



QCB SOLUTIONS
THE ACHIEVEMENT CENTRE
DECIDE WITH CONFIDENCE

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Learning with QCB - Paced Learning with Spaced Repetition

Steps

- Paced learning provides behavioural change for sustainable, measurable results
- Focuses on changing behaviour. Precursors for such change are:
 - Open mind to seeing things from a different perspective
 - Awareness of the need to change
 - Willingness to make the effort to change

Elements That Make QCB Unique

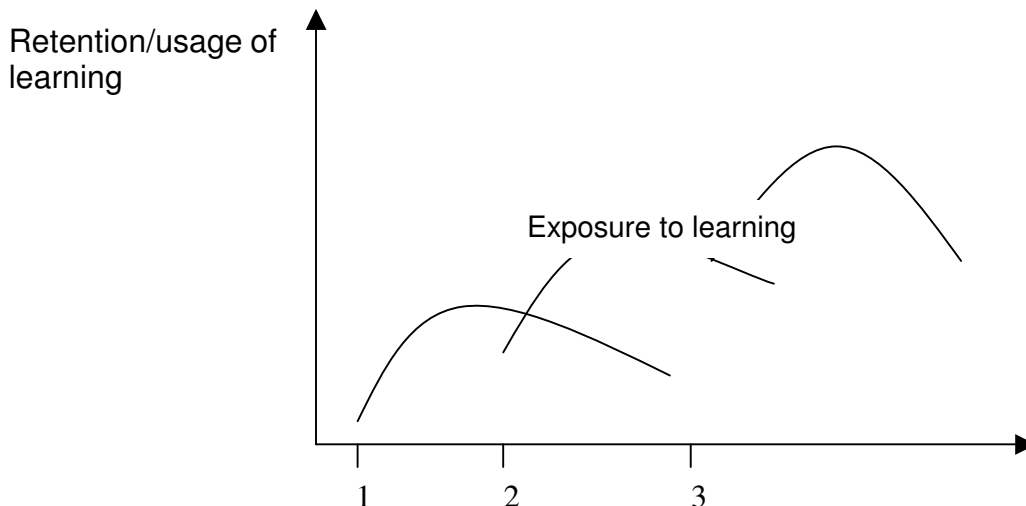
- Paced Learning
- Spaced repetition/audio component
- Goal-setting
- Multiple learning methods (written exercises, audio, case study discussion, experiential games)
- Learning and doing in real time
- Bridges the gap between knowing what to do and doing it
- Results-focused
- Win-Win agreements – commitment and accountability
- Building trust – ethical base
- Supports life balance in participants
- Built-in process for achieving results
- Promotes personal responsibility

Introductory/Awareness Building Learning

The first step in the learning process is becoming aware of the need to change. This can be done through personal feedback or self-analysis. Many people find that professional assessment tools are a valuable way to help create this awareness.

Follow-up to learning process

Without repetition or reinforcement, the utilization of the learning will tend to diminish. Thus, the learning has to be continually reinforced to ensure that the momentum initially created is sustained and put into practice



Milestones 2.0:

Description

Strategic Goal-setting for Bottom Line Results

- A program that creates a long-term vision supported by short-term goals.
- Begins with size-up of current circumstances; develops mission, vision and goals.
- The executives reach consensus on decisions that change the future of the organization.
- Provides a foundation for every division and every person to contribute to success.

Program Goals

- To develop mission, vision and strategy for the organization.
- To identify how the organization will be developed to create long-term success.
- To craft short-term goals and plans to build and maintain momentum towards the vision.
- To build skills in organizational strategic goal-setting.
- To build a team that helps the organization thrive in the long-term.

Results

When the group has completed the program they will have made the decisions that will put in place:

- a comprehensive assessment of the organization and its environment;
- a clear statement of the central values and mission of the organization;
- a comprehensive vision of the firm five years in the future and an overall strategy to make the vision come about;
- an identification of key customer groups and the message to be delivered to them;
- priorities for how the organization will change in order for the strategy to come about.
- goals and plans that will eventually make the mission a reality;
- a clear foundation for pinpointing each person's role in the strategy, and for agreement on how well people will perform in their role;
- a system for performance appraisal based on the commitments that the employee made and the success he or she had in accomplishing them; and
- Weekly Action Plans for building and maintaining momentum.

Performance 1.5:

Description

A Manager's Guide to Effective Leadership

- A program that carries the mission and vision of the organization to every level.
- Helps each division and each person determine their purpose within the organization.
- Provides systems for managers to clarify peoples' roles and expectations.
- Helps managers learn to communicate about expectations and performance.

Program Goals

- To develop the purpose and goals for each part of the organization.
- To clarify the roles and expectations of everyone in the team.
- To enhance everyone's contribution to the organization's goals.
- To build managers' communication skills with regard to establishing roles and expectations.

Results

The managers will put into place:

- an assessment of the team's strengths and weaknesses and its operating environment;
- a clear statement of the central values and purpose of the team;
- a set of personal life goals;
- a Position Results Description and Performance Agreement for team members;
- a system to conduct fearless and effective Performance Appraisals;
- goals and plans for the team and for each individual in the team;
- a deeper understanding of each person on the team and the team as a whole;
- a system for people to report their successes and to create opportunities for positive reinforcement; and
- tools to create plans, determine weekly actions and track success.

