

THE ADEO GROUP, LLC

TRAINING CATALOG



Indiana

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Indianapolis, IN 46220-2312

Kentucky

1945 Scottsville Rd.
B-2, #115
Bowling Green, KY 42104-5817

Competitive Fund Development & Donor-Centered Fundraising

Does your organization need additional funding? With this workshop you will learn from a successful fundraiser how to dramatically improve funding efforts for your organization. You will learn how to raise money in a competitive environment and in unconventional methods.

Attend this workshop and you will leave with:

- Real-life examples and proposal template ideas you can really use
- Ideas and suggestions proven to be successful
- Knowledge of how to make email and the Internet work for you
- Complete manual of the workshop as a reference guide
- An understanding of what funders expect from your organization
- Information on how to maximize funder exposure
- Tools to measure successful use of funds
- Methods to successfully request and receive additional funding

Generational Poverty and Its Impact on the Workforce

This workshop presents a unique look at poverty, its causes and continuum. Discover the impact of poverty through generations of time. Understanding the cause will help resolve the problem.

When you leave this workshop, you will have:

- Information detailing poverty issues as they relate to the workforce
- Ideas and actions to break the poverty cycle as it pertains to families and communities
- Complete manual of the workshop as a reference guide

Addiction in the Workplace

This workshop is a must for anyone supervising employees or working with the public. As a growing problem, addiction needs to be dealt with appropriately. Supervisors, teachers and others are the front line of this battle.

This workshop will convey the tools you need such as:

- How to identify an employee with an addiction
- How to document and confront the employee in a helpful manner
- How to support the abuser in seeking help
- Understanding the legal aspects of the problem
- Complete manual of the workshop as a reference guide

Building Customer Loyalty

Anyone involved with customer service or customer contact will benefit from this workshop. This workshop explains the benefits of building customer loyalty for your business or organization. Loyalty is accomplished everyday through contact with individuals. Building loyalty is a function of every employee or volunteer.

You will take these tools with you when you leave:

- The importance of creating loyalty
- Turning dissatisfaction into satisfaction
- Handling complaints
- Complete manual of the workshop as a reference guide

Reality of Foster Care

The reality of foster care is you are dealing with people not just cases. If you deal with foster care you should attend this seminar. Learn to be objective and caring.

Take these tools with you when you leave:

- Make people your first objective
- It's quality not quantity
- Complete manual of the workshop as a reference guide

Effective Foster Parent Recruiting

If you are involved in recruitment or selection of foster parents you will benefit from attending this workshop. Successful foster care depends on the quality of the foster parents. This workshop provides guidance in recruiting, assessing and evaluating foster parents.

You will leave this workshop with:

- New ideas for recruiting foster parents
- Checklist for assessing perspective foster parents
- Evaluation procedure for selection
- Subtle observation and questions to aid in the process
- Reference guide to help you on the job

Learning Diversity

As a trainer or teacher do you have trouble getting all the light bulbs to go on all the time? Do you wonder how those brains really work? If yes, you should attend this workshop. Find out how we learn and that we learn differently.

At this workshop you will receive:

- Practical strategies to apply in your environment
- How to make your training more meaningful to students
- How to enhance your educational process
- Take home a reference guide to help on the job

Self-Defeating Behaviors and How to Change Them

If you have concerns about this behavior, then attend this workshop. Our instructors will share new information to assist in dealing with this problem. Receive answers for the questions you have been asking for a long time.

When you leave you will have these tools:

- How to identify the behavior
- How to work with individuals to change the behavior
- How to cope with the behavior during the change process
- A reference guide to assist step-by-step

Finding the Forest Among the Trees – Assessing Your Clients

If you need to learn how to find the critical issues within the big picture, you will want to attend this workshop. Assessment is the first and most important step in case management. Real life issues and examples will be integrated throughout making it relevant to your environment.

You will take these tools with you when you leave the workshop:

- Successful strategies to handle difficult situations
- Tactics to implement and carry-out strategies
- Positive behavior in interacting with clients, families and colleagues
- Keys to sound assessment
- Course materials in handy reference guide

Case Management in Service Delivery

Improve your case management skills, service delivery and productivity. All case managers can benefit from this workshop. Learn the solid fundamentals critical to successful case management. Real life issues and examples, not just theories, bring this workshop home for your environment.

