



**The Blake Group**  
Organizational Consulting LLC

# Consulting & Seminars Catalog

*More Than Consulting. Solutions.™*

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The Blake Group specializes in working with individuals and organizations to improve performance.

The Blake Group products and services are designed to improve the alignment among organization structure and mission, management practices and values, and individual and group performance.

After reviewing our catalog, if you are interested in any of our services and want to customize them and tailor them to you needs and your workplace, we can certainly accommodate you.

# CORE VALUES

“Consultants do not change people's behavior. Consultants provide information that allows people to decide whether to change their behavior. If they decide to change their behavior, the consultant helps them learn how to change.”

Orlando Blake, PhD CPT

The Blake Group's main task is to help you increase effectiveness by improving processes. Processes include how people talk to each other, how they identify and solve problems, how they make decisions, and how they handle conflict.

The Blake Group's consulting services are guided by three essential core values which direct our behavior and assist in improving processes. The three essential core values are:

Core Value	Description
Valid Information	<ul style="list-style-type: none"><li>• People share all relevant information</li><li>• People share information in a way that others understand it</li><li>• People share information in a way that others can independently validate it</li><li>• People continually seek new information to determine whether previous decisions should be changed</li></ul>
Free & Informed Choice	<ul style="list-style-type: none"><li>• People define their own objectives and methods for improving them</li><li>• People are not coerced or manipulated</li><li>• People base their choices on valid information</li></ul>
Internal Commitment to the Choice	<ul style="list-style-type: none"><li>• People feel personally responsible for their decisions</li><li>• People find their choices intrinsically compelling and satisfying</li></ul>

*Our belief is that effective client interactions and long term client relationships are guided by the same core values. We are committed to providing valid information, facilitating clients in making free and informed choices, and assisting clients with attaining internal commitment.*

# ***The Blake Group's Role as Consultant***

- To permanently help improve individual and group processes.
- Share responsibility for managing group process.
- Reduce dependence on consultant for solving future problems.
- Solve a substantive problem while learning to improve its process.

The Blake Group Organizational Consulting LLC works closely with organizations to sustain company growth through enhancing management capabilities and talent, increasing group productivity, improving organizational effectiveness and amplifying individual performance. All of our coaching and consulting services provide people with knowledge, skills, and/or attitudes that may be applied immediately on the job.

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*The Blake Group - Linking Teamwork, Leadership and Communication to facilitate the human side of productivity.*

*The Blake Group - More Than Consulting. Solutions.™*

# CONSULTING SERVICES



*"I have enjoyed working with you and will certainly keep you at the top of my list of proven experts. Please feel free to use me as a referral."* Robert Edmund, President, Edmund Optics

*"In one word - OUTSTANDING!"* - Carmen Conicelli, CFO, Edmund Optics

# Teamwork

## **Team or Work Group Facilitation**

*We can help a group improve its process for solving problems and making decisions so that it can increase its overall effectiveness in reaching goals.*

Essentially we facilitate by helping a group establish ground rules for effective group processes, identify behavior that is both consistent and inconsistent with the ground rules, help group members learn more effective behaviors, and provide various group problem solving and decision making technologies for them to use. This way the group becomes responsible for making its own decisions and resolving its own conflicts.



## **Team Integration**

*Every team is made up of people with different personalities and styles. That's what can stifle a team's progress, but it can also be what makes that team great. Finding this greatness is key to business success. The Blake Group calls this Team Integration.*

The most important step in integrating working teams is to recognize the personalities within the group. The Blake Group's perceptiveness in understanding your specific business and your goals and objectives enables expert analysis of each team player.

Then, using perceptiveness, awareness and integrity The Blake Group integrates those styles and brings freshness and an injection of new ideas and energy to that group.

The result is a team that works smoothly and cost-efficiently and that celebrates its diversity and, most importantly, achieves its strategic goals.

# Leadership



## **Leaders Path™ Coaching & Retreats**

*Leaders Path™ leadership coaching is for anyone who wants to experience the rewards of improving their leadership capabilities and career success.*

Leaders Path™ is a coaching program is worth the effort. The benefits are life changing, life enhancing, and will notably reward everyone involved. Leaders Path Immersion Coaching™ was developed to meet the needs of both the individual and the organization. Typical benefits and outcomes for people and organizations include:

- Increased Self Awareness
- Improved Productivity
- Breakthrough Performance
- Enhanced Leadership & Communication Effectiveness

The Blake Group's flexibility means employee development is both specific to the organizations own goal and cost-effective in its delivery.

*"I left completely delighted with a much better understanding of my clients, my business and most importantly, myself as a leader as well as person... I ensure you that what you will take away from this experience will far outweigh any monies that you invest." - V. L. Phillips, President, iap Consulting.*

With an incredible breadth of experience and depth of knowledge, The Blake Group is able to deliver proven individual coaching for personal development challenges, individually designed and with actionable learning.

The Blake Group combines expert intuition and exceptional perceptiveness to:

- Quickly absorb specific goals
- Understand employee and group development needs
- Set specific objectives for each employee
- Bring about positive, measurable change in behavior and efficacy.

For a truly unique coaching retreat experience, see Leaders Institute™ Retreats & Seminars in this catalog.

*Leaders Path - Immerse Yourself & Emerge Your Best Self.™*



## **Life's Path Coaching & Counseling**

Coaching is about discovery, awareness, and choice. Life's Path Coaching focuses on who the person is and who they want to be. Our process supports and provides timely feedback, allowing the client to grow and excel, build on his or her own strengths and resources, and is directed toward goal attainment.