Performance Coaching

Description

A program that implements the basic coaching skills.

- A workshop to help managers learn to provide effective feedback to people in their team.
- Describes coaching as a holistic, long-term process.
- Provides a process for providing both positive and negative feedback.
- Deals with both informal and formal performance discussions.

Program Goals

- To develop an understanding of the nature and value of coaching.
- To help the manager earn the credibility and trust necessary to enter a coaching relationship.
- To build managers' communication skills in providing positive and negative feedback.

Results

The managers will understand:

- how to establish a relationship that will support coaching;
- processes for giving any kind of feedback;
- an overall process of coaching;
- how to plan an effective feedback discussion taking into account the individual and mitigating circumstances; and
- the importance of clarity regarding expectations and goals.

ACCISS: The Ultimate Sales Development Program

Description

A sales and personal development program focused on:

- Developing the art and science of sales.
- Developing time-tested human relationship skills.
- Teaching people how to sell.
- Bridging the gap between knowing what to do and actually doing it.
- Supporting the company's vision and goals in the sales and business development area.

Program Goals

- To increase the knowledge, skills and positive attitudes of participants.
- To foster personal accountability in obtaining results.
- To produce increased sales for the client.

Results

When the program is complete, each person will be able to:

- develop goals that help them to be more effective;
- identify top "payoff" activities and prioritize their time accordingly;
- identify high payoff clients and know how to expand those clients' accounts;
- develop clients and build stronger, trusting relationships;
- heighten communication skills, especially listening to others;
- increase their personal performance;
- take personal responsibility for their own level of success;
- close more sales; and
- diminish stress and deal more effectively with change.

ACCISS: Power Prospecting

Description

A sales program focused on:

- Developing the art and science of prospecting.
- Developing profitable clients, high margin products and high payoff activities.
- Teaching people how to build their business intelligently.
- Bridging the gap between knowing what to do and actually doing it.
- Supporting the company's vision and goals in the sales and business development area.

Program Goals

- To help participants to work smarter, not harder.
- To foster personal accountability in obtaining results.
- To produce increased sales for the client.

Results

When the program is complete, each person will be able to:

- develop prospecting goals that help them to be more effective;
- identify top "payoff" activities and prioritize their time accordingly;
- identify high payoff clients and know how to expand those clients' accounts;
- develop clients and build stronger, trusting relationships;
- increase their personal performance;
- take personal responsibility for his or her own level of success;
- close more sales; and
- diminish stress and deal more effectively with change.

ACCISS: Pure Selling

Description

A sales and personal development program focused on:

- Developing the art and science of sales.
- Developing time-tested human relationship skills.
- Teaching people how to sell.
- Supporting the company's vision and goals in the sales and business development area.

Program Goals

- To increase the knowledge, skills and attitudes of participants.
- To provide a quick, motivational, easy to understand introduction to the key concepts in *ACCISS: The Ultimate Sales Development Process*.
- To kick-off a distance program with *ACCISS: The Ultimate Sales Development Process*.
- To produce increased sales for the client.

Results

When the program is complete, each person will be able to:

- develop goals that help them to be more effective;
- identify top "payoff" activities and prioritize their time accordingly;
- identify high payoff clients and know how to expand those clients' accounts;
- develop clients and build stronger, trusting relationships;
- heighten communication skills, especially listening to others;
- increase their personal performance;
- take personal responsibility for their own level of success;
- close more sales; and
- diminish stress and deal more effectively with change.

Results-Centred Leadership (RCL)

Description

A Leadership program designed to enhance all key skills.

- A leadership program focused on bringing out the best in people.
- Coaches people to succeed in an environment of respect and trust.
- Leadership skills are not only learned by a few, but transferred to many.
- Designed to support the company's vision and goals throughout the organization.

Program Goals

- To introduce One-on-One coaching into an organization.
- To provide a leadership style based on mutual understanding.
- To foster personal accountability in obtaining results.

Results

When the program is complete, each person will be able to:

- develop goals that help them to become more effective;
- identify top "payoff" activities and prioritize and delegate accordingly;
- develop people to succeed through coaching and stronger, trusting relationships;
- heighten communication skills, especially listening to others;
- deal effectively with performance issues;
- develop teams that have the ability to succeed; and
- diminish stress and deal more effectively with change.

Results-Centred Leadership: Coaching for Success

Description

A foundation for coaching within an organization.

Program Goals

- To provide a follow-up process for *Results-Centred Leadership*.
- To introduce the concept of coaching into organizations.
- As a kick-off to an in-depth *Results-Centred Leadership* program.

Results

When the program is complete, each person will be able to:

- Understand the value and importance of coaching.
- Appreciate what may be holding them back from coaching.
- Understand how to conduct a One-on-One.
- Realize the value of S.M.A.R.T. goals.
- Have tools for Dealing with Performance Issues.
- Comprehend the importance and key aspects of better communication.