

emu consulting LLC

2013 Training Class Offerings

*Custom-Designed Solutions
by Doug Gertner, Ph.D.*

*Let Emu Consulting
be your partner in
Performance Improvement.*

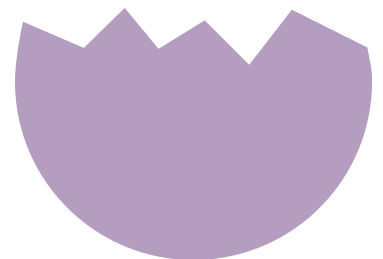
Doug Gertner, Ph.D.
Emu Consulting
7949 East 28th Place
Denver, CO 80238
303.377.8081 · 303.886.4114
doug@emuconsulting.com
www.emuconsulting.com

thinking outside the egg!



*Keynotes
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Courses
Teambuilding
Facilitation
Coaching
Mediation
Retreats
Solutions
Communication
Conflict Resolution
Supervision
Time Management
Motivation
Leadership
Meeting Management
Customer Service
Change Management
Diversity
Stress Management*

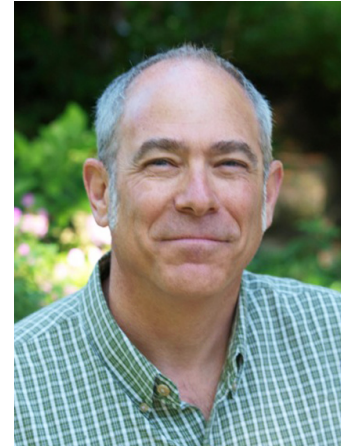
All Emu Classes now available for delivery in Spanish





Greetings and Welcome,

I am delighted to offer you this new collection of training topics and services for 2013. From my popular Time Management seminar and coaching, to my powerful, custom-designed teambuilding events, there is something here for every organization and work group.



The year 2012 found Emu Consulting in high demand, including large-scale projects for the State of Colorado, Department of Human Services, and the City of Thornton. We were pleased to add OtterBox and East West Resorts to our client list, while continuing our longstanding relationship with UCAR/NCAR, CoBank, University of Denver, Town of Parker, Douglas and Larimer Counties, Forest Oil, Denver Regional Council of Governments, and Mountain States Employers Council.

In 2013, we can continue to bring these exceptional, client-tested courses to your people, and to create just the event you need to motivate, communicate, and enhance performance and working relationships among employees.

And now, every Emu Consulting course is available for delivery in Spanish.

Take a look at all that we offer, and let me know how Emu Consulting may be of service in the year ahead.

Thanks for your interest. We look forward to working with you in 2013 and beyond.

Most gratefully,

A handwritten signature in purple ink that reads "Doug".

Doug Gertner, Ph.D.
Founder and Principal
Emu Consulting LLC
doug@emuconsulting.com



Training Class Offerings for 2013

Emu Consulting offers a wide range of keynote speeches, classes, seminars, workshops and courses that are customized to bring new skills, insights, and approaches to every participant. Delivered as keynotes, or as half-day, two-thirds-day, full-day, and multi-day sessions, our training and keynote topics include:

Time Management: Creating Balance in Today's Workplace.....	4
Time Management Skills Coaching	5
Appreciative Inquiry: How to Stay Positive & Solve Problems.....	6
Workplace Communication Skills: Discovery Listening and the Gift of Feedback.....	7
We Just Disagree: Understanding and Resolving Conflict in the Workplace and Beyond	8
Coaching and Motivating Individual Performance.....	9
Leadership: Skills and Strategies for Achieving Personal Authenticity.....	10
Meeting Management Made Easy: Planning for Productivity	11
From Resistance to Commitment: Understanding and Managing Change	12
Managing & Motivating a Multi-Generational Workforce.....	13
Pump It Up! Building Customer Relations from the Inside Out.....	14
Stand Up for Diversity: Multiculturalism in the Workplace	15
Understanding and Managing Stress ...Before It's Too Late.....	15
GO TEAM! Fundamentals of Teamwork and Teambuilding	16
Stand & Deliver: Fast Track Presentation Skills	17
Training to be a Trainer of Adults and Anyone.....	17
Facilitating Groups & Teams the Easy Way	18
Balancing Work and Personal Life: You CAN Have It All!.....	18
Doing Delegation: Empowering Others & Freeing Up Time	19
Other Consulting Services	20
Professional Biography for Doug Gertner, Ph.D.	22
2011-2012 Consulting Client List	23
The Grateful Dad	24

Time Management: Creating Balance in Today's Workplace

Objective

To review current and best practices and provide key managers, supervisors, leads and other staff members with new skills to help focus on priorities, get organized and stay on track. Participants will discover how to identify and attain long-term goals, both personally and professionally, and laser-focus activities on a daily basis to help manage priorities and reach these goals.

