



Employment Lifecycle Management Seminars

Dunn Corporate Resources, Inc. (DCR) specializes in employee skill development and in the reduction of costs associated with employment. Our experience has shown us that investment in an employee's development has a positive impact on any organization's productivity. In addition, we have observed that to the extent the collective skill level of a group increases, reductions in costs are also realized. The cost reductions occur in all phases of the Employment Lifecycle. The seminars provided by DCR are offered because they have the greatest potential to produce maximum results in both areas.

Below you will find a brief description for each of our seminars. Please take note, ALL of our seminars have the ability to be divided into smaller segments and delivered to you in the time frame you require. The flexibility of our payment plan and training module format provides clients with a convenient way to address possible scheduling and budgetary issues.

CUSTOMER SERVICE / SALES

DCR860 Sales Skills Development

Description: Sales are made when needs are met. It is often the issue of personal approach that will determine whether the sale is made, stalled or lost. If you understand the personal-approach needs of your customers, you will increase your sales effectiveness. This program provides information and exercises that will help you apply a type framework to sales interaction. Using reliable and effective strategies you will learn how to approach the people side of the selling process.

DCR861 How To Negotiate

Description: Participants will learn to identify their own tendencies and preferences at different stages of the negotiation process and how to identify other peoples' preferences. Instruction will be provided regarding concrete approaches for dealing most effectively with personal similarities and differences as well as alternatives to present methods of approaching negotiating situations. A common belief is, "you get what you deserve," the reality is that you "get what you negotiate."

DCR862 Dealing with Difficult People

Description: This program will assist you in developing techniques to deal more effectively with the difficult person you know or work with on a regular basis. The participants will explore what happens to these people under stress and various techniques to successfully cope with difficult behavior. Participants will have the opportunity to develop individualized plans on coping with difficult people whom they interact.

DCR863 Presenting With Impact For Sales Professionals

Description: This seminar is effective because you will be able to use the ideas and skills you learn back on the job when asked to give your next presentation. Whether you will be making the presentation to a small in-house meeting to solicit internal corporate support for, selling an idea to a customer or speaking formally to a large audience, you need to speak with confidence in a clear organized way to get your ideas across. You will gain a new perspective on your abilities to present your ideas informally or formally



MANAGEMENT / LEADERSHIP

DCR850 Personality Styles and Mental Processes Type

Description: DCR instructors will teach how to identify personality styles as the foundation for enhancing the effectiveness of someone's communication skills and their ability to work more effectively with the public and within any organization. The instruction will help individuals understand their preferred working and communication method. Participants will learn how to work and communicate effectively and how their personal goals and the goals of the organization can be best implemented. You will discover the reason for feeling as though you are "in the grip" when you are in certain situations or in the company of particular people and why your actions or reactions may seem to put others "in the grip".

DCR851 Teambuilding

Description: Participants will learn how individuals in work units can feel valued for their unique gifts. This often results in a spirit of cooperation and enhancement of productivity. Additionally, you will be shown how individual personality styles and mental processes can help your team proceed smoothly toward the objectives of bringing to the surface, exploring and resolving any interpersonal conflicts and stylistic differences. During the workshop we will promote discussion of the different personality styles of team members in terms of their different contributions and gifts.

DCR852 Problem Solving & Decision Making

Description: Participants will learn how to assess individual and team strengths and weaknesses pertaining to problem solving and decision-making. You will be taught the concepts required to work as a team to effectively solve problems.

DCR853 Situational Leadership

Description: Development level is defined as (1) the follower's job knowledge and skills (competence) and (2) the follower's motivation and/or confidence (commitment). The more competent and committed, the more responsibility the subordinate can take for directing his or her own behavior. However, it is important to remember that development level is task specific; an individual or group is not developing or developed in any total sense.



MANAGEMENT / LEADERSHIP

DCR854 The Issue Of Change

Description: Threatened with economic insecurity and loss of identity, it is not surprising that so many people resist change, even to the point of undermining or sabotaging what seems a well thought out plan.

DCR855 Dealing with Difficult People

Description: This program teaches various techniques to managers that will assist them in developing individualized plans for coping with difficult people with whom they interact and/or manage on a daily basis.

DCR856 Harassment Prevention in a Hostile Environment

Description: Harassment falls into many categories it also occurs in a variety of work environments. Managers will be instructed on how to recognize situations that contribute and often encourage hostile work environments that often breed harassment. We will describe the many forms harassment can take and identify problematic areas that you need to be concerned with. Instruction will be given on how to prevent harassment from occurring.