You will leave the workshop with these tools:

- Solid fundamentals critical to successful case management
- Critical strategies to meet the challenges of clients and multiple barriers
- Successful tactics to handle difficult situations
- Course materials in handy reference guide

The Secrets of Meeting Success

Tired of sitting through long, boring, non-productive meetings? Do you feel you lose control of meetings you conduct? If this is the case, you will want to attend this workshop. Learn to keep meetings on time and productive.

When you leave this workshop, you will know:

- How to keep meetings on time
- How to stick to the agenda
- How to handle those responsible for delays and off agenda discussions
- How to have productive meetings

Offenders in the Workplace-Concern, Compromise and Cooperation

This workshop explores the many issues of employment faced by criminal offenders as well as those who employ them. Topics of discussion include: safety, security and rehabilitation risks; obtaining and maintaining employment; addressing court requirements; improving job satisfaction and performance; and defining a career versus a job. Case examples and audience participation highlight this workshop.

How to Eliminate Procrastination Without Putting it Off!

Procrastination...yes, it's easy to succumb to it. If you have ever experienced procrastination, you should attend this fun workshop. Remember, do not wait for the next workshop, do it today. Learn how to overcome procrastination and enjoy the feeling of accomplishment.

Tips for More Effective Communication

This is a hands-on workshop providing experience in effective communication. You will learn why people communicate differently. Participants will learn how to use and adapt some fresh communication techniques to their workplace. In addition, it is a FUN workshop.

When you have completed this workshop, you will have tools including:

- Examples of effective communication techniques
- Practice in using techniques that work for you
- How to communicate to different audiences
- A handy reference guide to use at work

Sensitivity to the Needs of the Disabled

This workshop is for all persons employing or working with the disabled. Sensitivity does not mean feeling sorry for the disabled. Sensitivity is being aware of barriers and allowing the disabled in being more productive. Although legal requirements mandate some issues, common sense and courtesy provide many answers to many other issues.

When you leave the workshop, you will know:

- How to recognize barriers for the disabled
- How to assist in breaking the barriers
- How to objectively evaluate the work environment
- And, have all workshop materials to take for reference

Managing Child Behavior

If you are raising children, supervising child care or involved in case management involving children, you will find this workshop beneficial. This workshop will focus on identifying, regulating and modifying child behavior. Behavior learned in the formative years is the behavior displayed as adolescents and adults. The proper managing of this behavior from infancy on will result in an adult without behavioral problems.

The tools you will have when you complete the workshop are:

- How to define acceptable and unacceptable behavior
- How to reward acceptable behavior
- How to modify unacceptable behavior
- A reference guide for use in your work environment

Boundaries for Children

All of us have boundaries and we all have pushed those boundaries from time-to-time. In fact, the pushing is good. However, boundaries still need to be a part of the development cycle. If you are involved in child rearing responsibilities, you should consider attending this workshop.

This workshop will provide you with the following tools:

- A reference guide for use in your personal environment
- Defining a child's boundaries
- Enforcing boundaries
- Redefining boundaries as children grow

Parental Frustration

This is a universal issue. All parents experience some type of frustration when raising their children. The key is in identifying the cause and resolving it before harming a child or oneself. If you are dealing with parents raising children this workshop will help you help them be better parents.

In this workshop you will learn how to:

- Identify the onset frustration
- Objectively look at the cause of the frustration
- Systematically resolve the cause of the frustration
- Channel emotions correctly
- And, receive reference material

The Mystery of Depression/Personality Disorder

This workshop will help you understand the issues and treatment associated with depression/personality disorder. The workshop is not meant to be a clinical presentation. The workshop, however, will take you through various stages and types of the disorders and their respective treatments. Trained staff will discuss these issues to assist you when you encounter these problems in your job.

When you complete the workshop, you will:

- Know the various disorders and usual treatments
- Know how to identify certain symptoms
- Support others in seeking medical service
- Receive workshop materials as reference guide

Power Tips for PowerPoint®

This workshop will give you many tips and tricks to improve your presentations through Microsoft PowerPoint®. Uncover the secrets to producing effective PowerPoint® presentations. Prepare presentations that are watched and remembered. Harness the power of PowerPoint so you become the office power. Participants should be using Microsoft Office (or PowerPoint®) 2000 or newer software.

Walk away from this workshop with:

- A training manual
- Internet resources for PowerPoint
- Ability to create custom templates
- How to use sound and video in your presentations

Microsoft Office® and Windows® Voodoo

Learn that “old black magic” to make this software work for you rather than you for it. For anyone who wants to improve skills on this software. Designed for users of Microsoft Office® 2000 or newer.