Outline

Learn to recognize where time goes

- Identify your top five personal time wasters and discover ways to control or eliminate them
- Discover the time wasters that are consuming your day and how they affect your performance
- Learn to deal with interruptions without damaging work relationships
- Get organized and manage the deluge of e-mails, voice-mails, and other messages

Become a more effective leader

- Use Covey's Time Management Matrix to lead and model a more balanced life
- Delegate to gain control of your day
- Discover how to move from crisis management and putting out fires, to the discipline of organized and prioritized activities
- Make the most of meetings with best practices, tips, and techniques

Plan and implement life balance techniques that reflect your values

- Review the historical progress of time management from simply making lists, to making value-based decisions on how to spend time
- Define and focus your priorities, both business and personal
- Practice staying on track by planning your daily events
- Redesign your day so you can restore balance in your life

Designed for key managers, supervisors, leads and all employees and staff members who want to be more productive every day.

NOTE: Participants should plan to bring their current calendar/time management system to the class.

Recommended: *Time Management Skills Coaching* packaged with this class for maximum results.

This class also available for Spanish language speakers.

Time Management Skills Coaching

Skills Coaching includes observation, feedback, and ongoing skill-building in the area of Time Management and Work-Life Balance. As a follow-up to the earlier training session titled *Time Management: Creating Balance in Today's Workplace*, any prior participant, or interested employee, may choose to receive coaching in support of their ongoing efforts to use the tools and apply the principles covered in the workshops.

Highlights, Specifics, and Considerations of Time Management Skills Coaching:

- Any of the prior participants in the class *Time Management: Creating Balance in Today's Workplace* are invited and encouraged to seek coaching.
- Employees who did not take the original workshop may also receive coaching as an introduction to the tools and principles covered in the workshop.
- Coaching sessions involve individualized instruction, specific recommendations, additional tools and principles, and practice activities created for the unique needs of each participant.
- Coaching participants will deepen their understanding of time management principles, focus their attention on the best practices for their personal balance needs, and increase their knowledge and ability to utilize selected time management tools.
- Time Management Skills Coaching helps to support new habits and attitudes through a direct, individualized, one-on-one intervention designed to assess and address the specific needs of the coaching participant.
- Coaching sessions are scheduled in 20-30 minute blocks; participants may schedule one or more block at a time; an employee who did not take the original workshop will need to schedule a minimum of 60 minutes for their first coaching session.
- Coaching sessions will be held in a conference room at a selected location. A minimum of four (4) hours of coaching must be scheduled on a given day, thus permitting four to twelve individual sessions on that date.
- Skills Coaching pricing is as follows: First hour - \$400; each additional hour - \$300; total fee for a basic four (4) hour coaching process offering is \$1300.

This class also available for Spanish language speakers.

Appreciative Inquiry: How to Stay Positive & Solve Problems

Appreciative Inquiry lets leaders and groups cooperatively explore what is working well in an organization, and plan and implement further positive action. The process encourages change in other areas of the organization that may not be functioning as well. AI involves creating shared goals to focus an organization's productive energy towards mutually positive outcomes. Planned exercises in visualizing "what could be" are directed toward defining objectives, and goals are implemented by creating concrete steps to putting agreed upon changes into practice. The AI method inspires mutual imagination, innovation and creative thinking, to side-step habitual obstacles and ineffective ways of thinking about challenging issues, promoting positive action.

Emu Consulting offers organizations, teams and workgroups a step-wise process to learn and use Appreciative Inquiry to address any problems, issues, or changes they face.

First we will ask: *What are the existing assumptions about our task?* Regarding the assumptions you generate, we will then:

- Establish an understanding of how assumptions can limit change.
- Let the basic assumption about your task be that it is *a mystery to be embraced*.

