



**QCB SOLUTIONS**  
**THE ACHIEVEMENT CENTRE**  
**DECIDE WITH CONFIDENCE**

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### **Management Training**

#### **Strategic Planning:**

##### ***Milestones™:***

Strategic planning is all about deciding where your business is going, and choosing the best road to get you there. For sustained success your strategic plan must form the basis of all your operational plans, from the annual business plan down to the nitty-gritty details of operations and sales. This program helps you pinpoint your goals then leads the way to success. Starting with an organizational diagnosis and the understanding of **where you are now**, we help you further crystallize a strong, motivating vision for **where you want to be**. This becomes the basis of your roadmap to organizational excellence and enhanced market presence.

Key components of this program include:

- Creating/refining your mission and vision
- Organizational goal setting,
- Defining priorities and planning
- Tracking and measuring success
- Working through controversial issues

The QCB professional ensures alignment of effort, focus and purpose by working with the executives of your organization. Your vision becomes a powerful energizer for the entire organization.

#### **Leadership:**

##### ***Results-Centered Leadership™:***

**Results-Centered Leadership** is designed to cascade the organization's mission and vision throughout the organization by aligning management and staff. It is structured in three tiers:

- All leaders must first espouse and demonstrate the qualities of leadership before they can inspire people to follow them, so the Tier One looks at the leader's individual performance. This includes defining performance criteria, setting goals, and tracking one's own performance.

- Tier Two looks at how to enable the team to become more self-motivated, effective coaching and communication processes, as well as how to deal with conflict and other performance issues.
- Tier Three helps leaders to build team synergy and align individual, departmental and organizational goals to proactively lead and manage change, instead of reacting to it. Managing stress is also addressed.

Proper leadership traits and personal skills are not only learned by the leaders, but are transferred to all the people on their team - and where working smarter together results in greater success. This process is based upon bringing out the best in people, coaching them to succeed, in an environment of respect and trust.

It enables the organization and everyone in it to achieve superior results.

### ***Action-Oriented Leadership™:***

***Action-Oriented Leadership™*** centers upon Team Management as the dominant management style for today. Leaders must be ready to welcome change and have the skills to manage and direct change. Emphasis is on how to work with your people, getting action and results through your people, motivation and being an effective role model, ensuring your own individual performance, and effective coaching of your team members to achieve goals.

This proactive Systematic Leadership Process is designed to get acceptance of inherent responsibilities on the job.

### ***Management by Responsibility™:***

***Management by Responsibility™*** focuses on the "bottom line" factor for success: self-responsibility.

This program is designed to create and foster a culture of self-directed people with open communication and teamwork through a high level of self-awareness, attitudes and behavior changes to support long-term sustained results.

***Management by Responsibility™*** is a major step toward team and individual development through open communication, goal realization, and increased organizational alignment. It assists executives and managers at all levels to identify nonproductive behaviour in themselves as well as their employees and then to redirect it.

### ***Coaching for Success™***

***Coaching for Success*** is a process whereby each person will be able to understand the value and importance of coaching in the workplace. To appreciate what may be holding them back from coaching their people, and understand how to conduct successful 1-on-1 meetings. To realize the value of S.M.A.R.T. goals, have tools for Dealing with Performance Issues, and comprehend the importance and key aspects of better communication.

### ***P.R.I.D.E.***

**P.R.I.D.E.** provides a vehicle for staff to become part of an exciting change process and is a major step toward team and individual development through open communication, goal realisation and increased involvement which leads to organisational development. It speaks directly to the challenges of today's changed working environment and assist participants specifically in learning to understand responsible self-management.

## **Supervisory Training:**

### ***Developing People Skills™ and new for 2005 Developing People Skills in a Union Environment:***

The objective of ***Developing People Skills™ and Developing People Skills in a Union Environment™*** is to enhance the leadership skills of front-line supervisors and lead-hands through improved human relations' skills, in order to obtain the desired productivity results with staff. The development of a goals program is a key part of this process and is designed to ensure achievement of desired results through alignment of the front-line managers' efforts, as well as their people's efforts.

Developing People Skills is designed for anyone whose success depends on their ability to get the best out of people and to build a winning team, while maximizing their ability to contribute to the successful realization of overall organizational and/or departmental goals. It is ideally suited to those individuals who have been promoted up through the ranks of the organization, but who have never benefited from any formal management or supervisory training.

***Action-Oriented Supervision™*** Similar to ***Action-Oriented Leadership™***

## **Personal, Team, Time, and Self-Management:**

### ***Managing Myself™:***

***Managing Myself™*** is a self-improvement; self-management process designed to help individuals increase their personal effectiveness in the areas of goal setting, time management, communication, and productivity.

