

*Building and maintaining
Positive and effective
Relationships and workplaces*



**People Skills
Development**

Our Approach

Helping leaders and employees to understand and develop their role in ...

“Creating and maintaining a positive, collaborative and effective workplace based on trust and positive working relationships where team members are self-motivated to do their best work, excel and flourish”

Peter Brunette of Raymond, Maine, and owner of People Skills Development (PSD), has inspired leaders and employees to enhance their interpersonal, emotional intelligence and leadership skills.

Why People Skills Development

Our focus is helping organizations to learn and grow. We have worked with diverse groups such as credit unions, real estate, health care, manufacturing and the **Harold Alfond Center for the Advancement of Maine’s Workforce**. Peter has trained over 3,000 leaders using the philosophy above that he has developed over the past 40 years in training and development. He has facilitated the learning of over 10,000 people. He is an adjunct professor at CMCC.

Financial support of up to a \$1,200 match per frontline worker is available to Compact Members of the Harold Alfond Center for the Advancement of Maine’s Workforce. As a member, you have streamlined access to The Center’s services, which includes the ability to utilize our company as a third-party partner and vendor.



What are partners saying:

“We worked with Peter in multiple group sessions for our management team and each time there were some wonderful takeaways on how to be a more effective manager!”

-Dan Clarke, President/CEO,
Maine Family Federal Credit Union

What We Do



Our Solutions

Would you like a trainer or training manager without the overhead? Peter is an expert contract trainer and training manager. Assist in assessing your training needs, provide training and develop your training system and budget.

Pathways Toward Excellence and Continuous Improvement

Pathways Toward Excellence and Continuous Improvement focuses on creating and maintaining a positive, collaborative and effective workplace based on trust and positive working relationships.

Listed on the second page are the solutions that your organization can utilize on its pathway toward excellence and continuous improvement.

Recent Clients

Compounding Solutions
Maine Chapter, American College of Health Care Administrators
Maine Family Federal Credit Union
The Maine Real Estate Group
Maine Community College System – Workforce Development
Central Maine Human Resource Association

What are partners saying:

“Peter came out to our Real Estate office and gave our agents training. He was thorough, easy to follow and very personable. The class was very interactive keeping everyone’s attention. We learned a lot about ourselves and our peers. We have decided to implement the DISC “test” to everyone as they onboard. I highly recommend this class for all sorts of industries as well as useful in your personal life”

-Janice, owner, The Maine Real Estate Group



People Skills Development



Pathways Toward Excellence and Continuous Improvement

Step 1 People and leadership competence, and operational and organizational assessment

Discovering and identifying issues that are preventing your organization from achieving its goals is the first step in the journey toward excellence and continuous improvement.

Step 2 Senior manager's role in moving toward excellence and continuous improvement

Leading a change effort has to start with senior managers understanding and developing the objectives and leading and supporting the process.

Step 3 Leader's role in supporting and implementing excellence and continuous improvement

Utilize Team Leader's Workshop -Leaders developing self-awareness (DISC), interpersonal skills, emotional intelligence and developing a "coaching mindset" that utilizes

leadership concepts to support: "Creating and maintaining a positive, effective and collaborative workplace based on trust and positive working relationships where team members are self-motivated to do their work to excel and flourish."

Step 4 Developing people to support moving toward excellence and continuous improvement

Providing the training and follow-up support to leaders, employees and staff in developing self-awareness, interpersonal skills (DISC) and emotional intelligence, as well as developing a training system that supports excellence and continuous improvement by offering leadership, team, quality skills, and structured OJT to operating employees.

Step 5 Operational excellence

Developing an operational excellence and continuous improvement system.

Pathways Toward Excellence and Continuous Improvement Solutions

Needs Assessment

LTD 100 Initial consultation and needs assessment, review operational, organizational and people competence issues with one - two Senior Managers, CEO/Facilities Manager and or HR – 1-2 hours

LTD 100A Initial consultation and Needs Assessment with Lead Team – 2-3 hours

People and Relationship Skills Development

DPR 101 Utilizing Self-Awareness (DISC) for Building and Maintaining Positive Relationships and Workplaces – 4 hours

DPR 102 Utilizing Emotional Intelligence for Building and Maintaining Positive Relationships and Workplaces – 4 hours

DPR 103 Techniques for Building and Maintaining Positive Relationships and Workplaces utilizing Interpersonal Skills, Self-Awareness (DISC), Emotional Intelligence – 7 hours

Leadership and Supervisory Skills

LDR 100 Senior manager's role in understanding and supporting excellence and continuous improvement TBD

Team Leader's Workshop (TLW) two days

LDR 101 Leader's role in leading excellence and continuous improvement- introduction to leadership and supervisory concepts and skills – 4 hours

DPR 101 Managerial/supervisory skills – Utilizing self-awareness (DISC) for building positive workplace - 4 hours

LDR 103 Leader's role in implementing and utilizing a Performance Management System – 7 hours

LDR 105 TLW/Pathways follow-up, action plan Optional/recommended 2-4 hours

Developing Employees, Leaders and Staff

LTD 102 Developing employees, leaders and staff – 4 hours

OJT 101 In-depth introduction to starting or enhancing technical skills using a structured on the job training system – 4 hours

There is a series of courses that focus on Structured On-the-Job training, including developing training materials, utilizing operating procedures and Train-the-Trainer courses.

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