We then learn and go through the five steps of Appreciative Inquiry:

INQUIRE: *Appreciating and Valuing the Best of 'What is'*

IMAGINE: *Envisioning 'What Might Be'*

INVESTIGATE: *Dialoguing about 'What Should Be'*

INNOVATE: *Create a Vision of 'What Will Be'*

IMPLEMENT: *Navigate the changes according to 'What Is Happening'*

Participants leave this session with actionable steps to build on their existing success and reach new heights in any aspect of their endeavors. Staying positive, building on the best of what is, innovating and implementing the best possible approach to a situation.

This class also available for Spanish language speakers.

"It is working well. [Our group] totally got the concept and is using it...now that we all have the same foundation, all I need to do is mention it and they know exactly what I am referring to. I love it too. Thank you so much for your class."

—Jennifer Briggs
Human Resource Director
New Belgium Brewing

Workplace Communication Skills: Discovery Listening and the Gift of Feedback

This two-part workshop introduces participants to some new approaches to a couple of basic skills of interpersonal communication. Key concepts for assertive messages are covered so participants will learn and practice, and leave the session with greater focus on dialogue and discovery.

Part I: Listening to Discover

The power of listening is not to be underestimated; the art of listening requires regular practice to refine our skills. This workshop follows the advice of Stephen Covey, who notes that ‘highly successful people’ will “seek first to understand, and then to be understood.” We will explore and practice powerful tools to deepen our listening in order to discover what others really feel, need, and desire, and how to begin the process of effective communication with staff, co-workers, and others.

Part II: The Gift of Feedback

Successfully delivering your message to another person is a lot like giving them a gift: they must accept what you have to say, then it’s their choice what they’ll do with your message. This innovative workshop will cover tested techniques for communicating assertively in even the most difficult situations, and increasing your chances of a mutually satisfying outcome for yourself and the other person. Bring a real-life “communication challenge,” and leave with a high-probability strategy for successful resolution.

Additional Details

- Half- or 2/3-day course involves several practice activities
- Every participant completes a Communication Style Assessment
- Class is appropriate for all levels of the organization
- May be tailored to manager/supervisor or front-line employee communication concerns, or delivered to a combination of each

This class also available for Spanish language speakers.

“I was impressed with your presence, consistent energy and clarity with directing participants. The retreat succeeded with giving opportunities to connect and with generating compelling vision statements.”

—Kelly Roberts
Denver Regional Council of Governments

We Just Disagree: Understanding and Resolving Conflict in the Workplace and Beyond

Face it, humans often disagree, and conflict is typically an unwelcome aspect of everyday life. Participants in this class will explore the dynamics of conflict, discover their own preferred style for dealing with conflict, create a personal conflict case study, and learn and apply a six-step model for conflict resolution with an emphasis on maintaining relationships with those whom they may disagree.

I. Understanding the Nature of Conflict

- a. Definition of Conflict
- b. Complete Conflict Checklist
- c. Blue/Red Activity

II. Understanding Your Own Conflict Style

- a. Lecturette: Five Styles of Conflict
- b. Thomas-Kilmann Conflict Mode Instrument
- c. Criminal Justice Activity

III. Resolving Conflict in the Workplace

- a. Six Cs Model of Conflict Resolution with activities
- b. Create a Case Study
- c. Apply Model to Case

IV. Additional Case Studies and Action Planning

- a. Customized Case Study Activity (optional)
- b. Q&A + Wrap-up
- c. Action Planning + Evaluations

Additional Details

- May be offered as a stand-alone, half-day or 2/3-day session
- May be combined with Communication Skills to create a full-day course

This class also available for Spanish language speakers.

“Doug delivers engaging and substantive workshops that are always in demand by our audience. Participants consistently report that they experience a positive, productive environment where learning thrives.”

—Jerry Stigall

Director, Organization Development, Strategy, & Policy

Douglas County Government

Coaching & Motivating Individual Performance

Employee development and retention is critical to the success of any organization, and it begins with every manager and supervisor. Participants who attend this training session will learn how to define, assess and describe effective coaching skills for motivating every employee, and will also learn to apply a theory and model in actual coaching situations. This interactive session will assist participants in creating an action plan for employee coaching designed to be integrated with performance appraisal and documentation.

Objectives

Participants will:

- Define and Describe Effective Coaching
- Assess and Discuss Existing Coaching Skills
- Learn a Model for Coaching Employees
- Apply Theory and Model to Actual Situation
- Compare Documentation and Discipline
- Brainstorm Best Practices for Motivation
- Create an Action Plan for Coaching an Employee

Target Audience: Managers, supervisors, team leaders, and lead workers seeking ways to address and enhance employee performance through good coaching and effective documentation.