This process utilizes The Seven Steps to Personal Success.

***Managing Myself™*** helps to develop a person's full potential, thus increasing their personal satisfaction in their current position and further success.

### ***OneSmartWorld™***

***Smart For Life™*** is an approach to dealing with life's inevitable challenges by tapping into the power of your personal spirit.

***Smart For Life™*** is consciously using the full range of your intelligence to figure out what to do. It is a set of skills, any of which you can improve with practice.

***Smart For Life™*** is being aware of your preferred operating style, selecting the right mindset for the situation and then using it to get the results you want – anytime, anywhere, and with anyone.

To be *Smart For Life™* isn't about how smart or how intelligent you are. It's about how well you use the intelligence you already have, *“What you need to use when you don't know what to do”* – Jean Piaget.

### *Smart For Life - The Power of Smart Meetings*

### *Smart For Life - The Power of Smart Communication*

### *Smart For Life - The Power of Smart Problem Solving*

## Customer Service Training

### *Feelings - Customer Service Excellence™:*

The objective of *Customer Service Excellence™* is to teach proven methods for making your customer's experience a more positive and memorable one by impacting and controlling quality service. The customer service concept is targeted to those employees who have the greatest influence with your customers, so that you have the maximum impact.

This program is based on the principle that when your customers feel they are appreciated and treated courteously, they will not only buy more, they will do more business with you rather than with your competitors. Various concepts are discussed to ensure that participants learn the skills required to consistently deliver superior service.

### *Customer Centered Quality Service™*

*Customer-Centered Quality Service™* is an ongoing process, providing a service process that assures customer satisfaction from receiving the service or having complaints answered. There is a version for service-orientated, and manufacturing-orientated companies. The challenge is to deliver Quality Service that meets and exceeds your customers expectations. You need to break the 'cycle of failure' that is inherently built into the service process. Each 'Point of Interaction' has to be right as far as your customers are concerned.

It is like a chain...each link or 'Point of Interaction' has to provide *Customer-Centred Quality Service™*

### *The Habit of Service™*

*The Habit of Service™* is a fast-paced, fundamental, interactive, skills training program for quality service to external and internal customers. All workshops are documented to reflect your service culture, and to framework a standardization of your Quality Service Process. Service is a human experience that is based on interaction between the service provider and the receiver (Client, Customer, Peer, Manager, and Floor-worker, anyone who interacts with you). In many industries, organizations, branches, departments, the quality of service is one of the few variables that can distinguish you from all the others. Are you customer-centred? Are your people fully equipped with a Quality Service strategy that meets and exceeds customer's expectations?

## Team Training

### *Management Problem Solving Teams™*

**Management Problem Solving Teams™** initiates the planning and establishment of a culture for total employee involvement throughout an organization. This is the first step to integrating a systematic problem solving process for the entire organization in order to develop responsibility and accountability at all levels.

The primary goal of **Management Problem Solving Teams™** is to be conscious of the changes surrounding us, to examine the existing culture, to understand Total Employee Involvement, Continuous Improvement and Total Quality Management to reach your mission objectives, and to stay in focus as you implement the team management.

### *Implementing Work Teams™*

**Implementing Work Team™** compliments Management Problem Solving Teams to further develop the culture for total employee involvement throughout the organization. This is the next step to integrate a systematic problem solving process for the organization.

The primary goals of **Implementing Work Teams** is to introduce the Total Employee Involvement Process to Team Leaders, to empower the Team Leaders to accept responsibility and decision making, and to develop team processes in the organization.

### *QBQ - The Question behind the Question*

**QBQ** - A stand-alone program that highlights the need to take personal responsibility and eliminates, blame, procrastination, and victim thinking.

### *The Bridge Game - Bridging the Gap In Your People Skills*

**Bridge the Gap** - Is a stand-alone workshop that can be delivered in 2hours or 1/2 day. It brings together all the real-world challenges of Team-Building: Project Management, Risk, Conflict, Listening Skills, Operational Challenges, People Issues, Competition, Estimating, Planning, Goal-Setting, Quality, and many more in one experiential fun workshop.

Minimum participants: 3 Teams of 5

Maximum participants: 5 Teams of 12

#### **Remember:**

***"In business, the competition will bite you if you keep running; if you stand still. they will swallow you."***

***The mediocre teacher tells.***

***The good teacher explains.***

***The superior teacher demonstrates.***

***The great teacher inspires.***

***QCB inspires participants to excel.***