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Knowledge That Powers Organizations!

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Catalog of Soft Skills Courses and Services

Eogogics Offers Employee Development Services and Onsite (or, for Some Courses, Web-based) Classes on the 100 Soft Skills Most Critical to Professional and Management Success Taught by the Industry's Most Highly Qualified and Dynamic Instructors. *(See inside for details)*

Why Eogogics?

Unmatched Expertise: Over 20+ years, we've done lots of onsite classes, in-house leadership development programs, executive coaching, meeting facilitation, human resource consulting, and much more for organizations across a wide range of industries, including the Government.

Industry Recognized: Preferred or sole-source provider for Fortune 500 companies, hospitals, universities, nonprofits, and federal/state government agencies.

High Client Satisfaction: 100% of our classes rate good-to-excellent, 98% client retention, 85% of business from client referrals.

Top-tier Instructors: With advanced degrees, extensive ISD and platform skills training, 15-30 years of work and teaching experience, and awards/honors. They are engaging and dynamic presenters who earn excellent participant evaluations, class after class.

Customized, Practical Courses: Each class is customized to your industry, company, and culture. Collaborate with the instructor to design a course focused on your own mission critical needs (including Action Learning Programs). Take a class onsite or, in some cases, on the Web.

Buy Coach, Travel First Class: Using technology to drive down our operating costs, we offer top-tier instructors and tailored courses at 30% below market.

Knowledge That Can Power *Your* Organization!

Benefit from our two decades of experience with diverse business processes and work cultures, knowledge of industry best practices, and sound advice. **Try us before you buy us:** Discuss your training requirements with an actual instructor and receive a tailored course outline at no cost or obligation.

Eogogics Soft Skills Training and Consulting Skillset

- **Professional Development:** Empowerment, Positive Attitude, Time/Priority Management, Stress Management, Thriving on Change, Critical Thinking, Creativity, Problem Solving, Leading Up
- **Business Communications:** Effective Verbal and Written Communications, Writing Successful Proposals, Persuasive Presentations Workshop (with videotaped critique)
- **Technical Communications:** Technical Writing, SWOT Analysis, Writing Use Cases, Technical Proposal Writing, Technical Presentations Workshop (with videotaped critique)
- **Interpersonal and Teamwork:** Myers Briggs (MBTI), Team Play, Conflict Management, Conflict Mediation, Handling Difficult Behavior, Win-win Negotiation, Influencing Skills
- **Respectful Workplace:** Workplace Diversity, Workplace Harassment, Workplace Violence
- **Customer Service and Sales:** Internal and External Consulting, Selling, Internal and External Customer Service, Building a Customer Focused Organization
- **Soft Skills for the Technology Age:** Out-of-the-Box Thinking, Brainstorming, e-Communications and Social Media, Virtual Collaboration, Leading Virtual Teams, Technical Management
- **Management:** Supervision, Management, Project and Team Management, People in Projects, Meeting Leading, Delegation, Coaching, Managing Diversity, HR Performance Metrics
- **Leadership:** Strategic Analysis and Planning, Leadership Workshop (Basic, Intermediate, Advanced), Leading Change, Creating a Leading Up Culture, Managing and Leading Upward
- **Technical Management:** Comprehensive Project Management Workshop and Simulation, Project Conflict Resolution, Delivery Performance Improvement, Quality Management, Controlling Project Risk, Cost Reduction, Do's and Don'ts of Technical Management, Engineering Economics, Software Project Management, Systems Management, Manuf. Leadership, Offshore Supplier Mgt.
- **Careers in Transition:** Marketing Your Skills in a Behavioral Interview, Transitioning Careers
- **Also Consulting Services to Complement Our Soft Skills Courses:** Coaching and Executive Coaching, In-house Leadership Development Programs, Conflict Mediation, Meeting Facilitation, Human Performance Improvement Study, Training /e-Learning and Documentation Development

How to Use This Catalog

Embedded in this document are live hyperlinks that allow you to cross-reference back and forth within this document as well as to link with our website to obtain more detailed info. To follow these links, click where indicated.