Course Outline:

- I. Opening Activity: “Coaching Memories: Describe an Exemplar”
- II. Personal Assessment: “Rate Your Skills as a Coach”
- III. Individual Activity: “Create Your Own Coaching Case Study”
- IV. The Coaching Model: “Understanding Employee Comfort and Ability”
- V. Coaching Documentation and Discipline: “There is a Difference...”
- VI. Motivating Employees: “Hints and Resources”
- VII. Wrap Up and Action Plan: “Practice Session and Future Planning”

This class also available for Spanish language speakers.

“Doug knows how to engage adults in a wonderful learning experience. He is an exceptional trainer and is always willing to adapt his materials for certain audiences with varying levels of experience. We all got a lot out of his coaching seminar, remember what he taught us, and use those tools every day!”

*—Mary E. Roberto M.P.A., Manager
Colorado Department of Human Services*

Leadership: Skills and Strategies for Achieving Personal Authenticity

In his latest book *The 8th Habit*, Steven Covey asserts “*the overwhelming majority of people definitely have leadership potential.*” The successful 21st century leader begins by finding their own voice and inspiring others to find theirs. This newly designed course offers participants opportunities to reflect on core values that inform their leadership, and to learn skills and strategies for achieving success. Every participant receives a copy of *Creating Authenticity: Meaningful Questions for the Minds & Souls of Today’s Leaders* by Greg Giesen. (A small additional charge is added to this class for these books.)

Objectives:

At the conclusion of this class, participants will be able to:

- Explain the difference between managers and leaders in their focus, vision, activities and skills.
- Clarify personal values, identifying what values each participant feels are necessary to become more professional and stronger leaders.
- Identify the characteristics of leaders; matching them to personal areas of excellence and areas for improvement.
- Discuss personal, professional, and public role models.
- Assess personal leadership qualities.
- Apply Appreciative Inquiry (AI) methodology, a positive way of facilitating change in an organization or on a team.
- Practice the application of Appreciative Inquiry in a leadership role to demonstrate how it can be applied to a team.
- Practice leader communication skills: sharing vision, building relationships and trust, sharing power and working collaboratively.
- Explore ways to inspire their “leadership voice” and motivate others to develop their own leadership characteristics.

This class also available for Spanish language speakers.

Managing Meetings: Planning for Productivity

- On an average day, there are 17 million meetings in America.
- 60% of meeting attendees take notes to appear as if they're listening.
- Nine out of ten people daydream during meetings!
- Senior managers may spend five hours daily leading or attending meetings.
- Better planning, management, and evaluation of meetings saves time and increases productivity of individuals and organizations!

Objectives:

Participants will:

- Identify Challenges of Meeting Management
- Answer the question *“to meet or not to meet?”*
- Discover the 8 different types of meetings and 5 different roles in meetings
- Learn the importance of setting norms and ground rules for every meeting
- Cover a comprehensive process for planning every meeting
- Complete the Meeting Planners Worksheet and a Standard Agenda form
- Explore Strategies and Best Practices for *“When Good Meetings Turn Bad”*
- Do an activity on Managing Behaviors and Difficult Situations in Meetings
- Practice Meeting Planning Methods, Tactics, and Techniques
- Understand the Importance of Evaluating Every Meeting
- Review Sample Forms for Planning, Logistics, Agendas, Summary, and Evaluation of any meeting
- Create a Personal Action Plan for More Effective Meetings

“After the huge success in his training series, we asked Doug to be the Keynote Speaker for our company-wide kickoff event. Doug’s appearance was exactly what we needed to get our employees motivated and ready for the season. We are looking forward to his next training and hoping to keep working with Doug in the future!”

*—Virginia Lecea, PHR
Human Resources Manager
East West Resorts, Vail Valley*

This class also available for Spanish language speakers.

From Resistance to Commitment: Understanding and Managing Change

“The only thing that’s certain is change.” Change is everywhere, it’s constant, and it can cause confusion and difficulty for employees as they encounter change, and for their managers and an organization in the process of implementing change. Whether it’s a new departmental policy or procedure, an updated software system, or the latest directive from upper management, being prepared for a change makes the difference in achieving productivity and success. This seminar begins with a general examination of the dynamics of change, offers a model for what to expect from employees when changes are introduced, and guides participants in planning for smooth transitions in future situations.

