

Appreciative Strategies, LLC

Curriculum Availability – Soft Skills Training



Appreciative Strategies, LLC

Dennis E. Gilbert, Founder/President

Appreciative Strategies® is a registered trademark.

Appreciative Strategies, LLC is a for-profit consulting, training, and human performance improvement solutions company. The business is established on the philosophy of human performance improvement through positive interventions. This is in sharp contrast to conventional methods which typically address problems and seek changes that eliminate or solve problematic areas.

Appreciative Strategies, LLC seeks to find the positive forces within people, teams, and entire organizations. Focusing on the positive and life-giving forces that make the people, teams, and organizations what they are today. In its most simplistic terms instead of addressing problems that bring organizations down, this approach highlights and brings to life the dynamics that make it great.

Curriculum

Over the course of more than 12 years this curriculum has been developed and refined to incorporate only the best presentation formats, experiential learning activities, and associated workbooks. As a SME, Dennis Gilbert utilizes a combination of research and real-world experiences to deliver and customize soft skills training to fit a wide variety of industry sectors.

Leadership / Management / Supervisory

The Aspiring Leader *Best Seller*
Coaching Skills for Supervisors (3 One-half day sessions)
Delegation: Developing the Power and Will to Delegate *Popular*
Transitions: Peer to Manager
Supervisor Effectiveness (5 One-half day modules) *Best Seller*
Advanced Leadership Development (2 Full-day sessions)

Half Day Full day
Multiple Day Formats

Team Building / Workplace Relationships

Teamwork Essentials
Ethics in the Workplace
Improving Workplace Relationships
Helping Others Succeed: Feedback and Accountability Strategies *Popular*
Emotional Intelligence and the Workplace *Best Seller*

Communications

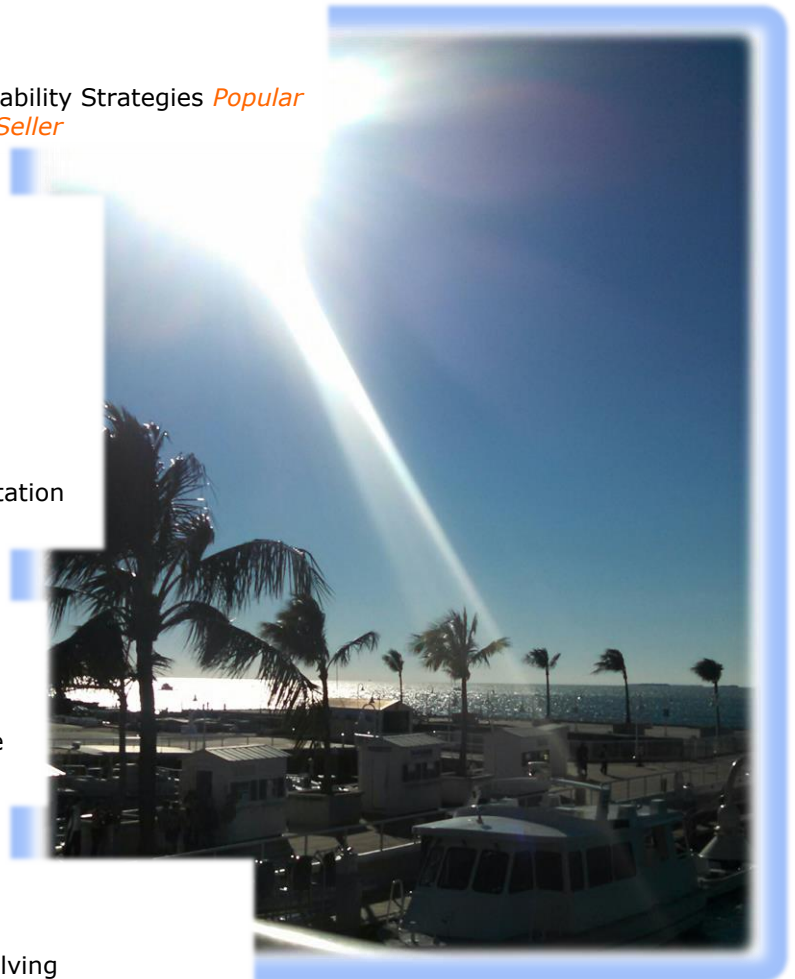
Effective Team Communications
Building Communication Awareness and Trust
Communications and Generations *Popular*
Plant Floor Communications *Popular*
Listening, Effective *Best Seller*
Body Language in the Workplace
Conducting Effective Meetings *Popular*
Speaking and Presenting: Improve Your Presentation
Working with Communication Styles *Popular*

Change Management

Change Dynamics for Lean and Six Sigma
Managing Change
Managing Change, Communication, and Culture
Working with Change *Popular*

Decision Making / Problem Solving

Decision Making and Problem Solving *Popular*
Skip-the-Trip: Decision Making and Problem Solving
Managing Information Overload
Critical Thinking: Decision Making and Problem Solving *Best Seller*



Curriculum / Modules

More than 55 titles, from half day to full day, to multiple day formats.