DCR857 Sexual Harassment

Description: Managers will receive instruction with respect to the different types, make-up and definition of sexual harassment. Participants will learn how to recognize sexual harassment in it's many forms and how to prevent workplace situations that have the potential to promote, encourage, foster or perpetuate this unlawful act.



HUMAN RESOURCES

DCR830

Reducing Turnover

Description:

Our experience in dealing with the many of issues surrounding human resources and unemployment claims proves one thing very clearly: it is of utmost importance to understand what you're getting into. In most cases a company has the means to determine a person's competency. But, what about determining a candidate's willingness to accept and manage their responsibilities within the framework of your organization's values, commitment and standards? We will teach your HR department how to determine a person's willingness level and how to assess and select the proper candidate. As part of this seminar, participants are taught Behavior Interviewing processes and techniques that will allow them to make better, more informed decisions about candidates they are considering for employment. When properly applied, the understanding you gain from this session could prove to be your most effective tool in reducing turnover.

DCR831

Conflict Resolution

Description:

This program is designed to assess the behavior of people in conflict situations and to determine which one of five conflict resolution modes would be most appropriate to use. "Conflict Situations" are situations in which the concerns of two people or groups appear to be incompatible. In the case of conflict-handling behavior, there are no universal right answers. Of the five individual modes for handling conflict that you will be taught all are useful in some situations but there is no one mode that will resolve every conflict.

DCR832

How to Conduct Effective Meetings

Description:

This intensive, interactive seminar uses lecture and structured activities to teach the skills and techniques needed to plan and conduct effective meetings. Topics include: why we hold meetings, the role of a chairperson, preparing and controlling an agenda, essential record keeping, group dynamics, maintaining order, how to handle disruptive behavior, decision making options, facilitating consensus and post-meeting reinforcement of objectives. You will discover how to conduct meetings that matter.



HUMAN RESOURCES

DCR836 Presenting With Impact A Presentation Skills Program

Description: This seminar is effective because you will be able to use the ideas and skills you learn back on the job when asked to give your next presentation. Whether you will be making the presentation to a small in-house meeting, selling an idea to a customer or speaking formally to a large audience, you need to speak with confidence in a clear organized way to get your ideas across. You will gain a new perspective on your abilities to present your ideas informally or formally.

DCR833 Harassment: Training & Compliance

Description: Whether someone is an employee or an employer they need to understand what is considered harassment. Harassment falls into many categories. We will describe the problematic areas that you need to be concerned with. This course will provide you with the definition and basic understanding of the makeup of harassment. You will be instructed on how to identify, prevent and handle it, should it occur.

DCR834 Interviewing Skill Enhancement

Description: This program is unprecedented in that it combines a participative format with an incomparable method of instruction. Adults learn best by doing. Our seminar is interactive, blending lectures with practical exercises. This style will enable you to turn knowledge into skills. During the seminar you will receive instruction on how to: establish a rapport, properly obtain information, detect deception and interpret body language.

DCR835 Ethics in the Workplace

Description: The purpose of this program is to explore the ethical issues, both large and small, that commonly occur in the government as well as private sector. Through film, discussion, and group assessment, and experiential exercises, participants will examine how their own ethics align with organization policy, and apply guidelines of ethical decision making to difficult workplace dilemmas involving proprietary information questionable employee practices, and conflicts between business and personal interests.



INVESTIGATIVE SERIES

DCR820 How To Conduct An Internal Investigation

Description: If you are required to conduct internal investigations, this program is for you. Our investigative experts teach a proven formula for gathering pertinent information that a finder of fact, decision maker, arbitrator, judge or jury will be relying on. You will be equipped to investigate areas spanning policy and procedure violations to allegations of criminal behavior. Our instructors present a process that can enable your organization to develop well-informed proactive positions for case disposition.

DCR820 Training Modules: How to Conduct An Internal Investigation

1.) Interviewing:

<u>Number#</u>	<u>Module Name</u>
DCR821	Detecting Deception
DCR822	Gathering Information
DCR823	Discover The Truth/Elicit Admission

2.) Depositions and Statements:

<u>Number#</u>	<u>Module Name</u>
DCR824	Audio/Video Multi-Suspect Elimination
DCR825	Stress / Personality Types