Participants will:

- Reflect on Changes in their Work and Life
- Explore the Dynamics of Change
- Learn a Model for Understanding Change
- Apply Theory and Model to Actual Situation
- Create a Personal Action Plan for Managing Change

Target Audience: Anyone for whom change is a frequent or pressing issue.

This class also available for Spanish language speakers.

“You did an amazing job addressing the participants, your material is fantastic and entertaining, and you never lost anyone’s attention. Everyone said the time absolutely flew by! I appreciate everything you put into customizing this training for us.”

—Stacey Jones

HR Manager

Slifer Smith and Frampton Real Estate

“Doug’s class helped me tame my wild schedule and helped me learn to schedule time to relax. I loved that the course addressed personal as well as work values – I went from feeling like I was living two lives to feeling much more aligned with my values and goals in all aspects of my life.”

—Staff member, University of Denver

Managing & Motivating a Multi-Generational Workforce

Objectives:

Participants will:

- Explore Current Workplace Generations
- Create Strategies to Understand, Serve, & Motivate Staff, & Customers
- Align their Understanding of Generations with Organizational Values

Opening Assumption: If this information is used to pigeonhole people it risks becoming a dangerous weapon. When it is used to educate and ask ourselves “How can I be more effective in serving customers (internal and external)?” it can be an extremely valuable tool.

Course Information:

For the first time in our history, four distinct generations are present in the workplace. This makes it imperative that each of us learns to recognize and understand the unique needs of different generations in the workforce. A generation is defined as a group of individuals born and living about the same time, a peer group within an entire society, sharing common experience, attitudes, and behaviors. Generational differences often impact a work environment, and may create rifts among co-workers. Participants in this highly interactive workshop session will spend time exploring and understanding how communication and motivation may differ among generations. Class activities offer skills to more effectively work across the different generations.

This class also available for Spanish language speakers.

“We received great feedback from your session! We will definitely continue these concepts in small group sessions throughout the year.”

—Susan M. Johnson
Chief Operating Officer
Senior Care of Colorado, P.C.

“Thanks for your facilitation and for ensuring a smooth and effective session!”

—Sharon Gabel
Associate Director of Human Resources, Talent Management
University of Denver

Pump It Up! Building Customer Relations from the Inside Out

In today's competitive marketplace, every customer matters. Gaining and retaining loyal customers is the key that every business and employer seeks, and we soon realize that, potentially, everyone is our customer. Emu Consulting offers a unique, client-tested approach to training for success with customers. Our core belief is that where customers are concerned, it is *relationships* that really matter. From this starting point, we guide class participants through a series of ideas and activities that re-define the customer and PUMP UP every customer relationship, inside and outside of the organization.

Participants will:

- Remember and recount their best and worst customer experiences
- Understand that relationships are the key to customer success
- Assess their best practices and skill development areas with customers
- Redefine who their customer really is
- Learn the Five Things that Every Customer Wants
- Practice important customer communication skills
- Explore how to create 'Raving Fans'
- Create an action plan for building better customer relations

Pump It Up! Building Customer Relations from the Inside Out features numerous video clips from major motion pictures to bring home the learning points and add some variety and fun!

This class also available for Spanish language speakers.

“All I can say is ‘WOW!’ You have such energy and do a terrific job in reaching people with the ‘word’ on customer service. Again, thank you so much.”

—Jayleen R. Smith
United Power, Inc.

“I still hear people making comments to each other about different points they picked up!”

—Jeanine Vallejos
H.R. Manager
Trapper Mining Inc.

Stand Up for Diversity: An Experiential Examination of Multiculturalism in the Workplace

This Diversity training session focuses on issues of awareness and respect, providing a review of legal issues and reflective learning activities that permit participants to draw on their own experience in order to integrate the content with their work relationships.

Participants will:

- Interact using ‘Cultural Pursuit’ Activity
- Explore Origins of Workplace Diversity Laws
- Reflect on Personal Cultural Experiences
- Review Inter-Cultural Developmental Model
- Participate in ‘Stand Up’ Learning Exercise

“Faculty and Staff members valued your practical, applicable approach, and noted that you tailored the content to address the unique environment and demands of an academic setting. Thank you for your programs and expertise.”

*—Ken Pinnock SPHR, GPHR
Associate Director, Human Resources
University of Denver*

Understanding and Managing Stress... Before It's Too Late

Stress is a reality for most everyone at one time or another. It can take its toll on productivity, profit, and our health. Participants in this class will examine sources of stress in their lives, learn, and practice several techniques for reducing their stress. An individual stress management plan, and a progressive relaxation session conclude this class.