Check out Our Website and Other Catalogs:

This catalog lists our courses and services on soft skills. (A separate catalog lists our technology offerings.) It's updated once a year, while our curriculum is constantly growing and evolving. So for the most comprehensive and up-to-date listings, be sure to browse our website.

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Soft Skills Curricula

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Professional Effectiveness: Positive Attitude, Empowerment, Time/Stress Management, Creativity, Communications, Presentations, and More

Course ID	Days	Course Title
EMPOWER	1	Empower Your Mind, Empower Your Business!
POSITIVE	1	The Power of Positive Attitude
TIMEMGT	1	Getting More Done in Less Time: Time & Priority Management
STRESS	1	Stress Management: Coping with Today's 24/7 Jobs!
CREATE	1	Think Smart: Unleash Your Hidden Creativity!
THINKSOLVE	2	Problem Solving and Critical Thinking: Making Sound Decisions in a Fast-Paced World
OUTOFBOX	2	Thinking Out of the Box: A Systems Engineering Imperative
PRESENT	2	Presentations That Inform, Motivate, and Sell!
BIZCOM	1	Business Communication: In-Person, Written, Verbal, and Internet
VCOLLAB	1-3	Collaborating Effectively on a Virtual Team
ECOM	1	Effective Office Communications: E-mail, Voice-mail, Video-Mail, Skype, Twitter, and More
TWRT	2	Technical Writing: Proposals, Reports, E-mails, and SWOT Analyses
TECHWRITE	2	Hands-on Technical Writing
INTERVIEW	1	Marketing Your Skills in a Behavioral Interview
TRANSITION	1	Career Transition: An Opportunity for Betterment

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Interpersonal and Teamwork: Team Work/Team Play, Relationships/Conflict Management, Negotiation, Diversity, Change Management, Consulting

Course ID	Days	Course Title
MEETLEAD	**1**	How to Get More Done with Fewer, More Productive Meetings
INFLUENCE	2	Influencing Skills: Achieving Results without the Authority
NEGOTIATE	1	Effective Negotiation: Beyond Win-Win!
DIFFICULT	1	Dealing with Difficult Behavior
DIVERSE-S	1	Diversity: Becoming Your Best in a Multi-cultural Environment
RESPECT	1	Building a Respectful Workplace
THREAT	1	Violence in the Workplace: Prevention and Response
HARASS	1	Preventing Sexual Harassment in the Workplace
CONFLICT	1	Conflict in the Workplace: Managing Relationships, Interactions and Conflicts
TEAMPLAY	2	Team Play
CHANGE	1	Change Management: Introducing, Adapting to, and Thriving on Change
SERVICE	2	Internal Consulting and Customer Service
VCOLLAB	1-3	Collaborating Effectively on a Virtual Team

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► *Click any course title to view its description on our website*
► *Click any curriculum name to view it on our website*

Management: Supervision, Project/Team Management, Leadership, Leading Up, Strategic Analysis/Planning, and More

Course ID	Days	Course Title
MEETLEAD	1	How to Get More Done with Fewer, More Productive Meetings
FEEDBACK	1-2	Performance Feedback That Achieves Win-Win Outcomes
SUPERVISE	2	Step up to Supervision!
COACH	2	Coaching for Superior Performance
PROJMGT2	2	Project Management Workshop
PROJMGT4	4	Project and Team Management Workshop
VLEAD	1-3	Leading Virtual (Global) Teams
COSTRED	2	Cost Reduction: Opportunities and Strategies
PEOPLE	3-4	People in Projects: Foundation for Project Success
DOS-DONTS	1	Succeeding at Technical Management: Do's and Don'ts for the Technical Manager
DIVERSE-M	1	Diversity: Managing a Multi-cultural Environment
HARASS	1	Preventing Sexual Harassment in the Workplace
CONFRES	1	Conflict Resolution for Project Managers
INFLUENCE	2	Influencing Skills: Achieving Results without the Authority
LEADUP	1-2	Creating a Leading Up Culture
MANAGUP	1-2	Managing and Leading upward to Achieve Your Organization's Mission
LEAD	1	Leadership: Be the Leader Others Want to Follow!
LEAD2	2	Leadership: Becoming an Effective, Confident Leader!
LEAD3	3	Advanced Leadership Workshop: The Vision, the Strategy,and the Execution
STRAT1	1-2	Strategic Analysis and Planning Workshop

