

EMERGENT METHOD SERVICES:

TRAINING AND FACILITATION



EMERGENT METHOD

Emergent Method is a management consulting firm focused on helping companies and organizations innovate, grow, improve their performance, and achieve their missions.

STRATEGY. ACTION. RESULTS.



**EMERGENT
METHOD**

High achieving employees **seek out and thrive** in organizations that invest in their professional development, and the companies that can retain these high achievers are routinely more successful than their peers. According to the Association for Talent Development (ATD), companies that offer comprehensive training programs have **218 percent higher** income per employee and enjoy a **24 percent higher** profit margin than those who spend less on training.

Recognizing this need, our team is highly equipped to develop and deliver a variety of **professional development** and **soft skills** trainings, as well as facilitate **team or board retreats** and **corporate meetings**.

As specialists in client service, we know that no two companies have the same employee development goals and no two workshops should ever look exactly alike. Please consider these service offerings a framework that we can personalize to meet your unique objectives.

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Emergent Method served a critical role in the facilitation of a strategic retreat with our multi-functional and cross-cultural team. Their quick uptake on the intricacies of our organization earned the respect of our team and produced a results-oriented plan.

David Klanecky

VP, Energy Solutions, Albemarle

For more information, contact

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PROFESSIONAL DEVELOPMENT TRAINING

SWEATY PALMS AND DEATH BY POWERPOINT

PRESENTATION SKILLS

Effectively verbalizing your idea, vision, product, or service is at the crux of any business or professional growth. While there is no singular correct way to craft and deliver a message, there are a number of pitfalls to avoid and best practices to consider. Our presentation experts can help your team with content creation, visual aids and handouts, as well as tactical delivery mechanisms and story crafting. This workshop can be delivered as a team event or as coaching sessions for individuals or groups.

Workshop objectives include:

- Preparing content for specific professional audiences, both internal and external
- Identifying and crafting the most relevant data into memorable take-away points
- Correcting issues with gestures or nervous habits
- Integrating visual aids and handouts and presenting with the confidence of an expert

SHAKING HANDS IS NOT DEAD

NETWORKING & BUSINESS DEVELOPMENT

It's not what you know; it's who you know. And more specifically, it's who likes you, trusts you, and recommends you. Even as social networking has encroached into every facet of our interpersonal relationships, business leaders still prefer to do business with, promote, and hire people with whom they have an in-person relationship. Learn how to best present yourself and your business to the people that matter – everyone.

Workshop objectives include:

- Crafting a professional, memorable introduction for both internal and external networking
- Appreciating how your business relates to others and interacting with various personality types
- Identifying key stakeholders in the business development process
- Making the ask for a sale or recommendation

THE OXFORD COMMA AND OTHER CONUNDRUMS

BUSINESS WRITING

Technical skills without the ability to communicate can prevent even the most expert professionals from achieving career goals. Our communication professionals can help your team assess competency gaps in business writing and start down a path of vigilance and improvement. We'll help your team, from senior leadership to the front line, understand how to make business communication as impactful as possible.

Workshop objectives include:

- Refreshing grammar and spelling skills
- Learning the do's and don'ts of electronic communication including assessing email tone
- Discovering simple tactics to ensure messages are easy to understand, yet highly professional



SOFT SKILLS TRAINING

WHY CAN'T YOU DO WHAT I'M THINKING?

Our team is certified to administer Hogan and DiSC® profiles as a supplement to leadership training.

LEADERSHIP, MANAGEMENT, & COACHING

Leading a visionary team, managing workflows, and coaching employees all utilize very different skills. Successful executives understand the difference. Through introspection, group activities, and interactive discussion we can help your leaders reach their highest potential.

Workshop objectives include:

- Understanding when your employees need leadership, management, or coaching
- Bringing a coaching culture into your workplace within a management structure
- Creating transformational leaders out of emerging executives

WHAT IF THE CUSTOMER IS WRONG?

We also offer an executive customer service course with a focus on high-level experiential learning and development plans.

HANDS-ON CUSTOMER SERVICE

If your company strives for a culture of exceeding customer expectations, your staff should be empowered to make quick decisions and trained on how to interact with any customer, pleasant or perturbed. Let us guide your staff along the path from employees to solution-oriented business partners.

Workshop objectives include:

- Modeling excellent customer service by treating your staff like your first line of customers
- Disarming difficult customers
- Understanding purpose versus function and the customer cycle

CONVERSATIONS AND OTHER BYGONE PRACTICES

ETIQUETTE IN THE MODERN WORKPLACE

Lack of professionalism is often a chief complaint by managers regarding new, and particularly unexperienced, hires. From email to wardrobe to simply making eye contact, set the tone with a direct, yet non-confrontational workshop customized for your office culture.

Workshop objectives include:

- Establishing communication, attitude, attire, and collaboration expectations
- Creating a spirit of career and company ownership

WORKING WITH HUMANS

EMOTIONAL INTELLIGENCE & CONFLICT RESOLUTION

Relationships are at the heart of every business transaction. Building your emotional intelligence and wielding it in conflict situations is an invaluable tool in maintaining professional relationships and creating your reputation as a problem-solver and a leader.

Workshop objectives include:

- Creating awareness of personality types through behavior and communication preferences
- Understanding the role emotional intelligence plays in resolving professional conflicts
- Utilizing various conflict-handling modes based on type of situation and individuals involved



RETREAT AND MEETING FACILITATION

ACT LIKE YOU LIKE EACH OTHER

TEAM RETREATS

Team retreats can be relationship builders, strategy builders, and communication builders - or they can be a complete waste of time. Whether your goal is to simply encourage comradery or to create a unified vision and strategic plan, Emergent Method can help you create a fun, engaging, goal-oriented event.

Team retreats can be crafted to include other professional development training as needed.

Optional retreat activities:

- Assessing personality types and behavioral preferences
- Defining roles and responsibilities
- Communicating upward and downward, internally and externally
- Building team culture through collaborative group games and problem-solving

FROM CHAOS TO CONSENSUS

BOARD RETREATS

The most effective boards of directors are diverse. However, diverse board members often struggle in reaching consensus on vision, goals, and priorities for the organization, which can derail execution of day-to-day operations. Our skilled facilitators can help your board focus and gain clarity on the strategic future of your organization – public, private, or not-for-profit.

Optional retreat activities:

- Visioning exercises, including developing priorities and mission statement review
- Delegating action items by member or committee
- Fostering ownership of the organization and crafting community outreach strategies

CIRCLE THE WAGONS

INTERNAL MEETINGS

Breaking down silos and building organizational synergy is tough to orchestrate from within if concerns exist regarding communication or distrust. Bringing in an external, unbiased facilitator is often the most prudent first step in encouraging collaboration. Whether your team needs guided strategic planning or assistance keeping an important meeting on task, our team is skilled in leading engaging activities and structured discussion that bring parties together and create actionable plans.

BUILD IT (WITH THEIR INPUT) AND THEY WILL COME

COMMUNITY OUTREACH & FOCUS GROUPS

One of the most important elements of developing new plans, projects, or products is input from the end user. People support what they help to create, and their input can often highlight elements you may have missed when focused just on technical components. Our community outreach experts can help you identify key stakeholders, and build out and implement a strategy for engagement. The result is an end user that is much more likely to understand, buy into, and accept what is being developed on their behalf.