Participants will:

- Identify and Understand their primary sources of stress
- Practice stress reduction activities
- Create a Stress Reduction Plan

Target Audience: Anyone who is experiencing stress in their life and work.

These classes also available for Spanish language speakers.

GO TEAM!

Fundamentals of Teamwork and Teambuilding

Objectives:

Teamwork is the key to workplace productivity, and developing high-performance teams can make or break an organization. In this fast-paced full, 2/3, or half-day workshop, participants learn and practice the essential elements for team success via class lecturette and customized experiential activities.

Participants will:

- Define Teamwork and Teambuilding
- Reflect on their Experience with Teams
- Understand Team Decision-Making Models
- Explore several Teambuilding activities
- Design a Team Intervention for an actual work group/team

Target Audience: Anyone who leads or belongs to a work group or team.

Outline:

1. What is a team? Defining Teamwork
2. Activity: Five Essential Elements of Any Team
3. Empowerment: Defined and Discovered
4. Decision-Making: Five Types of Decisions
5. Activity: Team Consensus-Building
6. Teambuilding: Activities to Achieve Success

Highlights:

- Offered as a full, 2/3, or half-day experiential learning session
- Ideal for mixed participants or intact work-groups and teams
- Combines theory-based foundation with hands-on activities
- Take-away includes 'how-tos' plus team action plan

This class also available for Spanish language speakers.

“The Town of Parker has used Emu Consulting for the last 3 years. Doug has provided quality training to our employees. Whether it is a training on communication or teamwork, Doug’s approach has been well received by our organization and we look forward to having Doug back for future trainings.”

—Tara Moore
Organizational Development &
Customer Service Manager
Town of Parker

Stand & Deliver: Fast Track Presentation Skills

For some, there is no greater fear than speaking to a group. For others, the ability to give an effective presentation is essential to career success. This class provides a framework and hints for great presentations, and allows plenty of time to practice skills and receive gentle, helpful feedback. (NOTE: This class differs from Training to Train Adults and Anyone by focusing on stand-up skills rather than design/delivery/evaluation.)

Participants will:

- Assess their current comfort with presenting
- Learn a simple structure for any presentation
- Review key tips for successful speaking
- Practice several types of presentations
- Receive multiple forms of feedback

Target Audience: Anyone wishing to improve their speaking and presentation skills.

*Note: Individual coaching of presenters is also available.

Training to Train Adults and Anyone

Designing and delivering successful training sessions begins with understanding how adults learn. That's where we start in this accelerated session that'll have you up and training before you know it.

Participants will:

- Understand How Adults Learn
- Explore the Five Steps of Design, Delivery and Evaluation
- Deliver a Sample Training Module
- Receive Feedback and Design Evaluation Tools

Target Audience: Anyone who delivers training to adults and seeks to expand and improve these skills.

*Note: Individual coaching of trainers is also available.

These classes also available for Spanish language speakers.

Facilitating Groups and Teams the Easy Way

From the Latin word meaning “to make [a process] easy,” facilitation is the art of assisting a group or team to get from where they are to where they want to be. This session provides methods and skills for leading meetings, working with teams, and facilitating groups to help them get where they want to go. Includes demonstrations, activities, and hands-on practice opportunities.

Participants will:

- Observe Facilitation Demonstration
- Define Facilitation and their Experience with it
- Learn several Key Facilitation Skills
- Practice Key Facilitation Skills
- Design a Facilitation for their actual work group/team

Target Audience: Anyone who leads or participates in groups or meetings.

Balancing Work and Personal Life: You CAN Have It All!

Whoever said “you can’t have it all” was not looking at life from a positive, clear, and planful perspective. By clarifying what’s most important in our lives, and reflecting on how we have learned to get our deepest values and needs met, it is possible to move toward leading a life that is at once well-balanced, satisfying, and also highly productive. This course guides participants in a “life-planning” process that will aid them in bringing new balance into all aspects of their lives, including work, family, and community.

Participants will:

- Reflect on their Key Work and Life Roles
- Explore their Core Values and Beliefs
- Utilize a System for Balancing Priorities
- Create a Personal Action Plan for Work/Life Balance

Target Audience: Anyone seeking greater balance in their life.

These classes also available for Spanish language speakers.

Doing Delegation: Empowering Others and Freeing Up Time

Objectives:

If you spend more time worrying about delegating than actually doing so, this workshop will...

