

Leadership & Management



Assessments • Strategic Planning • Training • Team building • Mentoring • Negotiation • Conflict Management



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Leadership & Management Solutions

INNOVATIVE MANAGEMENT SOLUTIONS™

Prime Management's Leadership and Management consulting and education services are dedicated to the development of personal, interpersonal and professional non-technical skills at all levels of your organization.

Our objective is to offer personal contact, ready access to senior experienced practitioners and consultants, a high level of expertise in areas of relevance to corporate and government organizations, highly-qualified resources to manage projects of all sizes, and a problem-solving capability to assist in resolving conflicts.

We help you to execute on your strategies by providing courses that can be delivered on-site, off-site, and through personalized coaching. Workshops and courses can be

customized or designed from the ground up for your unique needs. The range of professional development interventions extends far beyond traditional "classroom training", and includes individualized coaching.

Prime Management offers innovative services to help develop and grow the human side of your organization:

- Strategic consulting
- Assessments
- Individual, group, and executive mentoring
- Team building
- Conflict management consulting, coaching, & training
- Knowledge management
- Standard lectures and workshops



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Leadership & Communication Skills for Project Managers

Course Overview

Today's project leaders face a range of complex challenges. Technical proficiency alone is not sufficient to build and manage diverse teams, resolve group conflict, and inspire the confidence of demanding customers. Leadership is a key component of steering a project team to success, and is what makes the difference between an average and an outstanding team, as well as an outstanding organization.

This content-rich course offers leading edge, relevant knowledge that focuses on teaching you how to apply the proven leadership skill sets and tools that you specifically require to manage your project – and to generate real, measurable bottom line results.

You will learn what teams are, what they are not, and how teams develop and grow throughout the course of their existence.

- Principles of Group dynamics
- Definition of leadership
- Stages of team development
- Using the MBTI to evaluate project team strengths & weaknesses

You will gain an understanding of classic behaviors individuals are prone to display within group settings, recognize team development pitfalls, learn to develop mitigation strategies, and discover how your own—and others'—basic interpersonal forces can be used to actually facilitate getting the team's work done.

Group exercises will help reinforce techniques to build consensus out of differing viewpoints, resolve personality clashes, prevent gender and diversity-based misunderstandings, and build team spirit while facing change or crisis.

Using surveys, self-assessment instruments, case studies, interactive group exercises, and lectures, your instructor will provide you with opportunities to assess your own strengths, as well as useful information about areas for self-improvement. This class will strengthen your leadership competencies and help you continue your own professional development at the highest levels.

Topics Include:

- Team-building methods
- Contractors as team members
- Developing a high performing team
- Definition of conflict
- Sources of conflict within project teams
- Conflict management styles, their benefits & pitfalls
- Resolving team performance obstacles
- Project communications plan
- Effective communication and active listening

Learn How to:

- Explain the stages of team development
- Understand your individual leadership style
- Enhance your interpersonal effectiveness
- Build and sustain productive team environments, and manage virtual project teams to keep projects on track
- Resolve team conflicts
- Prepare a project communications plan



Negotiating for Success

Course Overview

The ability to negotiate effectively is a critical management skill. Yet many managers are not trained to negotiate, and must learn by trial and error.

By combining theory and practice, this class will improve your effectiveness as a negotiator and increase your ability to resolve conflicts in a multitude of situations. You will examine the complex dynamics that occur before, during and after a negotiation and the theory behind various approaches. You will explore the nature of interpersonal and intergroup conflict, learn negotiation strategies and tactics, analyze the social process of conflict resolution as it is practiced in a variety of settings, and gain insight into your own negotiation style.

You will spend much of your time in a series of multi-party negotiation exercises and simulations where, as negotiators and critical observers, you will become more aware of your own behavior as negotiators and learn to analyze what works, what does not work, and why. These simulations offer the powerful opportunity to experiment with new ways of behaving – without facing the real-world consequences of that experimentation.

In addition to conducting negotiations and role-playing, you will study the research on multi-party negotiations, read case studies and contemporary documents, take diagnostic self-assessments, and participate in lively class discussions.

Learn How to:

- Critically analyze a conflict situation
- Prepare for the negotiation processes
- Develop appropriate negotiation strategies
- Apply effective negotiation techniques
- Overcome barriers to dispute resolution
- Negotiate an agreement

Topics Include:

- The negotiation process
- Distributive and integrative bargaining
- Preparation strategies
- The dynamics of power in negotiation
- Psychological aspects of negotiation
- The effect of intra-group or inter-group negotiations
- Understanding your negotiation style
- Competitive Negotiation techniques
- Reasoning techniques
- Power techniques
- Rapport techniques
- Tension management tools
- Communications and perception
- Culture and gender in negotiation
- Conflict resolution
- Overcoming barriers to dispute resolution
- Mediation and other alternative dispute resolution systems
- Working with lawyers
- Organizational change
- Email negotiations
- Salary negotiations



Coaching for Improved Performance

Course Overview

Many world-class organizations recognize that mere training and supervision are insufficient tools to build and sustain a collaborative and productive culture, and that a coaching program significantly boosts employee morale, builds stronger teams, and increases personal job satisfaction, loyalty, and productivity. Most of us have been exposed to great coaches in our lives - someone who has a method or system to motivate and discipline team members in a positive way. By studying theory and practicing proven leadership techniques, you too can develop effective coaching skills that harness the potential of all team members and improve the results of the people you work with.