Life's Path coaching focuses on:

- Action, reflection, and dialogue
- Engaging everyone in his or her own learning
- Respecting individual differences and needs
- Fostering emotional and intellectual commitment

Life's Path methods are structured processes between a trained professional and an individual that include:

- Assessments, examining values and motivation,
- Setting measurable goals,
- Defining focused action plans and
- Using validated behavioral change tools and techniques to identify and nurture talents, remove blocks and improve their professional and personal life.

*"I wish everyone struggling with career and job issues could have the opportunity that I have had to increase my self-awareness and improve my confidence and clarity as I approach the decisions I will be making ahead."* - Mike Eng, U.S. Institute of Environmental Conflict Resolution

Life's Path Services

- Life & Personal Coaching
- Conflict Coaching
- Career Counseling & Coaching
- Personal Discovery Workshops & Retreats

We recognize that everyone has his or her personal view and experience of the world. We help people to visualize new perspectives, generate new choices, and create a plan to achieve goals, commit to the plan, and stay with it.

## **Change Management**

*Managing change clearly improves the establishment of long-term goals, mission, objectives, and direction. Part of the process focuses on creating an ideal future for the organization.*

Additionally, this:

- Helps top management to assess and determine important values.
- Challenges and clarifies assumptions about the "right" or "wrong" ways of doing things.
- Helps top management to establish goals (production or output) for the organization, unit, and work groups.

## **Practical Strategic Planning**

*Is your organization prepared for the emerging performance challenges?*

Strategic planning is a process that the guiding members of an organization identify a desired future and develop the necessary practices, policies and operations to achieve desired outcomes.

Practical Strategic Planning is useful for:

- Operating in a high change work environment
- Attempting to meet challenging customer requirements
- Determining the most effective way of focusing your work efforts
- Evaluate options for aligning organizational structure, practices & relationships



## **Organizational Synergy**

*When an organization is working optimally, you can see it. The goals are aligned, the board, management and employee teams pull in the same direction, and the achievements are beyond expectations. The Blake Group calls this Organizational Synergy.*

With integrity and perceptiveness, The Blake Group is able to pierce the noise and bring an objective voice to your organization.

The Blake Group's ability to communicate at all levels of the organization enables them to provide proven training for business-specific challenges and create a more efficient and smoother business operation.

## The Blake Group Consulting Catalog

Through multi-level training and cost-effective business consulting, The Blake Group objectively reviews your organization and creates synergy by:

- Aligning structure with practices, values and mission
- Optimizing management structure
- Creating focus and direction
- Facilitating clear and open communication

### **Role Clarification**

*Organizations depend on people to fulfill a variety of roles. Problems arise when individuals and jobs don't quite 'line up'. People need to know what their role is, what their contribution needs to be and what is expected of them in terms of targets and ultimate goals. The Blake Group calls this Role Clarification.*

With expert perceptiveness and intuition, The Blake Group explores what that person currently does in the organization and what they are expected to achieve. As an objective and vastly experienced voice, The Blake Group is able to disentangle the role from the person and advise intelligently on the most effective route forward for employee and role.

The Blake Group's ability to communicate at all levels and their exceptional industry knowledge enables them to clarify roles right through the organization, wherever clarity is needed, and deliver actionable learning.

The Blake Group will:

- Assess employee strengths and development needs and interests
- Enable employees to meet expectations
- Accept the reality of their roles and goals

# Communication

## **Resolving Differences & Mediation**

We offer alternative conflict resolution that resolves destructive disputes or grievances. Mediation is either formal or informal third-party assistance, which improves relationships that are marred by previous conflicts. The objective of mediation is to help parties negotiate a mutually agreeable settlement to a particular conflict. Mediation is more effective, less costly than going to court and the resolution lasts because the parties are committed.

*"You did an excellent job, I am glad we were able to have that matter resolved" - William Henry, Hahn & Hahn*

*"Promptly brought parties together ... correctly identified critical issues ... actively intervened in negotiations" - Donald Snider, Baer, Marks & Upham*

*"Superior performance by the mediator in trying circumstance" - Christopher Oberg, Western University Health Sciences*

## **Collaborative Work Environment**

*Within organizations and teams, people don't always agree; that's a fact. But increasingly the amount of time they do agree and finding common ground for the parties involved can be the difference between existence and great success. The Blake Group creates a Collaborative Work Environment that is a foundation for that success.*

The Blake Group's expertise is unrivalled and their proven track record in resolving conflicts in business-specific situations means an organization will see immediate benefits and be able to refocus energy, time and money away from disagreement and into collaboration.

To create a collaborative work environment The Blake Group will:

- Uncover people's needs and interests
- Clarify and analyze the dynamics of a situation
- Mediate to resolve differences
- Repair and rebuild relationships within and between teams

*"...you did teach us a lot and I realize that even though we do not admit it, a lot that you taught us, Brian and I are still using without even realizing it." - Susan Barnard, President, Master Metal Works, Inc.*

# ASSESSMENTS & SURVEYS

*For any organization, appreciating the strengths and understanding the opportunities for improvement is important for growth and stability. With The Blake Group's proprietary assessments, you can be assured of getting an accurate picture and precise information that will help you make critical decisions.*

## **Cultural Health Indicator (CHI)**

Do you know if your workforce is satisfied or dissatisfied? Knowing is not enough. You must ask yourself the question - why are my employees satisfied or dissatisfied?

