



HRSS
CONSULTING GROUP

Human Relations Strategies and Solutions

COURSE OFFERINGS AND PRICE LIST

Foundation
Competitive
Work
Focused
Dedicated
Partnership
Collective
Growth

Excellence
Powerful
Service
Performance
Challenge
Implementation
Exceeding
Teamwork
Business
Beautiful

TABLE OF CONTENTS

1.	COURSE OFFERINGS AND PRICE LIST.....	1
	Figure 5-1. HRSS Consulting Group Course Catalog.....	2
1.1.	1-DAY COURSES.....	2
1.2.	2-DAY COURSES.....	7
1.3.	3-DAY COURSES.....	8
1.4.	5-DAY COURSE.....	10
1.5.	FOUR (4) 3-DAY COURSES	10

For inquiries, contact:

HRSS Consulting Group, LLC
1970 Michigan Ave., Bldg D
Cocoa, FL 32922
321-576-1314

info@hrssconsultinggroup.com

1. COURSE OFFERINGS AND PRICE LIST

The HRSS Consulting Group offers a comprehensive course catalog including courses that are directly applicable to Employee and Leadership Development Training, **Figure 1-1**. Each course can be designed, developed and implemented via blended learning (e.g., in-person, webinar, computer based). Curriculum is developed using the instructional systems design (ISD) process based on the Analysis, Design, Development, Implement, Evaluate (ADDIE) model. The pricing provided for each course accounts for design, development, facilitation and printing of course materials for training delivery up to 30 participants.

Topic / Competency	Course Title(s)	Price
Leading Change	Leading People and Change	\$7,495.00
	Strategic Middle Manager I	\$7,495.00
	The Core of Leadership	\$10,495.00
Flexibility	Managing Your Emotional Intelligence	\$4,495.00
	Leading People and Change	\$7,495.00
	The Core of Leadership	\$10,495.00
	Pathways to Leadership Program	\$41,980.00
Strategic Thinking	Financial Management	\$4,495.00
	Technology Management	\$4,495.00
	Collaborative Leadership	\$4,495.00
	Leading People and Change	\$7,495.00
	Strategic Middle Manager I	\$7,495.00
	Strategic Middle Manager II	\$7,495.00
	The Core of Leadership	\$10,495.00
	Pathways to Leadership Program	\$41,980.00
Conflict Management	Mastering Conflict	\$4,495.00
	Managing Your Emotional Intelligence	\$4,495.00
	Leading People and Change	\$7,495.00
	Advanced Supervisory Course	\$7,495.00
	Strategic Middle Manager II	\$7,495.00
	Introductory Supervisor Course	\$10,495.00
	New Supervisor Training	\$16,495.00
Team Building	Working Collaboratively	\$4,495.00
	Managing Your Emotional Intelligence	\$4,495.00
	Engaging Employees – Link to High Performance	\$4,495.00
	Pathways to Leadership Program	\$41,980.00
Customer Service	7 Secrets to Understand Multi-Generational Customers	\$4,495.00
	Managing Your Emotional Intelligence	\$4,495.00
	The Core of Leadership	\$10,495.00
Problem Solving	Innovation and Problem Solving	\$4,495.00
	Collaborative Leadership	\$4,495.00
	The Core of Leadership	\$10,495.00
	Introductory Supervisor Course	\$10,495.00
Influencing/Negotiating	Collaborative Leadership	\$4,495.00
	Advanced Supervisory Course	\$7,495.00
	Strategic Middle Manager I	\$7,495.00
Creativity and Innovation	Enabling Teams to Thrive	\$4,495.00
	Innovation and Problem Solving	\$4,495.00
	The Core of Leadership	\$10,495.00
	Pathways to Leadership Program	\$41,980.00
Resilience	Leading People and Change	\$7,495.00
	Introductory Supervisor Course	\$10,495.00
	The Core of Leadership	\$10,495.00
Leading People	Managing Your Emotional Intelligence	\$4,495.00