...help you define and understand what delegation is and why it's so important

...assist you in deciding what to delegate, to whom, and how to follow-up

...identify barriers to be overcome in delegating tasks to others

...practice simulated delegation activities and plan for the real thing

With these simple strategies and guidelines for the process of delegation you will find the many benefits of personal development and organizational effectiveness that come from empowering others and freeing up time.

Information:

- Offered as a full- 2/3- or half-day for anyone who needs help delegating
- Interactive session involves participants in several learning activities
- Practice and Planning components permit immediate take-aways
- Ideal for directors, managers, supervisors, and leads

This class also available for Spanish language speakers.

“The training was a great success...we’re on the right track in terms of providing our team leads with the skills they need to excel in their new roles. I look forward to what comes next!”

—Erin Riska

Landman

Alfson Energy Land Services

Other Consulting Services

Teambuilding and Team Development

Bringing people together requires attention to group dynamics, interpersonal relationships, and clear lines of communication. Time and attention are necessary if a group is to develop and grow into a healthy, productive team. Our teambuilding begins with a thorough assessment of the existing group dynamics and needs. Next, we custom design a teambuilding experience to assist the team in meeting its goals.

Teambuilding usually involves some initial *acquaintance-building activities*, followed by *climate setting*, *group-level assessment*, and targeted *experiential* activities directed at the needs and goals of the group. Instrumentation such as the *Parker Team Player Styles Assessment* can complement these activities. A complete *group processing and debrief* session, along with *team action planning and commitment setting*, concludes and brings closure to the teambuilding event. This is ideal for new teams wishing to get off to a good start, and for intact teams looking to get ‘unstuck’ or to reward themselves by having some fun!

Facilitation for Meetings and Group Process

From the Latin word meaning “to make [a process] easy,” facilitation involves assisting a group or team to get from where they are to where they want to be. To be effective, a group leader cannot both manage and participate in a meeting. A third-party facilitator eliminates that dual role and enhances the ability of a group to achieve their goals.

By providing pure facilitation for meetings, group discussions, and decision-making processes, a facilitator permits the designated group leader and every group member to be fully engaged and involved in the process itself.

Emu Consulting facilitation services include pre-meeting needs assessment, total meeting facilitation, and a follow-up meeting or report as agreed upon in advance. Get the most out of any group process by engaging the assistance of a skilled facilitator to make the job easier.

“Thank you for giving me the tools to prioritize the important things.”

—Chris George
Assistant Vice Chancellor for Enrollment and Director of Financial Aid
University of Denver

Mediation and Conflict Resolution

When conflict is not addressed and goes unresolved it will diminish working relationships and destroy group cohesion. Using the extensive training I have received in conflict mediation from one of the premier programs in alternative dispute resolution, CDR Associates in Boulder, Colorado, along with the study of conflict at Naropa University, Emu Consulting is able to offer several levels of support and intervention, including:

- Mediation of disputes between individuals in a workplace or organization
- Group mediation for intact teams and between units where disagreements exist
- Training such as the class *We Just Disagree: Understanding and Resolving Conflict in the Workplace and Beyond*, delivered as a half- or full-day customized seminar

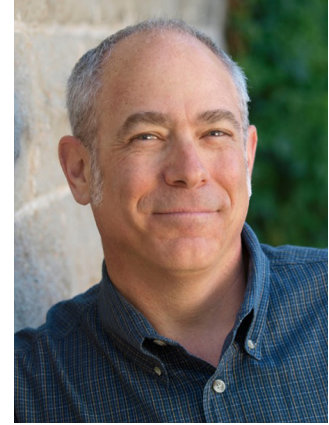
Combining an assessment such as the *Thomas-Kilmann Conflict Mode Instrument*, with face-to-face mediation, conflicting parties will seek information and consider the meaning of their disagreements, communicate their desires and convey mutual understanding of the dispute. Together they create options that are mutually beneficial, and make a commitment to a resolution, putting their conflict behind while keeping ongoing communication open to prevent future problems. When conflict occurs, the Emu Consulting mediation process offers results.

These classes also available for Spanish language speakers.

“I appreciated your approach to the material and your interactions with group and individual conversations. I found myself gleaning material and information that was helpful and thought-provoking, inspiring and motivating.”