Don't wait until it is too late to find out what your employees are thinking and feeling.

**We believe that traditional employee opinion surveys do not get at the real business issues.**

Our Cultural Health Indicator™ (CHI) process will give you the information you need. The CHI is an assessment tool that is not only reliable but has also been validated. We have developed a unique approach to help both leaders and employees take feedback from their employee survey and turn that feedback into measurable and meaningful change plans.

### **Key Features that differentiate the CHI from Traditional Employee Surveys**

- The CHI goes right to the core and measures the level of trust and fear in your workplace.
- Replaces the need to conduct your traditional employee satisfaction survey.
- Helps you gain insight into the destructive and constructive behaviors within your business.
- Integrates results from the survey into a post survey action plan that provides you with very specific steps to improve operations.
- Identifies where you need to focus your resources and energy.
- Allows you to see specific results that will have an immediate impact on your business.
- Helps address the things that keep you awake at night.
- Is user friendly - we have a high desire to engage you in learning our process - so you can conduct the assessment on your own if you so choose.

**Don't wait until it is too late. Call us today, toll free 877.844.4969.**

## **True Colors™**



*Gentler and more actionable than many of the personality 'testing' methods, True Colors™ identifies the essence of an individual and how best to make use of their specific and innate talent and skills.*

True Colors™ provides a wealth of information that is important in making insightful decisions about:

- Ongoing development
- Contribution as a team member
- Conflict resolution style
- Communication preferences, and
- Learning style

With The Blake Group as an objective voice and True Colors™ as a perceptive management tool, the improvements are tangible and impact the organization directly and immediately. The Blake Group works intelligently to fully support the individual and the overall strategic focus of the organization.

**Cultural Health Indicator™ (CHI)** - The Blake Group has developed a unique approach to help both leaders and employees take feedback from their employee survey and turn that feedback into measurable and meaningful change plans. The Blake Group's CHI is not only reliable but has also been validated.

**Critical Aspects of Successful Talent (CAST) ©** - CAST™ was developed from data generated by more than 20 years of experience with our clients and research on performance competencies. We focused on the critical attributes of success or "know how" in a variety of positions. CAST is used to establish baseline performance competencies. What this means is that the competency identified actually predicts success in the situation on the job.

**Bar-On Emotional Quotient Inventory (EQ-i™)** - Based on more than 20 years of research by Dr. Reuven BarOn and tested on over 33,000 individuals worldwide, the EQ-i is a scientifically developed and validated measure of emotional intelligence.

**MATool (Management Assessment Tool) ©** - The purpose of this assessment is to provide managers with a tool to assess the effectiveness of their organizations.

## The Blake Group Consulting Catalog

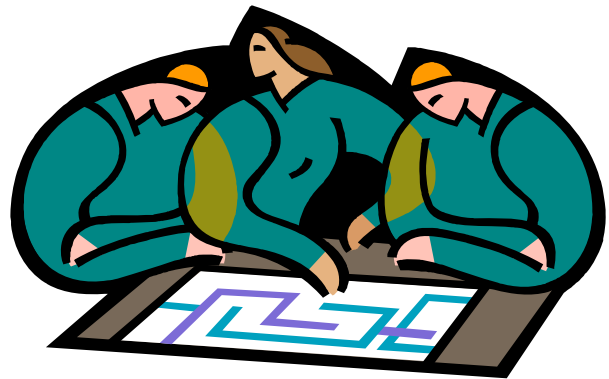
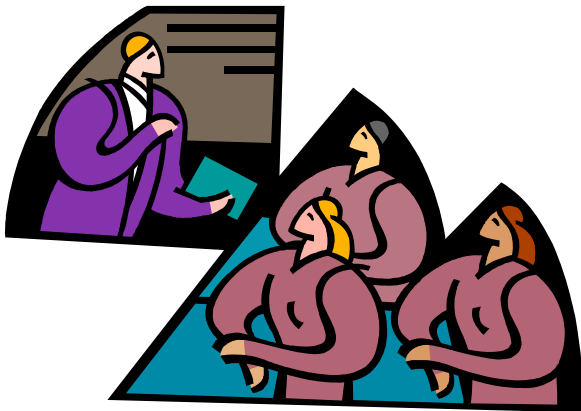
**LEADNA® (Leadership Needs Assessment)** - A 360-degree tool for assessing leadership development needs.

**Management and Organization Design Evaluation Method (MODEM) ©** - MODEM® is a comprehensive assessment designed to evaluate the total organization's integrated human capital effectiveness. Areas evaluated include: structure, management policies, communication, responsibilities, human resources, and employee relations.

**Workplace Situation Survey (WSS) ©** - A tool for measuring factors in effective work performance.

**Management Training and Development Needs Analysis (MTDNA) ©** - a paper-and-pencil tool for determining management development needs.