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Sales, Customer Service, and Consulting Training

Course ID	Days	Course Title
SELLING	2	The Art of Selling: The Science and the Psychology
CUSTSERV	2	Customer Service Excellence: Developing a Customer Centric Culture
SERVICE	2	Internal Consulting and Customer Service

Courses for Human Resources Professionals: HR Strategy, HR Metrics, Partnering/Aligning, Performance Management, Diversity, Harassment, and More

Course ID	Days	Course Title
HRMET	2	HR Performance Metrics: Think Strategically, Build Alliances!
SERVICE	2	Internal Consulting and Customer Service
COACH	2	Coaching for Superior Performance
CONFLICT	1	Conflict in the Workplace: Managing Relationships, Interactions and Conflicts
DIFFICULT	1	Dealing with Difficult Behavior
FEEDBACK	1-2	Performance Feedback That Achieves Win-Win Outcomes
DIVERSE-M	1	Diversity: Managing a Multi-cultural Environment
DIVERSE-S	1	Diversity: Becoming Your Best in a Multi-cultural Environment
HARASS	1	Preventing Sexual Harassment in the Workplace
THREAT	1	Violence in the Workplace: Prevention and Response
RESPECT	1	Building a Respectful Workplace
TRANSITION	1	Career Transition: An Opportunity for Betterment

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IT Basics, MS Office Applications, and Soft Skills for Today's Technology-Powered Office

Course ID	Days	Course Title
		Soft Skills for Todays' Technology-Powered Office
ECOM	1	Effective Office Communications: E-mail, Voice-mail, Video-Mail, Skype, Twitter, and More
BIZCOM	1	Business Communication: In-Person, Written, Verbal, and Internet
VCOLLAB	1-3	Collaborating Effectively on a Virtual Team
VLEAD	1-3	Leading Virtual (Global) Teams
		Information Technology Basics: Some CompTIA-Based Courses
A-ESSENT	3	CompTIA A+ Certification: IT Essentials Training
A-602	3	CompTIA A+ Certification - 220-602: IT Technician Training
		We also Offer Workshops for Microsoft Office Applications and Related Courses. **Please Visit Our Website for the Latest Course Outlines.**

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Professional Services

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Leadership Development Program

Program in a Nutshell

"A leader is someone whom others will follow to a place they would normally not go on their own," is how the futurist Joel Barker defines leadership. Organizations need leaders who can rally the workforce when there's a challenge, challenge them when they are mired in the status quo, calm them when the seas are rough, and propel them into action when there is a crisis. Leadership training courses rarely develop leaders of this type. It takes much more than traditional training to develop the type of a leader described here. The Eogogics Leadership Development Program (LDP) offers a comprehensive process for grooming leaders. It will help you recognize and leverage your strengths, discover what prevents you from reaching your fullest potential as a leader, and then help you create a plan to get there!

Program Details

The exact duration and composition of your organization's Leadership Development Program will be custom-tailored to your organization's leadership development requirements. However, the LDP generally is a four to twelve month long program that includes the following components:

- *Individual Needs Assessment:* A comprehensive, up-front 360 degree survey to gauge how your superiors, peers, and subordinates view your performance.
- *Leadership Learning Plan:* Using the needs assessment results as a guide, you will design an individual Leadership Learning Plan (LLP) to serve as your roadmap for development during the LDP process. An LLP format, including provisions for defining and meeting specific leadership development objectives, will be provided.
- *Self-Directed Learning:* You may complete self-directed learning projects to build the competencies most needed by you. These projects may include case studies, shadowing, executive interviews, reading, specific skill development, behavior change activities, etc.
- *Action Learning Teams:* You will join a team of peers from the Orientation Session. Each team will analyze a current, real-life 'hot topic' facing your organization or industry. You will use state-of-the-art decision making and problem solving models and engage in benchmarking for increased external awareness. Each team will research solutions to its challenges and report its results to the senior management during the Capstone Experience at the end of the program.
- *Reflective Learning:* Leadership begins with self-awareness. One of the most potent leadership development tools is a journal that allows you to record your decisions and behaviors and their effect on the followers. You can then reflect on and share the findings with your peers. Each formal learning session provides the forum for reflecting on progress through reporting out to peers.
- *Just-in-time Instructor-Led Training Sessions:* Although much of the learning is self-directed, there are instructor-led training sessions interspersed throughout the program to help guide the leadership development process.
- *Coaching and Personal Board of Directors:* You will select a coach who will assist you throughout the LDP process to reflect on learning and assist you with your development. You should also seek a mentor within

the organization as well as a career advisor within or outside the organization. These people will make up a personal board of directors.

LDP recognizes that individuals grow best when they work on real issues with their own colleagues, with the organization setting expectations, providing support, and evaluating their success. While entailing a lot of work, LDP is both fun and rewarding. While helping individuals grow into leaders, it can also help nurture professional relationships that work to the organization's advantage.

Organizations need leaders who can rally the troops when there's a crisis, challenge them when they are mired in complacency, soothe them when there is turbulence, and lead them into action that advances the organizational agenda. LDP requires a fair investment of time and money but can help develop the types of leaders Joel Barker referred to.

Call or e-mail us today to schedule the phone consultation that will allow us to understand your leadership development requirements and submit a custom LDP proposal with program details and costs specific to your organization's needs.

Coaching Service

Program in a Nutshell

Perhaps you are already on the top rung of the success ladder for your current job and wish to reach for the next level. Or maybe there's something holding you back from the peak performance for your current level. Either way, coaching can help.

Often confused with training or mentoring, coaching picks up where the former two leave off. A coach, usually a specially trained, external specialist, can help you discover the hidden strengths and resources you never thought you had. How does he or she do that? Through questions that provoke thought and challenge. It's a powerful technique! Coaching is the ultimate investment an organization can make in an individual that it values enough to want to lift to a higher level of performance or responsibility.

Eogogics offers six to twelve month renewable contracts for organizations that wish to take advantage of professional coaching for one or more of its employees.

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Program Details

You may be a seasoned professional who already has all of the knowledge and skills pertinent to your profession yet feel that something more is needed for success in your current job or advancement to the next higher job. Clearly, taking more training is not the answer.

Coaching, often confused with training or mentoring, picks up where the former two leave off. A trainer, an internal or external professional, can help you learn the tried and trusted techniques for enhancing your

professional or managerial effectiveness. A mentor, always an insider, can help you master the processes and culture of your particular organization. Through challenging and thought provoking questions, a coach, -- usually a specially trained, external specialist -- can guide introspection and self-discovery to help you tap into your hidden potential.

Organizations wishing to avail themselves of our coaching services enter into a six to twelve month contract with Eogogics. The contracts can be renewed as needed. The coaching process involves a two-hour orientation and one-hour phone or in-person meeting every two to four weeks. We charge for these services on time-and-materials basis. A twelve month contract for one individual that involves an hour of contact each month costs about the same as a five-day public seminar and can accomplish much more than a training class ever can!

Whether you have someone who needs help with a couple of issues that are holding him back or a shining star you wish to groom to the next level, this is money well spent. Please e-mail or call us to schedule the phone consultation to begin the coaching process.

Conflict Mediation

Program in a Nutshell

Conflict between critical staff members or leaders of a project or organization needs to be dealt with before it turns into crisis. Significant projects have much invested and a great deal to lose. Unresolved conflicts between any two key personnel can undermine good project plans, ultimately leading to project failure. If the project doesn't completely fail, it will more than likely suffer from escalated costs resulting from wasted time, poor decision making, loss of talent, reorganization, sabotage/theft, low morale, and adverse health impact.