	Engaging Employees – Link to High Performance	\$4,495.00
	Leading People and Change	\$7,495.00
	Introductory Supervisor Course	\$10,495.00
	Emerging Leaders	\$10,495.00
	The Core of Leadership	\$10,495.00
	New Supervisor Training	\$16,495.00
	Leveraging Diversity	
	Collaborative Leadership	\$4,495.00
	From Inclusion to High Performance	\$4,495.00
	Millennials at Work	\$4,495.00
	Leading People and Change	\$7,495.00
	Accountability	
	New Supervisor Training	\$16,495.00
	Introductory Supervisor Course	\$10,495.00
	Emerging Leaders	\$10,495.00
	Innovation and Problem Solving	\$4,495.00
	Working Collaboratively	\$4,495.00
	The Core of Leadership	\$10,495.00
	Decisiveness	
	Innovation & Problem Solving	\$4,495.00
	The Core of Leadership	\$10,495.00
	New Supervisor Training	\$16,495.00
	Pathways to Leadership Program	\$41,980.00
	Building Coalitions & Partnering	
	Working Collaboratively	\$4,495.00
	Strategic Middle Manager I	\$7,495.00
	The Core of Leadership	\$10,495.00
	Pathways to Leadership Program	\$41,980.00
	Oral and Written Communications	
	Fostering an Environment Where Leaders Can Thrive	\$4,495.00
	Mastering Communication	\$4,495.00
	Advanced Supervisory Course	\$7,495.00
	Strategic Middle Manager II	\$7,495.00
	Emerging Leaders	\$10,495.00
	Introductory Supervisor Course	\$10,495.00
	New Supervisor Training	\$16,495.00
	Pathways to Leadership Program	\$41,980.00

Figure 1-1. HRSS Consulting Group Course Catalog.

1.1. 1-DAY COURSES

COLLABORATIVE LEADERSHIP

You identify a problem, issue or unrealized opportunity for organizational improvement. This will form the basis of a project to apply the collaborative mindset during and after the course. You will craft and implement a strategic action plan that will demonstrate your personal leadership skills and link your individual strengths and talents to your goals.

In this course, we will cover the following topics:

- Learn to project and exercise personal authority to get things done and influence decisions
- Recognize your strengths and learn to deploy them strategically to create collaborative organizational outcomes
- Identify key roles, skills and mental models needed to support collaboration and assess your organization in terms of its ability to collaborate and how you can impact this
- Explore diversity within a group environment and the contributions that diverse perspectives lend to collaboration, problem solving and entrepreneurial thought
- Improve your understanding of peer leadership and group dynamics in order to increase your ability to influence others and contribute to high quality group work environments

FOSTERING AN ENVIRONMENT WHERE LEADERS CAN THRIVE

Shifting from being a top performer to a leader can be tough. This course provides the crucial skills to shift from being an employee to a successful leader within the organization. Using interactive activities, case studies and on the spot coaching, we will cover key topics that are vital to achieve team success.

By participating in this course, you will:

- Identify the qualities of a “Great” Leader
- Understand the roles and responsibilities of a manager vs. a leader
- Learn what it takes to transition from star employee to exceptional leader
- Practice effective communication techniques

ENABLING TEAMS TO THRIVE

This course focuses on employee engagement, succession planning, and motivation. This provides a central forum for interdepartmental team members to network and bond, fostering continued collaboration across business units. Participants will explore key leadership concepts including human capital management, the employee life cycle, practices of exemplary leaders, and motivating and empowering others. Participants will also engage in a variety of experiential activities including, but not limited to, interactive discussions, relevant and motivational video clips, practical application of concepts through case studies, and team building exercises. Ultimately, participants will have an opportunity to develop an action plan to apply the concepts learned for developing their own succession planning strategies.

To meet the learning objectives, we will cover the following competencies that are essential to building a healthy and productive working environment:

- Human Capital Management
- Motivation
- Creativity & Innovation

MASTERING CONFLICT

The purpose of the Mastering Conflict course is to develop you as person, team, and organization to perform more effectively in your current and future roles. This 1-Day course integrates the use of self-awareness, activities, case scenarios, group discussions, and interactive, facilitated training to afford you the opportunity to take a comprehensive look at yourself. This insight allows you to develop a better understanding of how you and others operate and offers practical skills to help you develop new behaviors and leverage this knowledge and contribute to a better productive work environment at and across the appropriate levels in your organization.