# SEMINAR OFFERINGS



*"The employees enjoyed the day and your teaching style...they appreciated learning so much practical information. It would be a pleasure to work with you again" - Beverly Peterson, Pulmonetic Systems*

# Teamwork



*"I came to this not with a fully positive attitude. However, I am leaving with a much better attitude and direction; and I thank you." - Chuck Paddock, Board Member, APLS Inc*

### **Effective Team Skills**

You will understand more about team roles and team member responsibility. You will learn:

- How an effective team works together.
- How to resolve team conflict
- The importance of individual's contribution on the team
- How to set common ground rules that help your team be more successful
- How to encourage everyone on the

- team to participate
- How to control rumors and set up damage control
- Solving team conflicts
- Team problem solving & decision making
- How to function more effectively as a team

### **The Effective Team Leader & Team Facilitator**

Team leading and facilitation is results oriented. You will learn:

- The difference in roles of team leader and facilitator
- How to lead a group or problem solving team or group

- How to facilitate a group or problem solving team
- The meaning of superior facilitation

### **Teambuilding**



This seminar is for a team that has been working together for awhile and wants to enhance their performance. You will learn:

- How to manage team conflicts and disagreements and keep the team intact

- How to identify individual styles
- How to appreciate individual contributions
- Collaboration and identify common ground
- How to improve working with other teams
- Team planning, implementing & evaluating techniques
- Task and process role behaviors
- Team problem solving & decision making
- How to build cooperative team relationships
- Surface and confront blockages to team performance

## **Group Decision Making & Problem Solving Gone MAD™**

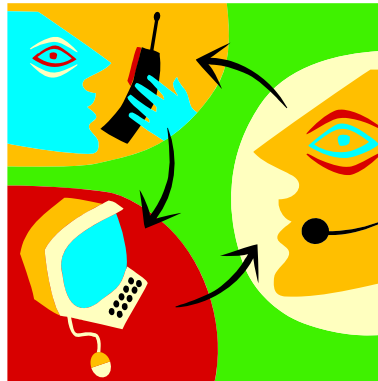
This seminar is for anyone that works in a group and must solve problems & make group decisions. You will learn:

- The MAD™ process to Qualify and Quantify decision alternatives
- Group problem solving dynamics
- How to identify the real problem
- How to identify Contributing, Inhibiting, and Compelling Factors
- How to verify & validate what you think you know
- How to choose the best alternative
- How to present the final report

## **Total Customer Satisfaction**

An essential skill for making TCS work is the ability to conceptualize in terms of results. To conceptualize in terms of results, people must think beyond their own boundaries:

- Learn the key to improve your own efficiency by first looking outside to validate that your results are meeting the needs and values of the total environment in which you are functioning



- The 10 Steps to improved customer service How to be heard during challenging conversations
- How to be honest, tactful and empathetic
- How to relieve stress and keep your cool
- Learn how to know what your customer needs
- Learn how to become super-efficient by doing something that is needed and valued in terms of performance and achievement
- Learn how to identify measures of TCS

## **Internal Customer Service**

We are all under increased pressure for effectiveness in achieving results. This approach includes considerable emphasis on shared or joint accountability and responsibility for contributing to and achieving those results. We all have internal customers and we are suppliers to our internal customers. This class is intended for internal suppliers and their internal customers. In this seminar you will learn:

- Accountability: the reason behind it all
- How to identify what you want from you internal supplier
- How to qualify and quantify what you want from your internal supplier
- How to work effectively with you internal customer and achieve mutually satisfying results
- How to openly discuss issues of mutual interest and concern and solve mutual challenges
- If you don't know what the your customer needs, what good is it to become super-efficient at doing something that might not be needed or which is of marginal value in terms of performance and achievement.
- The essential skill for making the internal customer/supplier work
- Learn the ability to think and conceptualize in terms of results.
- Learn to think beyond your own boundaries.

## ***Leadership***



*"I just wanted to thank you for a very enjoyable and enlightening workshop. You are obviously very good at what you do and work well together. Unlike most seminars I've been to, you had my attention consistently throughout the entire class. It appeared that the same was true for the other attendees." - Wendell Harness, Board Member, APLS Inc.*

### ***Pick A Culture: living your organizations values & beliefs***

Your organization is not a Petri Dish, but you can grow a high performance culture.

Learn about:

- 4 cultures to be like; or not
  - What it means to organization?
  - What does it mean to you?
  - What does it look like?
- Aligning Structure, Practices, & Relationships
  - What will you measure?
  - How will you implement to achieve great results?

### ***True Leadership™ at Work***

Learn more about:

- Your style and what it means to you and other people?
  - Why bother with leadership
  - The new functions of leadership
  - New requirements for True Leadership
  - What's trust got to do with it?
  - How to fuel the growth of your employees
  - How to recognize your employees value and always communicate the truth
  - How to acknowledge good intentions and deter devious intentions
- How to disagree politely and show compassion
  - How to set up measurements for Quality & Quantity



### ***Practical Coaching***

As a supervisor or manager, you can set the mood and pace; share the credit; and make room for good ideas. The Practical Coaching seminar includes:

- Coaching Style Profile
- Integrating your True Colors™
- How to determine performance need
- How to use effective questioning techniques
- How to provide supportive coaching with the "Two Minute Challenge"
- How to give positive and corrective feedback
- How to identify and coach your team members according to their personality style
- Offer team members constructive feedback "on the fly"
- Accept that mistakes and failures are important to the growth and success of your team

### ***Emotional Intelligence for Leaders***

Emotions are a major part of who we are. Research has shown that we need our emotions to fire up the engine that derives enthusiasm, competitiveness and creativity:

- Learn the Five Basic Competencies
- Learn how to balance the heart & the head
- Listen to and employ emotions for better decision making
- Create an environment where people want to work
- Show care and build trust by displaying sensitivity and concern
- Learn how to use energy & enthusiasm to motivate others while tempering negative responses to distressing situations

### ***Encouraging the High Performance Workplace***



Based on the research of James Kouzes & Barry Posner you will learn traits common to all great leaders including how to:

- Inspire a shared vision
- Set clear standards
- Expect the best
- Pay attention
- Challenge the process
- Personalize recognition
- Tell “Campfire Stories”
- Celebrate together
- Set the example & model the way

### ***Riding the Waves of Change: mastering strategies for the change curve***

Learn:

- The four phases of change
- How to be sensitive to emotional aspects of change
- How to implement successful change
- How to use the Transition Model to gauge your change process
- How to recognize people’s reactions and behavior to change and guide them through to commitment and ownership

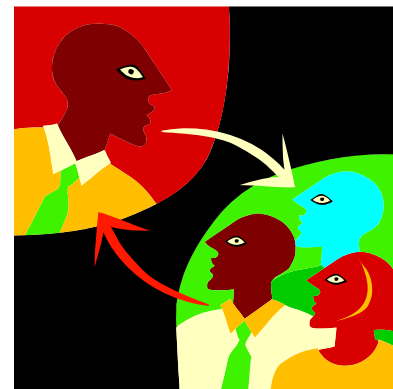
### ***Hire the Very Best!***

You will learn Behavior Based Interviewing and:

- Interviewing is “More Than a Gut Feeling”
- Know why it is important to have an interview plan
- How to plan a logical structured interview
- How to ask fair and legal questions based on job content
- Know why it is important to make decisions on facts not gut feelings
- Asking Questions & Interpreting Answers
- Can Include Critical Attributes of Success Talent (CAST™) licensing to help identify essential performance competencies

### ***Coaching Counseling & Disciplining for Managers & Supervisors***

- Learn the legal aspects of disciplining
- Learn the Appropriate uses of Corrective Action; Counseling; and Coaching
- Learn how to Terminate with Integrity & Honesty



### ***After all, you are the supervisor!***

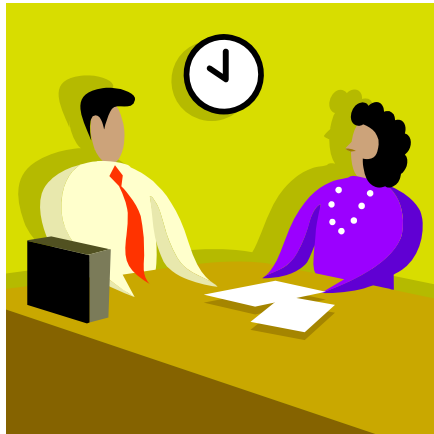
Learn how to:

- Plan and prioritize team tasks
- Delegate tasks
- Develop team members
- Communicate upward & downward
- Discipline effectively
- Give praise & recognition
- Direct problem solving
- Be accessible to your team
- Encourage teamwork
- Model desired behaviors
- Includes resource CD-ROM for continued support

## ***Performance Management, Evaluation & Appraisal***

*Focus on Core Performance Competencies. Employees only succeed when you do.*

- Identifying competencies
- Identifying goals, objectives & measures
- Managing with competencies
- Integrating appraisal & employee development
- How to communicate expectations and job standards
- Conducting fair, legal, and ethical appraisals



- How to establish a positive, predictable working environment
- How to give encouraging feedback
- How to identify mutual goals
- How to set and accomplish goals
- How to empower employees to make better decisions
- How to plan for appraisals and prepare documentation
- How to prepare for a positive constructive performance appraisal
- How to be specific and candid
- How to build on an employee's strengths to improve performance
- How to avoid personal bias in performance reviews
- How to discuss problems with an employee

## ***Resolving Interpersonal Conflict for Leaders***

- Conflict & Influence Style Profiles
- Role Plays & Simulations
- How to resolve interpersonal conflicts, i.e. between "you and me"
- How to intervene in employee conflicts
- How to listen, ask questions, offer feedback, and get to the real problem
- How to set and stick to fair ground rules and achieve "win-win" results



### ***Driving Fear Out of the Workplace: effective employee relations***

Constructive employee relations is one of the keys to the high performance workplace in Hiring, Counseling, Coaching; Performance Management, Discipline, & Termination. You will learn:

- The momentous impact of the Abilene Paradox
- How to act consistently with all employees
- How to communicate expectations clearly
- Learn how to comply and not be afraid

- How to allow and respond helpfully to feedback
- How to recognize when you have treated an employee unfairly
- How to promote empowerment, independence, and autonomy, enabling employees to solve problems
- How to get feedback and solicit process-improving suggestions

or government regulations

### ***Internal Leadership Coaching & Mentoring Training***

Coaching is a leadership development process. Good coaching requires skill, depth of understanding, and ample practice. With this series of seminars you will learn:

- How to be skilled at working closely with an individual
- How to use & interpret assessments
- How to engage the client & the organization in improving

managerial skills

- How to accelerate successful performance
- How to correct performance problems through skilled coaching
- How to develop metrics for a individual development plan

## ***Communication***



*"Very organized and right on the money!" - Ron Lee, Asst. Controller, Wick Communications*

*"Great! Learned new methods and techniques." - Margie Johnson, Hyundai USA*

## **Negotiation**



Being a good communicator is central to your success in the workplace. Being a good negotiator is vital to your individual and group achievements. You will learn:

- How to move away from win-lose negotiating and create integrative & collaborative solutions.
- How to prepare and plan
- The five basic styles of negotiating
- How to identify common ground
- What your preferred style is and how to adapt when necessary

## **Conflict Resolution**

Interpersonal relationships and interactions between individuals are vital to effective organizational functioning. When Conflict arises within an organization it significantly affects the overall competence of the organization to achieve optimal productivity and performance.