The Eogogics Conflict Mediation Service is an alternative to traditional grievance processes. This service is especially attractive to executives who may be experiencing conflict with peers. These leaders require resolution to be confidential and impartial, while preserving all decision-making for them. Our service also addresses situations where conflicting parties choose to let the conflict fester through avoidance, causing project delays, or inefficiencies. Our mediator will lead an intervention meeting and guide the conflicting parties to an agreed resolution within 24 hours, avoiding any further delays and reducing overall costs.

Program Details

Conflict is a natural occurrence within projects or organizations and should always be expected. No one person can be blamed for conflict, yet there is plenty of blame to go around when conflict transforms into crisis. Crisis normally occurs when conflict is handled in either of these ways:

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- Avoidance: An action of emptying, vacating, or clearing away
- Coercion: To achieve by manipulation, force, or threat

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While each of these may deliver some level of relief, you can rest assured that the relief is temporary. This is especially the case with project leaders or project executives, who utilize these tactics because they believe themselves to be solely responsible for 'handling issues'. With avoidance or coercion as the response to conflict, the stage is set for crisis. This is why crisis occurs in most projects. This is also why many project leaders never see it coming. Leaders are simply utilizing methods that they have previously been rewarded for.

Mediation is the solution for high-risk conflict. The mediation service offers guided conversations for change. This service is distinctively different from services offered by conciliators, arbitrators or litigators, all of which imply that the participants are 'giving up' some control of the outcome. Our Conflict Mediation Service provides an impartial, trained, and skilled mediator to assist individuals with resolving a controversy within 24 hours. The mediator operates with emotional maturity, confidentiality, objectivity and openness to outcome. The mediator is not a judge and does not make rulings. The conflicting participants achieve resolution by making decisions for themselves. The resolution actions are transcribed into a document enabling the participants to manage their decisions after the mediation.

Our research and experience reveal that organizations that utilize an effective mediation service often reduce costs and delays. If you have unresolved project conflict or would like to include mediation in future project plans, please e-mail or call us to engage our mediation support.

Human Performance Improvement Study

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Program in a Nutshell

Have you seen an individual sent off to training for help with a perceived performance problem when the real problem lies elsewhere? Management and human resource practices, quality processes, and corporate culture are among the factors that can interplay to create serious performance issues. For instance, when team-members appear to lack motivation or cohesiveness, the management response often is to send them to a teambuilding course. When training does not resolve a performance issue or when a large number of individuals in an organization exhibit performance problems, it's time to take a holistic approach to identifying and fixing organizational problems. Human Performance Improvement (HPI) study is just such an approach**.**

Program Details

Has your organization sent an individual off to train on a particular topic only to find out later that the training did not solve the problem? This can happen because the organization is not set up for the expected behavior change to occur or because training was never the right solution in the first place! "If you put a gun to their head, could they do it?" If the answer is "yes", then training is obviously not the solution. So if training is not necessarily the answer to performance issues, how do we find out what is? After all, if their failure is due to poor work procedures or oversight, confusion about expectations, or insufficient incentives, training will only end up wasting time and money.

HPI recognizes that training is usually not the sole cure for performance deficits. It also insists that learning be linked to performance.   The HPI process involves a systematic needs analysis to determine the environment, needs, current and expected culture, policies and processes and other issues that impact work performance. From this analysis emerge recommendations for performance enhancement that may or may not include training.

As part of an HPI project, the Eogogics HPI specialist will start with a thorough review of all relevant documents including the organization's mission and values, its strategic plan, recruiting and indoctrination practices, employee handbook, policies and procedures, job descriptions, performance appraisal forms, work assignment and job promotion practices, and more.

He or she will then hold hour-long interviews with the key personnel as well as focus groups with randomly selected individuals. If the analysis of this information reveals the need for follow up interviews, additional employees may be contacted by phone. All of the information collected by us remains strictly confidential. After we have gathered sufficient data and analyzed all of the major functional areas, we meet with the management to present a comprehensive report describing our recommendations for performance enhancement.