To meet the learning objectives, we will cover the following three key competencies that are essential to building a healthy and productive working environment:

- Conflict Management
- Mastery of Understanding
- Mastering Conflict

MANAGING YOUR EMOTIONAL INTELLIGENCE

In order to maximize personal, mental and emotional potential, it is important to learn effective tools for managing your emotions, interpreting emotions, and modeling the successful experiences of others. The goal of this course is to increase your awareness, understanding, and application of emotional intelligence in the workplace.

The following topics are covered in this course:

- What is emotional intelligence?
- Why is it important?
- How is emotional intelligence linked to leadership?
- How do you apply emotional intelligence at work?

FINANCIAL MANAGEMENT

It is vital that management understand the organization's financial processes, to include overseeing procurement and contracting to achieve desired results. As a manager you are expected to prepare, justify, and administer the program budget. Furthermore, managers are required to monitor expenditures and use cost-benefit thinking to set priorities. This course focuses on reinforcing your knowledge of the budget process and reiterating the critical importance of your financial management responsibilities as a manager.

The following topics are covered in this module:

- Financial Management Responsibilities
- Managing the Budget
- Action Planning

TECHNOLOGY MANAGEMENT

Technology draws heavily on scientific advances and the understanding gained through research and development. It then leverages this information to improve both the performance and overall usefulness of products, systems, and services. Since technology is such a vital force, the field of technology management has emerged to address the particular ways in which companies should approach the use of technology in business strategies and operations.

This course focuses on providing an enhanced understanding of technology management as a set of policies and practices that leverage technologies to build, maintain, and enhance the competitive advantage of the organization on the basis of proprietary knowledge and know-how.

This module will present the following topics:

- What Is Technology Management?
- The Importance of Technology Management
- Technology and Strategy
- Technology and Innovation

WORKING COLLABORATIVELY

This course provides the tools and techniques that encourage collaboration between new and tenured employees. It also offers concrete processes and procedures for building a collaborative team to transform the way teams work together. This insight allows you to develop a better understanding of how you and others work strategically together.

In this course, we will cover the following topics:

- Buy into the benefits of collaboration
- Build high trust relationships within your team
- Manage accountability
- Build coalitions and partnerships
- Key lessons for successful collaborative relationships
- Attributes of effective team builders and collaboration

FROM INCLUSION TO HIGH PERFORMANCE

The foundation of this course begins with an understanding of you. While we don't always follow the same routine, the ways in which we approach work and relationships tend to reveal consistent patterns. This course provides the knowledge and tools for working with others to drive high performance. Discover new approaches to doing things, emphasizing strength and power for long-term success.

By participating in this course, you will:

- Build an understanding of diversity and inclusion
- Discover your preferred "how and what" of working with others
- Identify and demonstrate inclusive behaviors based on your preferences
- Develop a plan to leverage diversity and create an inclusive workplace

MASTERING COMMUNICATION

Regardless of industry or job title, all companies seek employees with superior communication skills. Good communication is central to working effectively with your team and other departments. It involves listening, questioning, understanding, and responding to the message that is being received. Communication is not just about the words you use, but also your manner of speaking and the effectiveness with which you listen. Effective listening and communicating are the foundation for success as a leader. Reading comprehension and writing skills are taught heavily in school. And good oral communication skills can be learned by anyone. It's not hard, but it takes dedication and time. Helping you develop these skills is the focus of this module.

The following main topics are covered in this module:

- Communication Overview
- Listening
- Speaking
- Written
- Best Practices

INNOVATION AND PROBLEM SOLVING

Innovation is the implementation of something new. The urgency for an organization's culture to support innovative practices and problem solving is at an all-time high. Organizations that recognize there is opportunity in chaos and that traditional structures are no longer the answer are likely to lead the way in innovation and problem solving, leaving those who are stuck in yesterday's traditional culture behind. Innovation and problem solving are critical at all levels of the organization. In this course we will cover the following topics:

- Creativity and Innovation
- Accountability
- Decisiveness
- Problem Solving

MILLENNIALS AT WORK

There are approximately 83 million millennials in the United States. They are beginning to exert their influence by moving into leadership roles. What does this mean for YOU and how will it impact team success?