Our Conflict Resolution workshops are designed to help facilitate mutual learning while bridging the gap between the effects of conflict and conflict resolution tactics. Each module is based on experiential learning that blends learning activities, assessments and simulations. The focus of each module is to increase participant's recollection of concepts while allowing them to put learning into immediate action long after the training session ends.



## **Collaboration At Work**

This seminar is for anyone interested in learning how to resolve and manage conflict successfully. You will learn:

- How to take responsibility for conflict and uncover both sides
- How to ventilate and neutralize emotion
- How to listen without arguing or judging and reach a consensus

- Your preferred Conflict Style Profile
- Resolving conflict between "You and Me"

## ***Resolving Interpersonal Conflict for Leaders***

This workshop is designed to assist leaders face and resolve conflict more effectively among peers and direct reports. Individuals will gain a clear understanding into their personal conflict resolution style using a self-assessment, role plays and simulations.

In addition, the course will provide participants the tools they need to adapt their style to different conflict situations and handle conflict constructively.

Fortified with these new tools leaders can improve productivity, create an atmosphere that generates new ideas, and improve organizational performance. Key Learning Points:

- Understand the nature of conflict
- What's my personal "Conflict & Influence Style Profile"
- How to resolve interpersonal conflicts, i.e. between "you and me"
- How to intervene in employee conflicts
- How to listen, ask questions, offer feedback, and get to the real problem
- How to set and stick to fair ground rules and achieve "win-win" results
- Gain an understanding of 5 different conflict strategies
- Gain insight into personal conflict resolution style
- Develop procedures for managing conflict
- Learn how to handle conflict constructively

### ***Constructive Communication: how to give & how to take it***

You will learn:

- How to prepare to give and receive feedback
- How to give and receive feedback
- Effective and ineffective feedback
- Your preferred style and the styles of others
- How to focus on facts not opinions
- How to build mutual trust & make it an ongoing priority
- The 4C's of constructive communication
- The Johari Window & how to use it
- How to deal with someone that makes unacceptable mistakes

### ***Listening Skills***

(Can be included with any of the Communication series) You will learn:

- 5 ways to improve listening
- 12 effective techniques
- How to get a poor listener to hear what is being said
- Interpret nonverbal messages
- Responding with nonjudgmental phrases

### ***Assertiveness Skills***

Submissive behavior causes people to be ignored. Aggressive behavior can be very damaging to everyone involved. This class teaches the value of assertiveness. This program teaches:

- How to be honest with yourself and others without being emotional
- How to be self confident
- How to gain self esteem
- How to overcome obstacles
- How to know the difference between assertiveness, aggressive, & nonassertive
- Includes Interpersonal Influence Inventory



## ***Emotional Intelligence is for Everyone!***

EI is making excellent decisions and then performing well in the face of emotions. You will learn:

- How to raise your awareness so you can access your best efforts, tap into your intellect, influence and motivate yourself and others.
  - EI is about being aware of feelings; yours and other people's
- That EI is about being smart with your emotions
  - That EI is knowing how to keep distressing emotions under control
  - That EI is about realizing that emotions impact such measurable goals as productivity and safety

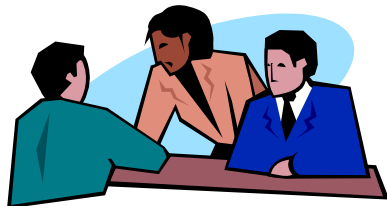
## ***Preventing Harassment***

You will learn:

- What harassment really is all about
- How to recognize it
- How to prevent harassment
- Develop a harassment prevention policy, if needed
- How to conduct a fair, effective & legal internal investigation



## ***Peer Conflict Resolution & Mediation Training***



Training to help people and organizations resolve workplace disputes. This program will help you:

- Align your workplace dispute resolution policies
- Provides internal resolution of disputes & rebuild productive relationships
- Provide the basics for an internal alternative dispute resolution system & mediation oriented culture

# OTHER SEMINARS

## ***Time Management***

You will learn about how you can be more productive. This includes:

- Setting and prioritizing goals
- Organizing your physical space
- Organizing your day
- Handling information
- Identifying Time Wasters
- How to tactfully say no



## ***Making Meetings Work***

Too many meetings are unproductive. You will learn how to:

- Prepare
- Direct, and
- Get results
- Make your meetings shorter
- More focused
- More productive

## ***Train the Trainer***

As a result of taking this seminar, you will:

- Discover your True Learning & Facilitation Style
- Understand the basis of adult learning and adult learning preference styles
  - Visual, Auditory/Verbal, Physical
- Learn the importance of an optimum learning environments and how to create them
- Learn the JIT training technique for adult learning

## ***Discover Your Career Passion***

Tap into your career passion. Find your perfect career choice.

- What does success mean to you?
- What do you consider the most important feature of your ideal career or job?
- Make an informed career decision that will create long lasting career satisfaction

*"The role plays and follow up discussion were extremely helpful. Also great to have reference material to take away." - Pauline Thomas, HR Generalist, Symantec*

*"Continual change of pace kept my attention better." - Susan Carleo, VP Academic Affairs, L.A. Valley College*

# PUBLICATIONS

***Some of the most popular books by Orlando Blake, PhD, CPT***

## ***POWW! Mediation and Facilitation for HR Professionals***

Managing conflict in modern organizations is a fact of life for HR professionals. They are called on to mediate and facilitate internal disputes constantly. Written by an accomplished Human Resources practitioner and mediator this book is for new as well as seasoned HR practitioners.