HPI is a more scientific, quantitative, and holistic approach that believes that learning should make a difference. HPI studies are conducted on time-and-materials basis. Please e-mail or call us today to schedule the phone consultation that will allow us to determine your HPI requirements and submit a custom proposal with program details and costs specific to your organization.

Meeting Facilitation

Program in a Nutshell

Do your meetings seem to get easily derailed? Do they go off on tangents, get bogged down in minutia, spend too much time on one topic at the expense of another, get embroiled in personality conflicts, or simply run into overtime? Whatever the meeting agenda, our professional facilitator can help you get the most out of your meeting. Our facilitators will help you keep time, stay on topic, make sure that all parties are heard, moderate disagreements, and record action items and open issues.

Program Details

Running meetings is not everyone's cup of tea. It takes training and experience in group problem solving techniques along with personal presence, people savvy, and energy to guide a meeting to successful close in the face of distractions, conflicting agendas, and other forces trying to pull the meeting apart. Among the skills that a professional facilitator brings to the podium are the ability to:

- Keep time
- Monitor the agenda to be sure it is all covered
- Keep track of the unresolved issues that need to be revisited

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- Moderate discussions
- Defuse disagreements and conflicts
- Lead problem-solving or brainstorming sessions
- Organize parallel working sessions
- Keep participants on topic and avoid non-productive tangents
- Ensure that everyone is heard and included in the decision making process
- Record action items and open issues for closure at the end of the meeting

It often makes sense to get an external facilitator even when your company has a savvy meeting leader of its own. An external facilitator:

- Can bring a new vantage point to situations and issues
- Does not have a political agenda
- Can handle disagreements and conflicts with greater ease

When there's a lot riding on the outcome of a meeting, it's wise to bring in an Eogogics meeting pro.   Among the types of meetings that can benefit from professional facilitation are those intended to:

- Draft a mission and values statement
- Develop corporate or departmental strategy
- Brainstorm ideas for a new or improved product or service
- Identify and resolve problems
- Work out a new structure or organization

Eogogics meeting facilitators combine strong educational credentials with training in group dynamics, group process, decision-making models, and extensive professional meeting facilitation and stand-up training experience. Please call or e-mail us your meeting facilitation requirements to get started.

Training and Documentation Development

Do you lack the staff to execute that hot course or documentation development project? Or is there too much to develop in too short a time frame? Or are you simply looking for a more cost effective alternative to in-house development? We can help you turn out impressive courses and manuals timely and without busting your budget.

Here are just some of the things we can help you develop through a combination of in-sourced and out-sourced development solutions:

- Custom instructor-led courses

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- Custom e-learning courses, including self-paced (CBT, WBT), "nano-training" (podcasts, PDA-based courses), and web-live courses
- Tutorials and work books
- Instructor guides
- Pre- and post-tests
- Job aids
- Human resource policies and handbooks
- Benefit and career guides
- Outplacement guides
- Procedure manuals
- Decision-making guides
- Business processes

e-Learning Development and Management

Eogogics offers an extensive set of e-learning development and management options as part of our consultative and development services repertoire.

Here are just some of the things we can help you with through a combination of in-sourced and out-sourced solutions:

- Technology-based enterprise learning solutions, e.g., CBT/WBT and web-live courses
- E-learning development based on your own course content or ours
- Just-in-time and nano-training options including Electronic Performance Support Systems (EPSS), simulators, podcasts, PDA-based training, and more
- Enterprise learning infrastructure such as LMSs, LMCSs, and knowledge portals
- In-sourced development of custom e-learning courses
- Out-sourcing of e-learning development
- Management of e-learning design, development, and roll-out

If you are in need of a custom e-learning solution, please contact us for consultation on how we can help you get the most from your e-learning investment.

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Eogogics Inc. provides technical and soft-skills training and consulting services to businesses and government clients in the US and abroad.

The Eogogics principals include seasoned subject matter experts who average 25+ year experience and have been involved with exciting, landmark projects worldwide.

The Eogogics consultants are among the most knowledgeable and the instructors among the most dynamic available anywhere today.

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