

SERVICES

INDIVIDUAL AND CORPORATE SERVICES

Professional Coaching • Personal Life Coaching

Employee Grievance Mediation • Mediation

Life, Work and Wellness Services • Change Management

Strategic Planning Facilitation • Corporate Culture Shaping

Critical Incident Debriefing (CISM)

Team Building and Strengthening

GROUPS

Anger, Aggression Intervention and Prevention

Stress resiliency and Stress Management

Smoking Cessation • Pain Management

WORKSHOPS

Conflict Resolution • Interpersonal Communication

The Power Of Influence • Finding Flow and Creativity

How to Mediate Employee Conflict

Bullying in the Workplace • The Power of Sleep

Avoiding Sexual Harassment • How to Handle Difficult

Customers/Clients • Customer Service Excellence

The Healthy Personality • Cross-Cultural Training

Principles of Management • Pain Management

SCHOOL SERVICES

Conflict Resolution

Team building and Strengthening

Bullying and the Caring Community

Anger Aggression Intervention and Prevention

Parenting • Debriefing

INSIGHT

LEADING SOLUTIONS GOALS

● HELP ORGANIZATIONS CHANGE THEIR CULTURE

Today's dynamic business arena requires new ways of doing things as well as different management environments. But change, no matter how slight, is never easy. To influence what people value, as well as how they think and act, requires a planned concerted effort. Corporate culture is the cause of many failed change efforts. We can help. One of our primary services is to assist organizations plan culture changes-and establish new values, directions and goals. Change issues we can help you with include: quality, productivity, customer service, teamwork, employee empowerment, decentralization, and many more.

● FACILITATE CUSTOMER SERVICE EXCELLENCE

Organizations are finding it harder to differentiate their products and services from those of their competitors. More and more, they are learning that the key to their success is satisfied customers. Our primary objective is to institutionalize customer service excellence by integrating it into every aspect of the environment - ensuring more tangible results.

● BUILD HIGH PERFORMANCE TEAMS

Specialization and diversification in today's workplace has created a need for greater coordination, collaboration and communication. Unfortunately, many organizations believe that if you put a group of professionals together for a period of time, they will automatically turn into a high performance team.

But that is not the way it happens. Teamwork requires specific skills and techniques. Our team building efforts are tailored to the needs of the organization as well as the teams. We can work with intra/inter-departmental teams, quality teams, project or task teams, multi-level management or executive teams or the other inter-disciplinary teams.

INNOVATION

● COACHING AND CONSULTATION

For those who want to take their performance to the next level. We help individuals examine their individual styles, as well as their effect on the total organization. Our services also include intensive one-on-one consultation, which can be a major stimulus for organization change, improvement and positive managerial influence.

● CONSTRUCTIVE RESOLUTION OF CONFLICTS

Unresolved conflict can impact the productivity and quality of any organization. It can also divert and diminish employee synergy. We help organizations identify the underlying causes of a conflict - and implement immediate, intermediate and long-term resolutions. Monitor, Decrease and Effectively use Stress Within a work environment, there are numerous factors, which create organizational stress. Some of these factors are natural - and unavoidable - in today's dynamic workplace. Other variables, however, are controllable and avoidable. By addressing these concerns, we can minimize stress as well as the excessive human and financial costs incurred. We facilitate the resolution of problems among individuals or groups, including unresolved conflicts, which impact productivity and quality profit.

PERFORMANCE

BENEFITS TRAINING

- leads to improved profitability and / or more positive attitudes
- improves the job knowledge and skills at all levels of the organization
- improves the morale of the work force
- helps people identify with organizational goals
- helps create a better corporate image
- improves the relationship between boss and subordinate
- aids in organizational development
- provides information for future needs in all areas of the organization
- organization gets more effective decision making and problem solving
- aids in development for promotion from within
- aids in developing leadership skill, motivation, loyalty, better attitudes, and other aspects that successful workers and managers usually display
- aids in increasing productivity and/or quality of work
- helps keep costs down in many areas eg. Production, personnel, administration etc
- improves labor-management relations
- stimulates preventive management as opposed to reactive management
- creates an appropriate climate for growth, communication
- aids in improving organizational communication
- helps employees adjust to change
- aids in handling conflict, thereby helping to prevent stress and tension
- provides information for improving leadership knowledge, communication skills and attitudes
- increases job satisfaction and recognition
- moves a person toward personal goals
- provides trainee an avenue for growth
- builds cohesiveness in groups
- provides a good climate for learning, growth and coordination
- makes the organization a better place to work and live

Leading Solutions
Professional and Personal Skills Training

INSIGHT • INNOVATION • PERFORMANCE

Leading Solutions

Professional and Personal Skills Training

VISION

Leading Solutions creates enduring partnerships that enable personal and organizational change by providing customized and comprehensive services to foster growth, success and prosperity.

We place a strong emphasis on excellence in every aspect of our work, delivering professional and client value services.

All workshops are tailored to your particular objectives and needs. Leading Solutions provides information and strategies to develop skills and increase understanding through workshop activities including lectures, discussions, case studies, role playing, simulations, and videos. Our approach includes many proven models and frameworks on each subject and are highly participative. Experienced consultants are the facilitators.