*—Vickie Baroch
CSU Extension Office
Douglas County*

Doug Gertner is an educator, consultant, author, and activist with over 25 years of training and development experience. His professional career includes service to higher education, non-profit, small business, corporate, and independent consulting. Among the topics Doug has developed and delivered training in are: team development and teambuilding, group facilitation skills, diversity, conflict resolution, communication, supervision and coaching, presentation and training skills, workplace violence, change, stress, and time management, delegation and meeting management, and balancing personal and professional life. Doug is delighted to count among his clients Adams, Douglas, El Paso, Jefferson, Larimer, Montrose & Weld Counties, Denver Public Schools, Poudre Valley Schools, University of Denver, Vail Resorts Inc., Cordillera Resort, Kroenke Sports Enterprises, CoBank, Vail Chamber & Business Association, Fresh Produce Sportswear, Vail Golf Club, USA Volleyball, High Plains Library District, Colorado Housing and Finance Authority, City of Westminster, Town of Parker, City of Thornton, UMB Bank, New Belgium Brewing Company, UCAR/NCAR, and Mountain States Employers Council.



Doug earned his doctorate from the College of Education, Division of Professional Psychology, at University of Northern Colorado, his masters degree from Teachers College, Columbia University, and his bachelors degree from Kenyon College. He has taught at ten colleges and universities in Colorado and Wyoming, lectured, published, and consulted widely in the area of gender studies. He is a member of the Leadership Council of the National Organization for Men Against Sexism, co-chair of the Men's Studies Association, and was an Associate Editor of the journal *Men and Masculinities*.

Doug has completed professional development in mediation and conflict resolution, advanced interpersonal communication, diversity and intercultural communication, personal/professional coaching, and experiential learning. An avid telemark skier, mountain biker, and fan of live music and Denver sports teams, Doug and his partner Maggie Miller are parents of a son, Jordan, age fourteen.

2011-2012 Consulting Client List

Alfson Energy Land Services
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Denver Regional Council of Governments
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East West Resorts, Vail Valley
Forest Oil
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Imagine!
Intermountain Rural Electric Association
Jackson National Life Insurance
Larimer County Government, Colorado
Mountain States Employers Council
Nurse-Family Partnership
OtterBox
Pure Energy Services
State of Colorado, Department of Human Services
University of Denver, Arts, Humanities, & Social Sciences
University of Denver, Office of Financial Aid
University of Denver, Human Resources Department
University Corporation for Atmospheric Research/
National Center for Atmospheric Research
Town of Parker, Colorado
Trapper Mining
Waterstone Church
Westin Riverfront Resort
Wyoming Department of Workforce Services
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“This is one of the best classes I have ever attended ... thank you so much for teaching these skills. This has really changed my life.”

*—Sarah Cahill-Sena
Jefferson County Public Schools
Educational Technology,
Development Manager*

THE GRATEFUL



DAD

**PARENTING
WITH PASSION,
JOY, AND
GRATITUDE**

Doug Gertner is The Grateful Dad. He is Marc Gertner's son, partner to Maggie Miller, father of fourteen-year-old Jordy Gertner, and an educator, speaker, broadcaster, author, and activist who brings a laid-back, rock-n-roll wisdom to the topic of dads and dudes, including his engaging stories, top tips, quick quips, skills, ideas, exercises, and activities to reflect on our own dads and bring father-friendliness to every situation. Doug and his family make their home in Denver, Colorado, and as The Grateful Dad his 'long, strange trip' takes Doug far and wide teaching, training, and speaking about the joys and challenges for fathers and families.

His professional career includes service to higher education, non-profit, small business, corporate, and independent consulting. He has consulted for the Colorado Foundation for Families and Children, the Colorado Fatherhood Connection, Boot Camp for New Dads, The New Fathers Foundation, Family Star Montessori Early Head Start, Mile High Montessori Head Start, Families First of Augusta (Maine), Catholic Charities Head Start (Denver), Colorado Family Support Council, Celebrate Family Festival, Creative Options Early Learning Center, Denver Jewish Community Center Early Childhood Center, Mile High United Way, State of Colorado, Adams, Chaffee, El Paso, Fremont, Jefferson, Montrose, Pueblo and Weld Counties (Colorado), inJoy Videos, and Policy Studies Inc.

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For more information about how to bring on The Grateful Dad, contact:

Doug Gertner, Ph.D. / The Grateful Dad

7949 East 28th Place, Denver, CO 80238

303.377.8081 • 303.886.4114

doug@thegratefuldad.org • www.thegratefuldad.org