POWW! provides easy to implement methods, models, and checklists to give you the edge in recognizing and resolving workplace disputes. All of the cases and methods come from real world experiences and confirmed research gleaned from years of practice and studies.

\$9.95 each from Get To The Point Books: [www.gettothepointbooks.com](http://www.gettothepointbooks.com)

## ***POWW! Stop Fighting and Start Talking For Managers***

Conflict is a fact. However, conflicts can be managed and resolutions are possible, if you know how to start talking and stop fighting. Essentially, conflicts are recognized, expressed, and managed through communication that includes messages, tactics, strategies, and patterns.

This book gives you researched techniques proven to move intractable toward mutually acceptable resolutions. Intractable conflicts cannot be resolved with great leaps. They require small steps and time for people to talk to each other.

POWW! Start Talking & Stop Fighting for managers includes:

- The three ways to communicate to create turning points in conflict situations
- The SIMPLE approach to uncover needs and interests
- Cases that will help you learn how to apply what you learn

\$9.95 each from Get To The Point Books: [www.gettothepointbooks.com](http://www.gettothepointbooks.com)

***Leading the Total Quality Mission: Aligning principles, practices and management***

Why are some companies so successful at developing and implementing Total Quality and Continuous Improvement? How can you make Total Quality (TQ) and Continuous Improvement (CI) programs successful?

Good intentions and noble goals aren't enough. TQ and CI are just words unless you know how to live by them. You must align capability, leadership, total quality practices, and commitment... and that is what these books are all about!

\$9.95 each from Get To The Point Books: [www.gettothepointbooks.com](http://www.gettothepointbooks.com)

***Leading Continuous Improvement: Building capability and creating commitment, Volume 2***

Why are some companies so successful at developing and implementing Total Quality and Continuous Improvement? How can you make Total Quality (TQ) and Continuous Improvement (CI) programs successful?

Good intentions and noble goals aren't enough.

TQ and CI are just words unless you know how to live by them. You must align capability, leadership, total quality practices, and commitment...and that is what these books are all about!

\$9.95 each from Get To The Point Books: [www.gettothepointbooks.com](http://www.gettothepointbooks.com)

***Investigations At Work: The Art of Fact Finding and Investigating Employee Complaints (2nd edition)***

Available from The Blake Group: [www.blake-group.com](http://www.blake-group.com) for \$47.00

***Life's Path: make a choice that brings you happiness***

The Life's Path workbook gently guides you step-by-step to answer: What does it take to be successful and achieve happiness in the 21st century?

The Life's Path book is about finding ways to be in the world. It is about the value of a holistic perspective of looking at ourselves and our purpose. This book is meant to be a workbook for learning and taking steps toward achieving your success, happiness, and personal potential.

The process in this book will help you develop your capacity to develop your full potential, if you are willing.

## The Blake Group Consulting Catalog

By following the Dr. Blake's proven process, you will gain insight into yourself, your future and success.

Available from Booklocker.com [www.booklocker.com](http://www.booklocker.com) both paperback and PDF formats and Amazon.com [www.amazon.com](http://www.amazon.com)

*The Blake Group's products and services improve individual and group performance.*

# ACCOMPLISHMENTS

*The Blake Group has successfully helped organizations to:*

- *Optimize customer care and service*
  - *Inject new ideas and energy into specific areas*
  - *Manage change and facilitate smoother growth*
- *Help teams clarify roles and move toward explicit goals*
- *Implement companywide individual coaching and mentoring*
  - *Review organizations with an objective view*
  - *Develop a continuity plan for a family business*
- *Unify and integrate strategies and teams from different areas*
  - *Develop and implement an optimal strategic plan*
- *Create comprehensive and clear performance competencies*
  - *Communicate effectively throughout the organization*
  - *Improve the process between management and union*
  - *Develop and implement an optimal strategic plan*
- *Improve the process to create even more efficient production*
- *Unify and integrate strategies and teams from different areas*
  - *Create collaborative and effective work environments*
- *Develop and implement an optimal rewards and recognition plan*
  - *Establish and communicate mission and vision*
    - *Motivate and strengthen the workforce*

# BIO

## ***Orlando Blake, PhD CPT***

As a licensed Unitive™ Coach, Dr. Blake's more than 25 years of executive, consulting and coaching experience is uniquely diverse. His consulting and coaching clients come from commercial printing, consumer products, food processing, healthcare, heavy engineering construction, government, utilities, entertainment, and defense.

He received his masters from the University of Southern California, with a specialization in applied behavioral sciences. He followed this with a doctorate and breakthrough research at Claremont Graduate University that discovered unique techniques to resolve disputes. Harvard has included his research in their study of critical moments in negotiation.

In addition to Dr. Blake's successful consulting and coaching practice, he has written several books on conflict resolution, TQM and living in fulfillment. Dr. Blake teaches alternative dispute resolution for University of California, Riverside, for Claremont Graduate University, he teaches in the School of Behavioral and Organizational Science and regional commerce for the University of Arizona

As a result of his commitment to human potential and performance improvement, he was awarded the experienced professional designation of Certified Performance Technologist (CPT) from the International Society for Performance Improvement (ISPI).

