

TAMARA K FAY TRAINING LLC

MANAGEMENT DEVELOPMENT TRAINING SERIES

Leadership Training Series

The Leadership Training Workshop Series is designed to equip participants with the tools and techniques needed to be effective leaders in today's workplace.

This eight-hour program is divided into four 2-hour modules. Each session focuses on a specific aspect of leadership.

Workshops are interactive, balancing lectures with individual and group exercises that allow participants to practice their new skills using real-life situations.

Module 1: The Role of the Leader

- Identify the elements of effective leadership and their roles in the department/organization.
- Study leadership styles and how to adapt them to different situations.
- Learn how to establish goals and standards within the department.

Module 2: Implementing Effective Communication Techniques

- Study guidelines and communication techniques that get results.
- Discuss the importance of effective coaching skills
- Learn how to use constructive feedback to improve or change an employee's behavior.

Module 3: Decision-Making and Conflict Management

- Review the SWOT Analysis as a tool in the decision-making process.
- Discuss the guidelines for resolving interpersonal conflicts.
- Outline the steps for working with difficult people.

Module 4: Building and Managing Relationships

- Discuss the importance of building relationships.
- Consider factors that affect the behavior of an individual.
- Learn how to maintain strong customer relationships.

Facilitation and Customization

- Participants receive a workbook which is used throughout the workshop.
- Principles and skills are presented in an interactive lecture format.
- Small group exercises are used to help reinforce and demonstrate the material.
- Real workplace situations are used to practice skills presented.

This series can be adapted to meet the specific needs of any organization. The process starts with a needs analysis. The program is then tailored so that participants have an understanding of the company's mission statement and management policies. A pilot program to senior management is then recommended to ensure that all the necessary components are in place prior to introducing these concepts and standards to trainees. Pricing depends on the amount of customization. Travel expenses, the needs analysis and the pilot program are not included in this pricing.

Management Development Training Series

Workshops available as part of this series include:

Basic Supervisory Skills Series
Seven 3-hour modules

Leadership Training Series
Four 2-hour modules

Performance Management Series
Four 2-hour modules

Selection Interviewing Skills
Two 3-hour modules

Planning and Conducting Effective Meetings
Two 3-hour modules

Team Building Series
Four 2-hour modules

Most workshop modules are customizable and can be taken in sequence or independent of the rest of the series.

Assessment Tools

This series utilizes the DiSC[®] Classic personality assessment tool by Inscape Publishing. Participants are responsible for taking a short self-assessment online before attending the workshop. A detailed report of the results will be given to the participants during their session.

The report offers personalized feedback that will assist the participants in understanding the strengths and challenges of their behavioral style, as well as how and why other people may have different but equally valid preferences.

Discussions of results are tailored to fit the subject matter of the specific workshop.

About Tamara Fay



Tamara Fay specializes in providing solutions for companies dealing with organizational and training issues. Numerous corporations and small businesses

have experienced tangible results from utilizing her training and consulting services.

Tamara's career is built on a solid foundation of service industry management, spans over twenty years, and continues to evolve and expand with the needs of the marketplace and her clientele.

Tamara's strength is in creating a positive, interactive and highly effective learning environment. She

has been described as knowledgeable, thorough and energetic. As a facilitator, she empowers people to realize their potential and take responsibility for their own career development and growth. She helps workshop participants recognize the worth of their experiences, values, interests, and skills in the workplace, and she equips them with the tools to achieve success by choice rather than chance.

Workshop attendees can expect to be actively involved in the learning experience. Tamara utilizes her training expertise and management experience to create real-life scenarios for discussion and role play in each workshop. She engages her audience in enthusiastic participation.

Tamara K Fay Training LLC currently

offers training and consulting services in Management Development, Customer Service, and Career Services in business and academic settings. Tamara works with a variety of audiences—from line supervisors and support staff to senior management, and industries—in manufacturing, municipalities, healthcare, entertainment, and more.

Clients include McDonald's Corporation, 3M Corporation, American Academy of Pediatrics, Kraft Foods, Clear Channel Outdoors, Calamos Investments, The Morton Arboretum, METT Therapy Services, Inc., College of DuPage, North Central College, and DePaul University, among others.

Tamara holds a Bachelor of Science in Liberal Arts from Bradley University.