Many modules have customization that transcends sectors, audience size, and modular adaptability.

Conflict

Defusing Volatile Situations *Best Seller*
Exploring Stereotypes and Personalities
Working with Difficult Personalities *Best Seller*
Conflict Prevention and Resolution
Managing Conflict *Popular*

Innovation / Strategy

Innovation Training
Strategic Planning: Fundamentals
Strategic Planning: Development and Methods
Strategic Planning: Problem Solving & Decision Making
Succession Planning Training *Popular*

Generational Diversity / Diversity

Diversity and Communication Strategies
Navigating A Multigenerational Workforce *Best Seller*
Conflict in a Multi-Generational Organization
Communications for a Multi-Generational Organization

Harassment and Civility

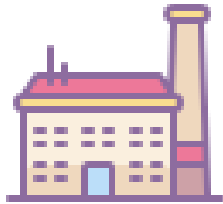
Managing Conflict, Bullying, and Harassment
Harassment Compliance Front Line
Harassment Compliance Supervisory *Hot Topic*
Workplace Civility

Customer Service / Selling / Motivation / Productivity

Exceptional Customer Service *Popular*
Enhanced Customer Service *Popular*
Customer Service is a Culture not a Department *Best Seller*
Improving the Customer Experience with Appreciative Inquiry *Popular*
Customer Service: We All Sell
Improving Professionalism and Public Perceptions (3 Module Series)
Positive Light – Workplace Motivation *Best Seller*
Time Management *Popular*
Managing Multiple Priorities, Projects, and Deadlines *Popular*
Negotiation, The Art of *Popular*
Sales: Building Client Relationships
Selling: Improving Your Sales Skills

Sectors Served

Much of the curriculum has been adapted and modified to fit a wide range of business and industrial sectors.



Manufacturing



Healthcare



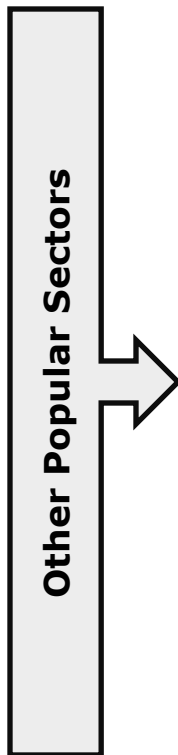
Banking



University



FOUR PRIMARY SECTORS



Mental Health



School Districts



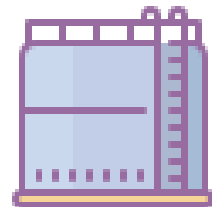
Trade Associations



Distribution



Hospitality



Gas & Oil

About Dennis

Dennis E. Gilbert is a proven leadership, generations, and customer service expert who has helped hundreds of organizations and thousands of individuals and teams transition forward to achieve higher levels of business and organizational success.



M.S. – Penn State University, Workforce Ed and Dev
B.S. – Penn College of Technology, Tech Mgt
A.A.S. – Penn College of Technology, Comp Science



He has obtained the highly coveted status of Certified Speaking Professional (CSP™) with the National Speaker Association. Fewer than 12% of the 5,000+ speakers of the 13 associations affiliated with the Global Speakers Federation currently hold this honor.



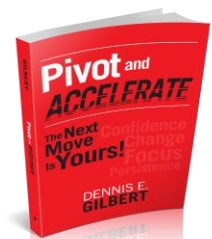
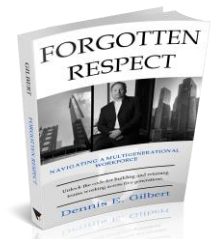
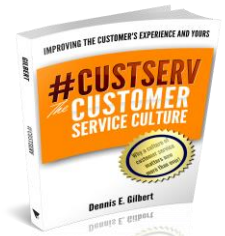
Dennis speaks and trains nationally. He resides in Northeastern Pennsylvania and serves a common cluster of clients in Pennsylvania, New Jersey, and metro New York City.



He consistently receives the highest ratings from corporate training events and keynote speeches and he is hired again and again by clients because of his unique ability to present what is often complex and challenging material with a breakthrough style that is deeply rooted in his real-world experiences.



Dennis is a five-time author and has contributed to works in eight other books published by Pfeiffer – A Wiley Imprint.



Dennis-Gilbert.com

AppreciativeStrategies.com

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