The Blake Group, HC 1 Box 577  
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[www.blake-group.com](http://www.blake-group.com)

Leaders Path Retreats & Coaching  
[www.leaderspath.net](http://www.leaderspath.net)

Life's Path Coaching & Counseling  
[www.lifespcoach.com](http://www.lifespcoach.com)

# TESTIMONIALS

*Here's what others are saying about The Blake Group:*

## Leaders Path Retreats & Coaching

*"Dr. Blake has a wonderful sense of humor which he uses to create relationship, generate trust and suggest perspective. He has great skill at the consultative approach... Dr Blake is an outstanding accomplishment coach" - Nancy Adamson, Right Management Consultants*

*"Very positive. You both did a GREAT job...I am very excited that we parlayed an opportunity to utilize your obviously strong coaching skills. Thank you!" - Elaine Babcock, Human Resources Manager, Southwest Gas Corp.*

*"I left completely delighted with a much better understanding of my clients, my business and most importantly, myself as a leader as well as person... I ensure you that what you will take away from this experience will far outweigh any monies that you invest." - V. L. Phillips, President, iap Consulting.*

*"This is by far the best, highest quality most effective training program I have ever attended! Many thanks again for a thoroughly intense, productive and enjoyable time last week. It was such a pleasure getting to know both of you and I continue to ride on the energy of inspiration you sparked!" - Melaney Seacat, Deputy Director, Pima County*

*"This was great in allowing me to understand my styles and areas to work on and to really concentrate and do long and short term plans and goals... worthwhile for 3 days to concentrate and focus and really see a clear picture." - Heidi Buss, President Buss Productions*

*"I wish everyone struggling with career and job issues could have the opportunity that I have had to increase my self-awareness and improve my confidence and clarity as I approach the decisions I will be making ahead." - Mike Eng, U.S. Institute of Environmental Conflict Resolution*

*"The combination of assessment, reflection, reasoning, tools, advice and personal feedback in service of developing an action plan was exactly what I needed to get myself out of the box I made for myself." - Lynne Gillette, Director of Operations, U.S. Institute for Environmental Conflict Resolution*

*"I have enjoyed working with you and will certainly keep you at the top of my list of proven experts. Please feel free to use me as a referral."* Robert Edmund, President, Edmund Optics

*"In one word - OUTSTANDING!"* - Carmen Conicelli, CFO, Edmund Optics

## Seminars, Workshops & Group Facilitation

*"The employees enjoyed the day and your teaching style...they appreciated learning so much practical information. It would be a pleasure to work with you again"* - Beverly Peterson, Pulmonetic Systems

*"Congratulations! Thank you for everything you did for us. Irma, believe me your contribution has been quite huge."* - Kathy Burton Lupica, Training Manager, Wescorp

*"I just wanted to thank you for a very enjoyable and enlightening workshop. You are obviously very good at what you do and work well together. Unlike most seminars I've been to, you had my attention consistently throughout the entire class. It appeared that the same was true for the other attendees."* - Wendell Harness, Board Member, APLS Inc.

*"I came to this not with a fully positive attitude. However, I am leaving with a much better attitude and direction; and I thank you."* - Chuck Paddock, Board Member, APLS Inc

*"...you did teach us a lot and I realize that even though we do not admit it, a lot that you taught us, Brian and I are still using without even realizing it."* - Susan Barnard, President, Master Metal Works, Inc.

*"Empowered conversations and discussions. Excellent overall"* - Mike Kyle, Director, Insync Interactive

*"Excellent, comprehensive and client focused"* - Russell Rothner, President, Insync Media

*"Excellent, this is very sound methodology"* - Right Management Consultants, Leadership Coach Certification Training

*"The role plays and follow up discussion were extremely helpful. Also great to have reference material to take away."* - Pauline Thomas, HR Generalist, Symantec

*"Continual change of pace kept my attention better."* - Susan Carleo, VP Academic Affairs, L.A. Valley College

*"Very organized and right on the money!" - Ron Lee, Asst. Controller, Wick Communications*

*"Great! Learned new methods and techniques." - Margie Johnson, Hyundai USA*

### **Conflict Resolution & Resolving Differences**

*"You did an excellent job, I am glad we were able to have that matter resolved" - William Henry, Hahn & Hahn*

*"Promptly brought parties together ... correctly identified critical issues ... actively intervened in negotiations" - Donald Snider, Baer, Marks & Upham*

*"Superior performance by the mediator in trying circumstance" - Christopher Oberg, Western University Health Sciences*

*"It is the commitment and dedication of individuals, such as Dr. Blake, that contribute to the overall success of the program." - Julie Bronson, ADR Administrator, Los Angeles Superior Court*

*"It was great to have your comments, input and insight to supplement my attorney...excellent and very responsive and professional." - S. A. Weiner, Plaintiff*

*"Very well done and excellent facilitation skills...kept the parties focused on the issues and directed the communication appropriately." - Mary Cooper, Esq., City of Los Angeles, California*

# IN CLOSING...

We are pleased to provide this overview of our services and products to you and it is our sincere hope that we can be of service to you and your organization.

If you have any questions or want additional information, please call us or visit The Blake Group website at [www.blake-group.com](http://www.blake-group.com); Leaders Path Coaching & Retreats [www.leaderspath.net](http://www.leaderspath.net) ; or Life's Path Coaching & Counseling [www.lifepathcoaching.net](http://www.lifepathcoaching.net) .

We look forward to working with you and helping you become even more successful.

Yours truly,

*Orlando Blake, PhD CPT*