If you are an executive, manager, or supervisor, this course will empower you with the tools, skills, and practice needed to develop coaching skills in a professional environment, build trust, and gain the respect of your employees - which in turn will create

- Definition of coaching
- Why coaching works
- Qualities of an effective coach
- The role of coaching in implementing change
- Effective coaching models
- Developing your coaching style
- Selecting a coaching candidate
- Planning for coaching
- Appropriate times to use coaching

an atmosphere that helps people learn, grow and perform to their maximum ability.

This course summarizes effective coaching behaviors. You'll examine the role of coaching in implementing change, applying learning from training courses, and supporting others to reach their objectives. You'll learn how to evaluate employees' personality types; spot coaching opportunities; establish a coaching relationship with your employees; identify factors that can hinder an employee's willingness to trust; and detect morale-building motivators. In addition, you will learn the steps you should follow when addressing performance issues, as well as the process for managing an employee's career development.

This class utilizes a "hands-on" approach. You will pair into groups to utilize the tools and techniques just introduced during class. Refinement is done during the instructors rounds of critique, and later discussed as an entire class.

Topics Include:

- Recognizing coaching opportunities
- Creating a learning development plan
- Establishing feedback criteria
- Effective communication skills during coaching sessions
- Factors that can distort your message
- How to interpret your employees' nonverbal communication correctly
- Resolving conflict
- Coaching session frequency
- Monitoring performance
- Rewarding good performance
- Techniques to change negative habits
- Maintaining the coaching relationship
- Issues in virtual coaching
- Ethics in coaching

Learn How to:

- Understand and apply effective coaching styles
- Apply knowledge of human behavior to gain the support of others
- Create a learning development plan
- Setting and agreeing on outcomes, current state and success criteria
- Involve the team member in the coaching process by asking questions and encouraging feedback
- Improve motivation with non-monetary rewards
- Be more effective with criticism
- Alter professional bad habits necessary for positive change
- Implement an appropriate reward system
- Monitor your employees' performance
- Understand and apply professional ethics in coaching



Leadership

Course Overview

Beyond intelligence and technical savvy, what separates exceptional leaders from average managers is a set of individual skills, such as the ability to make sound decisions under ambiguous circumstances, and a set of social skills, such as influencing and organizing other people to accomplish goals. This class identifies these critical individual and social skills needed for effective leadership and teaches you how to use them to organize, direct, motivate, and influence other people within, and outside of, your organization and gain "an extra edge" in your career.

You will establish a strong foundation of knowledge and begin to develop special competencies needed to inspire and organize people and groups to achieve

results. You will analyze and discuss critical issues such as shaping performance vision, creating a high performance culture, developing performance architectures, configuring reward systems, providing feedback, and encouraging creativity and innovation.

The class combines conventional lecture with a lot of experiential individual, small- and large-group exercises, individualized feedback, case studies, role-plays, and class discussion. Because having an accurate self-perception of your own values, beliefs, decision-making tendencies and behaviors is essential to becoming an effective leader, a significant portion of this class is also devoted to enhancing your own self-awareness.

Learn How to:

- Explain the difference between management and leadership
- Interpret the relationship between leader and follower
- Conduct a self-assessment of your leadership approach
- Compare, contrast, and apply different leadership readings/concepts/models to your own work/life situation
- Weigh both the positive and negative aspects of different leadership approaches
- Create and implement a personal self-development plan
- Sharpen your skills for thinking strategically and logically about how to address problems.
- Improve your skills for influencing and organizing people of different backgrounds and in multicultural environments
- Increase your capacity to influence others in geographically dispersed, virtual environments

Topics Include:

- History, philosophy, theories, concepts and models of leadership
- Difference between management and leadership
- Characteristics of effective leaders
- The follower's role in successful leadership
- Leadership self-assessment
- Eliciting high commitment to your vision
- Making sound decisions
- Negotiating effectively
- Managing conflict resolution
- Influencing others: strategies and techniques
- Optimizing group dynamics
- Leadership in a virtual environment
- Individual feedback on leadership strengths and weaknesses
- Ethics and leadership



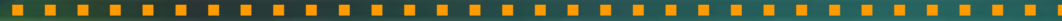
Lectures and Workshops

In addition to tailoring full-scale programs specifically to your organization's needs, our consultants are prepared to deliver numerous standard lectures and workshops based on their advanced achievements as leaders and experts in their fields.