Take this with you when you leave:

- Handy guide for using keystroke shortcuts at your desk
- Tips to make your internet searches more effective
- A 70-plus page reference manual
- How to improve your productivity using Word, Excel, PowerPoint and Outlook

Baldrige Quality Principles Applied in the One Stop System

This is a demand-driven, quality initiative to be used in the One Stop Career Center System. Improve overall performance by applying the Baldrige Principles. The workshop looks at the seven principles of: Leadership, Strategic Planning, Information and Analysis, Human Resource Focus, Process Management and Business Results. Learn to apply the criteria to develop a stronger One Stop system.

Business Solutions Management

Proven strategies, tips and tools will be presented to increase success with the business customer, and therefore increase program performance across a wide variety of programs and populations. Based on best practices from around the country, the focus is on optimum strategies and “how to” tips and practical applications.

When you leave you be able to:

- Find out what your business customers want
- Move beyond job development toward business development
- Use effective promotion plans
- Improve business delivery strategies

Preventing Death by Lecture!

Turning Passive Listeners into Active Learners with Accelerated Learning Techniques

Learn how to use dozens of short, quick interactive instructional strategies to engage and involve learners throughout a presentation or training, regardless of the training topic.

The Ten Minute Trainer!

Teaching a Lot in a Little Time

Based on Sharon Bowman's best-selling book by the same name, this workshop shows how to apply the newest brain research and dozens of interactive instructional strategies, without sacrificing training time or content.

How To Give It So They Get It!

Learning Styles, Training Styles, Using Both to Make Your Message Stick

Learn how to use the most up-to-date research on learning styles, and how to design training to meet the style needs of ALL learners.

Got a Minute?

60-Second Activities that Help Learners Review Repeat, and Remember

In this fast-paced workshop, experience dozens of one-minute review activities that can be used with any training topic, any size group, and any level of learning.

Preventing Death by PowerPoint®! and PowerPoint® Unplugged!

Transforming a Slide Show into a Learning Tool

Discover the secrets of turning a boring PowerPoint® presentation into an engaging, memorable learning tool, regardless of the audience or topic. This is a powerful workshop - and a must - for anyone who uses PowerPoint® for any reason.

Using the Ordinary to Make Your Training Extraordinary

Discover a variety of hands-on ways to use props, movement, metaphors, and unusual note-taking tools to create interesting, memorable learning experiences.

Wake 'Em Up!

Creating Interactive Teleconferences, Webinars and Computer-Based Training

Don't let anyone tell you that e-learning can't be interactive! Discover a variety of ways to make ANY electronic-based learning experience engaging, hands-on, and unforgettable.

Learners Teaching Learners: A Radical Way to Train

This is the next - and most advanced - level in training: orchestrating instruction so that learners teach each other and themselves, with minimal guidance from the trainer. You will never train the same way again!

AchieveGlobal / Zenger-Miller Training

AchieveGlobal / Zenger-Miller is an international consulting, educating, and skill development firm. They specialize in helping organizations--and the individuals within them-- transform vision into practice, and practice into measurable improvements in performance. By working as a business partner, they have contributed to the success of nearly half of the Fortune 100 and 500 companies.

AchieveGlobal / Zenger-Miller focuses on enabling organizations to effectively pursue their business goals through four proven strategies for success: leadership development, employee involvement, customer focus, and process management.

The Adeo Group, LLC trainers are certified *AchieveGlobal / Zenger-Miller* facilitators and are fully-trained to deliver the following modules:

AchieveGlobal / Zenger-Miller Leadership Training

The Genuine Leadership™ system provides a systemic approach to leadership development — one that builds a motivated, loyal workforce capable of reaching new levels of productivity.

The system develops genuine leaders — from executives to individual contributors — and teaches the critical skills need to ensure success.

AchieveGlobal / Zenger-Miller approaches the organization at four management levels, each requiring different development needs. The levels are then divided into skill areas each containing one or more training modules.

