

*Building and maintaining  
Positive and effective  
Relationships and workplaces*



## Plan now for Training and Development Solutions

Would you like your leaders and team members to understand and develop their roles in creating and maintaining a positive, collaborative and effective workplace? Peter Brunette, with 40 years of expert real-world corporate training experience and owner of People Skills Development (PSD), will inspire your leaders and team members to enhance their interpersonal, emotional intelligence, leadership and team skills with:

**Pathways Toward Excellence and Continuous Improvement Series: Steps and Solutions:** focus on creating and maintaining a positive, collaborative and effective workplace based on trust and positive working relationships. Listed below are some steps and solutions that your organization can utilize on its pathway.

Contact Peter for a Free 1 hour Needs Assessment and learn how he can assist in developing and/or managing your training and development effort on a contract basis. To maximize your training dollars and management time, enroll in the Retainer Program.

Steps	Pathways Toward Excellence and Continuous Improvement Series solutions
Step 1 People and leadership competence, and operational and organizational assessment	<p><b>Needs Assessment</b></p> <p>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</p> <p>LTD 100A Initial consultation and Needs Assessment with Lead Team – 2–3 hours</p>
Step 2 Senior manager’s role in moving toward excellence and continuous improvement	<p><b>Leadership and Supervisory Skills</b></p> <p>LDR 100 Senior manager’s role in understanding and supporting excellence and continuous improvement TBD</p>
Step 3 Leader’s role in supporting and implementing excellence and continuous improvement	<p><b>Team Leader’s Workshop (TLW) - two-day boot camp - all three courses</b></p> <p>LDR 101 Leader’s role in leading excellence and continuous improvement introduction to leadership and supervisory concepts and skills – 4 hours</p> <p>DPR 101 Utilizing Interpersonal Skills and Self-Awareness (DISC) to Build Positive Relationships and Workplaces - 4 hours</p> <p>LDR 103 Leader’s role in implementing and utilizing a Performance Management System – 7 hours</p> <p>LDR 105 TLW/Pathways follow-up, action plan Optional/recommended 2-4 hours</p>
Step 4 Developing people to support moving toward excellence and continuous improvement	<p><b>Developing Employees, Leaders and Staff</b></p> <p>DPR 101 Utilizing Interpersonal Skills and Self-Awareness (DISC) to Build Positive Relationships and Workplaces - 4 hours</p> <p>DPR 104 Emotional Intelligence to Build Positive Relationships and Workplaces - 4 hours</p> <p>LTD 102 Developing employees, leaders and staff - 4 hours</p> <p>There is also a series of courses that focus on Structured On-the-Job training, including developing training materials, utilizing operating procedures and Train-the-Trainer</p>
Step 5 - Operational excellence	LDR 104 Techniques Toward Operating Excellence and Continuous Improvement TBD

**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:** “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