOK:** Everything that's contained in the PowerPoint presentation is reprinted in this guide for your supervisors to follow and take notes during the presentation. Plus, additional tips, cases, and checklists are contained in a useful appendix that will expand your managers' abilities to handle tough workplace problems.
- **QUIZZES:** Each presentation incorporates a general knowledge quiz in the beginning of the presentation in order for the trainer to assess learning needs of participants. Follow-up quizzes later on in each module check for knowledge understanding and retention.
- **INTERACTIVE LEARNING:** Participation is encouraged throughout the presentation. Your managers are given several opportunities to offer answers to questions, analyze case studies, and get involved in discussing real-life scenarios.
- **FINAL TEST:** Each module includes an individual exam administered upon completion of the course.

NOTE: Our classes are customizable. We will work with you to make each presentation match your organization's needs. Using your specific policies and procedures, our instructor will cover the material that's pertinent to your organization.

Excellence and success are achieved when there is synergy!



Management/Supervisor Trainings

Developing Successful Communications Skills (The Art of Understanding)

Manager Level Module – 4 hour minimum

Participants gain understanding how different communication and behavioral styles create roadblocks. They will learn strategies to improve interactions by breaking down barriers to the communication process, ultimately leading to increased productivity.

(Additional charge for Behavioral Assessment)

Conducting Successful Performance Appraisals

Manager Level Module – 3 hours

The performance appraisal is one of the most important ways an organization can ensure the continued best performance practices of its employees and promote their future development. Education is key to preventing appraisal problems. The goal of CQG's Conducting Successful Performance Appraisals module is to assist you in training your team so that they fully understand these issues, and know how to properly manage and document the performance of those who report to them. Managers will also learn the legal impact of not conducting an honest and effective appraisal.

Improving Workplace Discipline Practices

Manager Level Module – 3 Hours

Addressing disciplinary issues is a reality for most managers. This can be a very sensitive and stressful process that many deal with in only a cursory manner or avoid altogether. However, if disciplinary issues are avoided or handled poorly, it can lead to very serious problems for the organization and the individuals involved. While disciplining employees may not be a pleasant task, it does not have to be painful and laborious.

The goal of CQG's **Improving Workplace Discipline Practices** is to assist you in training your team to fully understand how to establish a structure for discipline that holds employees accountable for meeting established expectations.

Preventing Sexual Harassment

Supervisor Level Module – 2 Hours

All states encourage Sexual Harassment training. Training for supervisors must be more extensive than the training given to your employees, since supervisors have more exposure to claims. In addition to training supervisors on which behaviors can lead to the creation of a hostile environment, the Supervisor Edition includes coverage on cooperating with investigations, recognizing the signs of sexual harassment in the workplace, steps for the supervisor to take if he/she is accused, scenarios to help supervisors identify what actions could be found to be sexual harassment and what actions are permissible, and avoiding managerial decisions that can lead to either harassment or retaliation claims.



Management/Supervisor Trainings

Employee Coaching and Counseling Manager Level Module – 2 Hours

The range of employee relations issues are broad. Leaders must have everything from attendance problems to terminations for substandard performance. Participants will learn how to approach such situations with professionalism, proper technique and legal compliance.

Keeping the Peace – Conflict Resolution Manager Level Module - 2 Hours

Every workplace, no matter how well managed, is going to have some conflict. How effectively conflicts are handled will greatly determine how productive your workplace is going to be. This program illustrates that not all conflicts should be considered negative, and how some conflict can initiate necessary change in the workplace.

Hiring the Best Manager Level Module – 2 Hours

The goal of CQG's *Hiring The Best* module is to assist you in training your team so that it fully understands and is able to implement effective hiring procedures. To learn about the legal and practical issues involved in the hiring process in order to ensure effective and legal hiring procedures.

Time Management (Prioritizing Priorities) Manager Level Module – 2 Hours

As a manager, Time is your most valuable asset. If you waste your time you waste your life. Our **Time Management Skills** Training workshop is priority driven and through the use of time worksheets and an analysis of participants own time usage each participant will learn to solve their own time and management issues. Participants will learn how to plan their time and organize their time for their personal success. You're not alone in your quest to get organized. You too will learn how to delegate, limit interruptions, and eliminate those piles of clutter on your desktop.

Diversity in the Workplace Manager Level Module – 2 Hours

Many employees have been exposed to a variety of diverse people. It is important that all employees are respected in the workplace and evaluated solely on their performance and not their differences. This topic will be thoroughly explored in ways that are both practical and legal.



Employee Trainings

New Supervisor Training – 4 Hours

The best employees do not become the best supervisors without training. Leaders are often born, but supervisory skills must be learned. Participants will gain an introduction to effective communication, professionalism, techniques for delegation, problem resolution and creating employee accountability.

Emotional Intelligence – 4 Hours

Manager level emotional intelligence training focuses on developing the skills and competencies necessary for effective leadership and decision-making in the workplace. This training helps managers to understand and manage their own emotions, as well as the emotions of others, in order to build stronger relationships, communicate more effectively, and resolve conflicts efficiently. By enhancing emotional intelligence, managers can create a positive work environment, improve team dynamics, and drive organizational success.

Preventing Sexual Harassment

Employee Level Module – 1 Hour

CQG's **Preventing Sexual Harassment** training programs are designed to help you train everyone in your entire organization on the importance of fully understanding the issues surrounding sexual harassment, how to properly recognize and prevent harassment, and how to respond to problems when they arise. Participants will learn how to identify and prevent sexual and unlawful harassment, and learn how to report such violations effectively to the proper company authorities. Educational materials, role-plays and live demonstrations will be included.

Helping Others – Successful Customer Service Training

Employee Level Module - 2 Hours

Of the customers that you lose, 69% don't return because of bad service. This training gives your people necessary skills to delight customers. 86% of the message your customers receive on the telephone is through tone of voice. This training develops acute tone of voice and call management skills that will make a lasting positive impression on your customers.

Interpersonal Skills

Employee Level Module - 2 Hours

"People" skills are critically important business skills. By forming give-and-take relationships in which you strive to enhance understanding and mutual respect, acknowledge the needs and feelings of others, focus on the positive aspects of conflict, and see differences of others as necessary for building an effective team, you can create a healthy environment for productivity. This session presents suggestions for improving your interpersonal skills.



Employee Trainings

Building an Effective Team – 2 Hours

Successful team building will have far reaching ramifications in your organization. Improve the way team members interact and you improve their ability to solve problems. Better problem solving means better efficiency in general. Increased efficiency tends to boost morale and productivity. It also helps to decrease stress, turnover and operating costs. And all of these improvements bolster your organization's public image. Once established, an effective team becomes self-perpetuating. ***Most effective when conducted on an individual team basis.***

Being a Leader Without Being In Charge – 2 Hours

The focus of leadership is shifting away from position and title and moving more toward knowledge. You've heard it before: knowledge is power, and that point is well illustrated in a work environment. In today's culture, a leader is less often defined "the boss" and more commonly defined as anyone who can point people in the direction they need to go. Learn to be a leader without being in charge.

The provided list of training sessions is not exhaustive. Highlighted herein are some of our most sought-after programs. We strive to tailor each training experience to meet your specific standards and requirements.

To schedule a training session or if you have any questions, please contact me at the contact information below:

Elizabeth Moffitt

The Christopher Quinn Group

Dallas, TX

(P) 214-944-1474 or 214-233-5823

Email: info@christopherquinngroup.com

www.christopherquinngroup.com



The Christopher Quinn Group
www.christopherquinngroup.com