By participating in this course, you will:

- Explore generational differences and their impact on the workplace
- Navigate millennials in leadership roles
- Develop key considerations in collaborating with a multigenerational team

THE 7 SECRETS TO UNDERSTAND MULTIGENERATIONAL CUSTOMERS

One of the most prevalent customer service concerns is the ability to understand and appreciate a multigenerational customer. A key to the success of excellent multigenerational customer service is the ability to service all of the generations at the same time. However, some don't have the time, skills or knowledge to adapt to the various generational needs. This course introduces the seven secrets to understand multigenerational customers and how service providers can be sensitive to their various needs. This session uses case studies and strategies to offer a fresh perspective on servicing multigenerational customers. Following this course, participants will be able to:

- Explain and understand what customer service means to each generation
- Appreciate key considerations in servicing multigenerational customers
- Apply techniques that will be successful for serving each generation

ENGAGING EMPLOYEES - THE LINK TO HIGH PERFORMANCE

Due to the changing nature of work and client needs, the workforce requires exceptional leadership to keep all employees satisfied with their jobs and performing optimally. This course helps you understand what keeps your staff engaged and offers tools for encouraging high performance to boost organizational productivity. Every organization is different, which is why this course will help you develop an action plan for keeping your workforce happy and performing at their best.

In this course we will cover the following topics:

- Learn tools and approaches for creating a more engaged and high-performing workplace
- Practice proven engagement tools and build a skill set for leading a satisfied, high-performing workforce
- Examine recent research related to employee engagement, job satisfaction and high performance

1.2. 2-DAY COURSES

LEADING PEOPLE AND CHANGE

OPM has identified five executive core qualifications (ECQs). The executive core qualifications define the competencies needed to build a federal corporate culture that drives results, serves customers, and builds successful teams and coalitions within and outside the organization.

The Executive Core Qualifications are required for entry to the Senior Executive Service and are used by many departments and agencies in selection, performance management, and leadership development for management and executive positions. The ECQs were designed to assess executive experience and potential - not technical expertise.

Successful performance in the SES requires competence in each ECQ and this course specifically focuses on the following ECQs: Leading People and Leading Change

The purpose of the Leading People and Change course is to develop executive-level leaders to perform more effectively in their current and future roles. This 2-Day course integrates the use of assessments, and interactive, facilitated training to afford them the opportunity to take a comprehensive look at themselves as a leader providing service to the Nation. This insight allows them to develop a better understanding of how they and others operate and offers practical skills to help them leverage this knowledge and contribute better as executive-level leaders at and across the appropriate levels in their organization.

To meet the course and learning objectives, we will cover the following topics:

- Flexibility
- Resilience
- Strategic Thinking
- Leveraging Diversity
- Developing Others
- Conflict Management

ADVANCED SUPERVISORY COURSE

The purpose of the Supervisor Advanced Course is to develop you as supervisors to perform more effectively in your current and future roles. This 2-Day course integrates the use of coaching, and interactive, facilitated training to afford you the opportunity to take a comprehensive look at yourself as a supervisor. This insight allows you to develop a better understanding of how you and others operate and offers practical skills to help you leverage this knowledge and contribute better as supervisors in an effort to positively impact your own performance and that of your subordinates.

To meet the terminal objective, we will cover the following topics:

- Effective Team Communication
- Conflict Management
- Negotiation
- Delegation
- Motivation

STRATEGIC MIDDLE MANAGER I

The purpose of the Strategic Middle Manager I program is to develop you as middle managers and leaders to perform more effectively in your current and future roles. This 2-Day course provides insight to develop a better understanding of how you and others operate and offers practical skills to help you leverage this knowledge and contribute better as strategic middle managers at and across the appropriate levels in your organization.

To meet the course and learning objectives, we will cover the following topics:

- Strategic Leadership
- Strategic Management
- Influencing Others
- Coaching
- Embracing Change
- Building Coalitions and Partnering

STRATEGIC MIDDLE MANAGER II

The purpose of the Strategic Middle Manager II program is to continue developing you as middle managers and leaders to perform more effectively in your current and future roles. This 2-Day course integrates the use of activities, case scenarios, group discussions, and facilitated training to afford you the opportunity to explore the best and current practices of strategically leading from the middle of an organization. This insight allows you to develop a better understanding of how you and others above, below, and across from you operate. Additionally, this course offers practical skills to help you leverage this knowledge and contribute better as a strategic middle manager at and across the appropriate levels in your organization.