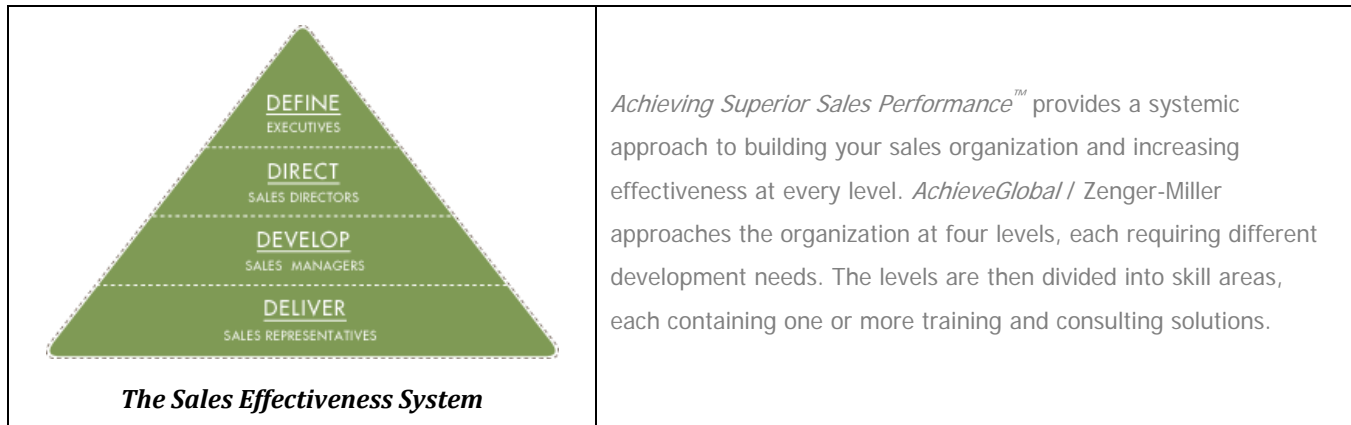


The Genuine Leadership System

- *Bridging Strategy to Outcomes™*
- *Coaching Others for Top Performance™*
- *Managing the Performance of Others™*
- *Accelerating Team Productivity™*
- *Maximizing Your Supervisory Potential™*
- *Leading Change™*
- *Leading Meetings™*
- *Principles and Qualities of Genuine Leadership™*
- *Problem-Solving Results: Solutions, Improvements, and Innovations™*
- *Workload Management™*
- *Connecting With Others: Listening and Speaking™*

- *Working Through Emotions and Conflict™*
- *WorkSkills: Steps to Your Success™*

AchieveGlobal / Zenger-Miller Sales Effectiveness Training



Executives Define Sales Strategy — Strategy Clarification

Executives and Mid-Level Managers Direct sales process and operations

- *Sales Performance Process Mapping™*
- *Professional Sales Coaching™*

Account Management

- *Winning Account Strategies*

Sales Call Management

- *Professional Selling Skills®*
- *Professional Selling Skills® Online*
- *Professional Selling Skills® Rx*
- *Professional Teleselling Skills™*
- *Advanced Selling Techniques: Professional Sales Negotiations™*
- *Selling In a Competitive World™*

Market Management

- *Professional Prospecting Skills™*

AchieveGlobal / Zenger-Miller Customer Service Training

Achieving *Stellar Service*[™] Experiences is a comprehensive training system designed to provide a range of critical service skills vital to customer satisfaction and loyalty, and to organizational success.

The system's modular design allows participants to learn a wide range of skills — foundational, situational, incremental, supportive, organizational, and strategic — in the most effective and efficient way possible. The five workshops in the system build on one another to offer training solutions at every level, thus aligning service strategies with service behaviors throughout an organization.



The Customer Service System

Coaching for *Stellar Service*[®]

- *Module 1: Reaching for Stellar Service[®] : Coach's Version*
- *Module 2: Developing Others for Stellar Service[®]*
- *Module 3: Giving Constructive Feedback for Stellar Service[®]*
- *Module 4: Recognizing Others for Stellar Service[®]*

Creating Stellar Customer Relations[®]

- *Module 1: Reaching for Stellar Service[®]*
- *Module 2: Caring for Customers[®]*
- *Module 3: Healing Customer Relationships[®]*
- *Module 4: Dazzling Your Customers[®]*

Meeting the Challenge of *Stellar Service*[®]

- *Module 1: Guiding Customer Conversations[®]*
- *Module 2: Serving a World of Customers[®]*
- *Module 3: Teaming Up for Seamless Service[®]*

Selling Through *Stellar Service*[®]

- *Module 1: Guiding Customer Conversations[®]*
- *Module 2: Expanding Customer Relationships[™]*