

The Deliverable:

News & Views for Winning in the Workplace

August 2009

NEW Product Offering: *Development-on-Demand*

WH Professional Services announces **Development-on-Demand**, our new series of just-in-time training and development programs. *Development-on-Demand* programs are delivered to you ready-to-go when you need them.

Development-on-Demand: Programs Available NOW!

Recession buster: Schedule now and receive 15% discount off first engagement.



Coaching for Performance

Designed for Managers and Supervisors, this six-hour program builds feedback skills with applications in performance management discussions and performance issues coaching.

Using case studies and role-plays participants will learn: principles and purposes of feedback; the differences between coaching, mentoring and counseling; interpersonal communication skills, including developing objectivity, avoiding common pitfalls and improving questioning and listening skills; performance goal setting, including setting clear expectations and providing motivation; and documentation. Visit our website for more details.

Team Coaching Accelerates Performance

“... Team coaching is about fostering better teamwork on the task, not about enhancing members’ social interactions...”

-J. Richard Hackman, author

The Team Diagnostic Model™ is unique because it treats the team as a whole instead of a group of individuals. An initial assessment provides feedback of where the team sees itself today, including spoken and unspoken rules, vision, ideas, blind spots, expectations and even moods. Over two days, the team works through the data and ends up with an action plan utilizing real business goals and objectives and/or strategic plans. Team members will create a shared vision and purpose as they build commitment to one another, the team and the organization. This program is ideal for leadership strategic planning. Visit our website for more details.

Building a High Performance Culture Through Inclusion

“... inclusion means moving beyond tolerating or just putting up with diversity. People feel validation and genuine appreciation...”

-Richard D. Bucher, author, *Building Cultural Intelligence (CQ)*

Inclusion is much more than diversity. This six-hour program designed for leaders explores behaviors and concepts such as adaptability, flexibility, considering the individual as a whole and modeling the organization as a completely accepting unit. Inclusive organizations have associates that are engaged, committed, passionate, and bring their entire selves to work. The outcome is an environment of creativity, fun, employee contentment, lower turnover, and lower dollars spent on retention and satisfaction programs—in essence, a high performing organization. Participants will discover the Five Principals of Leadership Effectiveness Behaviors: emotional; social; practical; moral and cultural intelligence. They will also explore the concept of cultural competence and learn to leverage diversity in their organizations. Visit our website for more details.

Greetings. Welcome to the August issue of *The Deliverable: News & Views for Winning in the Workplace*.

Well, August is upon us and I am just wondering how it arrived so fast. It is always amazing to me how the summer comes and goes so quickly. Moreover, I wonder why I do not get the opportunity to check off all the things I wanted to do—especially just relax.

Instead—as I am sure we all are doing, I’m looking at the calendar thinking about the rest of 2009 and taking a deep breath. This is usually the time to start making lists. There is a lot to do such as meeting current objectives and deadlines; planning for the remainder of ‘09; and preparing for Q1—that time of year when HR is typically the busiest.

To lift some of the burden, new for Q4 we are introducing **Development-on-Demand**. This new catalog of programs can be delivered either completely as-is or with minimal customization. The purpose of *Development-on-Demand* is to be able to support your development needs when you need them—just-in-time training and development.

How does it work? You call us and we deliver the training you need within 48 hours. How fantastic is that? There is no customization, contracting or lengthy waiting—it is training when you need and want it! Our first five courses are highlighted in this newsletter, and you can find more details on our website. We will be adding courses as we receive feedback and suggestions from you, our customers.

Pick up the phone and call us now, and if you do, you will receive a 15% discount off the standard pricing on your first *Development-on-Demand* program.

As always, your thoughts and dialogue are welcomed and encouraged. We can always be reached at info@whprofessional.com or whservices@ptd.net.

Happy Reading,

Karen Toole
WH Professional Services



www.whprofessional.com

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NEW Product Offering: Development-on-Demand (*continued*)

Organization Design for HR Professionals

This four-hour course on the fundamentals of organization design is designed for HR Generalists, Talent Management, Organization Development and Training and Development professionals. Participants will learn how structure influences behaviors, accountability, talent management, talent acquisition and retention. The different design models will be discussed, as will the use of the Star Model as a strategic tool. Participants will be able to integrate the knowledge gained into their daily functions across the organization. Visit our website for more details.

Team Alignment

Using the MBTI® Team Report, discover, based on customer feedback, the team's personality type. Learn the team's strengths and challenges and how each individual contributes to the team. Identify how the team can maximize team and individual problem solving, conflict handling and communication styles, and how the organization influences the team. Visit our website for more details.

Book Nook:

Say It Like Obama: The Power Of Speaking With Purpose And Vision

Leanne, Shel (2009). New York: McGraw Hill.

Reviewed by Karen Toole



All of us have seen or heard President Obama speak and have observed the magic that happens. The way his words inspire passion and commitment and how he engages all of the senses when he speaks is something to behold. President Obama can persuade an individual, a group, or a crowd to not only understand, but feel his vision by the way he puts words together and the tempo of his speech. He uses words to engage people so that we feel that he is speaking to us as individuals. Through

my years in HR working with leaders of all skill levels, I developed an instinctive sense as to how a leader can inspire with words and coach to that innate knowledge. However, I truly did not understand *the mechanics* of it all until I came across the book *Say it Like Obama*.

This is a book for anyone who personally wants to succeed at public speaking or who is a coach for senior leadership. The author, Shel Leanne, utilizes Obama's speeches beginning with his keynote address at the 2004 Democratic National Convention and ending with the Presidential Nomination Acceptance Address at the 2008 Convention to demonstrate his unique style in engaging and winning the hearts and minds of his audiences. She shows the reader how he utilizes the words within his speeches to earn trust and confidence (chapter 2), break down barriers (chapter 3), win hearts and minds (chapter 4), convey vision (chapter 5), drive points home (chapter 6), persuade (chapter 7), face and overcome controversy (chapter 8) and motivate others to action and leave strong last impressions (chapter 9).

> Read the rest of the review at our website.

In Case You Haven't Heard . . .

We are certified Myers-Briggs Type Indicator® and FIRO-B® Assessment providers and can utilize these instruments in most of our programs. Most effective in Team Development and Coaching.

We have also been certified as a State of New Jersey MWBE (Minority and Woman-Owned Business Enterprise) owned and controlled company.



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WH Professional Services, LLC, offers practical, cost effective and seamless human resources, organizational effectiveness, and coaching products and solutions for your organization to win today...and tomorrow.



We take a holistic approach in working with our clients by ensuring that all solutions look at the four critical elements of an effective organization. Our goal for every engagement is that knowledge transfer is a priority.

Visit the WH Professional Services Website
for more on how we can help you!
www.whprofessional.com

Or call: 908.995.0655



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