To meet the course and learning objectives, we will cover the following topics:

- Highly Effective Managers
- Leading Outward
- Strategic Management
- Team Communication
- Conflict Management
- Strategic Planning & Project Management

1.3. 3-DAY COURSES

EMERGING LEADERS

The purpose of the Emerging Leaders course is to develop you as leaders to perform more effectively in your current and future roles. This class integrates personality assessments, coaching, and interactive training to provide a comprehensive exploration of self.

To meet the course and learning objectives, we will cover the following topics:

- Understanding Your Leadership Behavior
- Boss vs. Leader
- Leadership Styles
- Five Phases of Learning a Profession
- Followership
- Coaching

- Asking Effective Questions as a Coach
- Knowing vs. Doing Problems
- Intrapersonal vs. Interpersonal Assessment
- Team Communication
- Next Steps

INTRODUCTORY SUPERVISOR COURSE

The purpose of the Introductory Supervisor Course is to develop employees into supervisors who perform more effectively in their current and future roles. This 3-Day course integrates the use of coaching, and interactive, facilitated training to afford them the opportunity to take a comprehensive look at themselves as a supervisor. This insight allows them to develop a better understanding of how they and others operate and offers practical skills to help new supervisors leverage this knowledge and contribute better as supervisors in an effort to positively impact their own performance and that of their subordinates.

To meet the terminal objective, we will cover the following topics:

- Merit System Principles
- Fostering a Positive Work Environment
- Addressing Hostile Work Environments/Harassment/Violence
- Crucial Conversations
- Setting Expectations
- Managing Performance
- Coaching for Performance
- Providing Constructive Feedback
- Conducting Interviews
- Action Planning

THE CORE OF LEADERSHIP

OPM has identified five Executive Core Qualifications (ECQs). The Executive Core Qualifications define the competencies needed to build a Federal corporate culture that drives results, serves customers, and builds successful teams and coalitions within and outside the organization.

The Executive Core Qualifications are required for entry to the Senior Executive Service (SES) and are used by many departments and agencies in selection, performance management, and leadership development for management and executive positions. The ECQs were designed to assess executive experience and potential—not technical expertise. This course provides a brief overview of each of the competencies that support the ECQs.

Lesson topics include Flexibility, Resilience, Vision, Strategic Thinking, Creativity and Innovation, External Awareness, Technology Management, Financial Management, Human Capital Management, Accountability, Decisiveness, Customer Service, Technical Credibility, Problem Solving and Entrepreneurship.

1.4. 5-DAY COURSE

NEW SUPERVISOR TRAINING (Classroom)

The purpose of the New Supervisor Training Course is to develop new supervisors that have less than a year experience to perform more effectively in their current and future roles. This course integrates the essentials for becoming an effective supervisor in the federal government.

To meet the course and learning objectives, we will cover the following topics:

- Inspirational Leadership
- Discovering the Mentor and Coach Within
- Accountability
- Decisiveness
- Supervising Generations
- Labor Relations
- Workplace Violence Prevention
- Performance Management
- Dealing with Conflict
- Employee Relations
- Effective Communication

1.5. FOUR (4) 3-DAY COURSES

PATHWAYS TO LEADERSHIP PROGRAM

The goal of the program is to develop leaders to perform more effectively in their current and future roles. The courses integrate the use of activities, case scenarios, group discussions, and facilitated training to afford you the opportunity to explore the best and current practices of leaders. This insight allows you to develop a better understanding of how you and others operate and offers practical skills, tools, and techniques to help you leverage this knowledge and contribute better as leaders at and across the appropriate levels in your organization.

Topics Covered:

Strategic Planning: Beyond Operational Thinking

- Strategic Thinking
- Strategic Management
- Building Coalitions and Partnering
- Strategic Planning & Project Management
- Action Planning

Managing the Performance of Others / Coaching for Excellence

- Setting Expectations
- Managing Performance
- Coaching for Performance
- Crucial Conversations
- Providing Constructive Feedback

Collaborative Leadership and Team Building

- Collaborative Leadership
- Emotional Intelligence
- Intrapersonal-Interpersonal Awareness
 - Team Communication
 - Team Building

Innovation and Problem Solving: Tools and Techniques to Deal with Complex Issues

- Highly Effective Leaders
- Decisiveness
- Creativity & Innovation
- Flexibility