- Critical HR practices
- Effective Performance Management
- Developing Key Performance Indicators
- Managing Diversity
- Essentials of Effective Leadership
- Constructive Conflict Resolution
- Self-Directed Winning Teams
- Powerful Public Speaking
- Strategic Problem Solving
- Interviewing for Recruitment
- Negotiating for Success
- Effective Stress Management
- Effective Change Management
- Productive Interpersonal Relationships



Strategic Consulting



Many organizations have a clear vision of where they would like to be and what they would like to achieve, but are unsure about how to get there and what needs to be done along the way. Working with you during strategic planning sessions, we will clarify what needs to be done and design an action plan to achieve your objectives.

The Strategic Consulting activities required to move an organization closer toward their goals and objectives may vary enormously from one organization to the next – it may require just a

short discussion with your Training Manager, or an organization-wide multi-dimensional survey, or the development of a new vision statement.

During this process, one beneficial tool used to design leadership development implementation plans is an assessment.



Leadership Assessments

Consulting Services

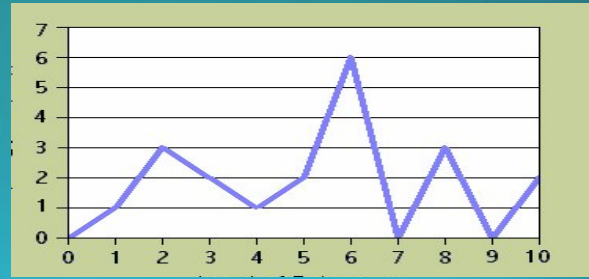
LEADERSHIP & MANAGEMENT PROGRAM

As an augmentation of our education and training products, Prime Management can provide either assessment instruments or corporate assessment services to assess the level of knowledge and skills of individuals or organizations and create a leadership profile.

Our assessment products and services will provide proven, validated means of targeting the specific leadership development needs of your individual managers or your entire organization. Our assessments will identify strong and weak areas and provide a road map that will help you target areas in which education, training, and other developmental

efforts will yield the greatest benefit. We will make improvement recommendations and link individual and organizational improvement plans to targeted improvement areas.

The outcome of such an analysis and the development of a leadership profile often points to the need to design customized training programs or other specific interventions to deal with specific needs often unique to your organization. Program Design is a specialized task that is very different from presenting a training session. Workshops, mentoring, team activities, and other reinforcement activities may all be required, and can be produced by our team.





Leadership Mentoring



While your managers may possess great technical proficiency, they may need help to strengthen certain leadership competencies. Mentoring can produce useful, long-term and far-reaching benefits for organizations, which will leverage organizational knowledge and prepare protégés for their own future mentorship roles.

Either on site or by telephone, our professional coaches will work one-on-one with individual managers or with entire teams to effectively transfer valuable leadership knowledge and

skills to your managers and translate classroom lessons into useful, realistic solutions.

Serving as role model and advocate, mentors will help managers reach not only their personal goals, but also the goals of the entire organization. They will develop problem-solving skills, improve performance, instill confidence and boost morale. They will show managers how concepts and techniques actually work in practice, critique performance, and help set goals for improvement.



Team Building



Many teams start out with all the right ingredients for success—technical proficiency, enthusiasm, and management support—only to fall apart due to conflicts among team members. Understanding the dynamics of teams and their development is essential to both the team leader and team members.

When everyone on the team has the skills, and takes the responsibility, to assist the team through its development, the team truly has an opportunity to not just accomplish its goals, but to provide a really satisfying experience for its members.

Prime Management team building instructors can facilitate the development of:

- New teams that are focusing on getting to know one another and building group cohesion
- Existing groups that are seeking to become high-performing, winning teams, and

- Dysfunctional teams that are trying to repair relationships, improve performance, & get back on track

Using surveys, self-assessment instruments, case studies, lectures, workshops, interactive group exercises, and one-on-one coaching, our instructors provide individuals with opportunities to assess their own strengths as team players, as well as useful information about areas for self-improvement.

Observing the types of behaviors that team members display as they work and being skilled at assessing others' basic interpersonal forces can be of assistance to a team leader in managing personality conflicts within a team. The lessons learned in our team building workshops will help team leaders balance delicate team member dynamics and enhance each person's contribution for the team's benefit.



Conflict Management



Managing conflict is a challenge that every organization must face. When a disruption event occurs, it can cause anxiety, frustration, anger, uncertainty, and reduced productivity for a team or the entire organization, depending on the nature of the event. If no attempt, or an unsuccessful effort, is made to resolve differences, failure to manage conflict properly can result in many types of negative consequences.

Prime Management provides a variety of customized programs designed to address each client's specific situation. Whether it's helping you to apply the best win-win tools of top professional mediators and negotiators, rebuilding trust among team members, facilitating self-assessment surveys and tools, or providing expert third-party conflict mediation, we will work with you to reduce your organizational conflict.

For organizations experiencing change, conflict, chaos, and uncertainty here are several examples of Prime Management Conflict Management Services:

- Team and Individual Coaching designed to diffuse conflicts and increase morale and effectiveness
- Team Skill Development designed to improve teamwork
- Dispute Resolution interventions designed to resolve painful conflict
- Personality Profiles used to leverage diverse personality styles that cause conflict