Davis

Success Solutions

Working with people for BETTER RESULTS

Catalog of Professional Development Workshops and Seminars

Davis Success Solutions, LLC

Our Company

Business Training for Professionals

Delivering professional development programs in the areas most relevant to today's organizational challenges and business strategies, we offer _custom designed workshops_ addressing performance improvements based on a dynamic and changing workplace. All of our programs provide flexibility and consistency with a _focus on results_. Working within proven models, our custom designed workshops and comprehensive library of resources allow us to target specific improvement areas, help participants build people skills, and increase bottom-line results.

Davis Success Solutions provides a wide range of _ready to deliver workshops_, pre-designed to meet specific needs. We are available for participation in multiple-day management retreats and coordinating ongoing periodic training programs. Workshops can be scheduled to meet particular time constraints including half or full day programs. Train the Trainer options are available for in-house delivery of any program listed within this catalog.

We have the _expertise and experience_ to develop the right program for your team. We work with independent contract professionals, _leaders in their fields_, to assure we are able to meet all our customers' goals. Davis Success Solutions is the source for all of your professional development needs.

Davis Success Solutions – Working with _People_ for Better Results!

Visit our website for additional information: www.DavisSuccessSolutions.com

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UNCONDITIONAL SATISFACTION GUARANTEE

We _unconditionally_ guarantee your satisfaction for the material we deliver.
Unconditional means no exceptions, no special circumstances, no anything!
If you do not receive full value for what you expected, you are not obligated to pay our fee.

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P – Professional Development Training

P4.01   The Five Behaviors of a Cohesive Team

This professionally facilitated program has a simple goal: to create a learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and efficient way possible. Based on the international best-seller, *The Five Dysfunctions of a Team* by Patrick Lencioni, this program is designed to deliver proven business results. Participants will learn how to model Trust, Conflict, Commitment, Accountability, and Results—to become a truly cohesive team.

Designed exclusively for intact teams and work groups, the program helps members understand how, as a team, they score on the key components of The Five Behaviors model. Each individual on the team will also understand their own style and how their style contributes to the team's overall success. A productive, high-functioning team: Makes better, faster decisions, taps into the skills and opinions of all members, avoids wasting time and energy on politics, confusion, and destructive conflict, avoids wasting time talking about the wrong issues and revisiting the same topics over and over again because of a lack of buy-in, creates a competitive advantage, and is more fun to be on!

Duration: This workshop contains 7 modules that can be conducted over a 2-3 day period.
Requirements: Participants are required to complete a Five Behaviors Team assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.01   Working with Style: an Everything DiSC Workplace Approach

This seminar provides an engaging framework for learners to reach further across their organizations and improve effectiveness. The dynamic content helps everyone—at every level, in any role—learn new ways to build more effective relationships and improve the overall quality of the workplace.

This session will create a personalized learning experience to help participants understand and appreciate the different priorities, preferences, and values each individual brings to the workplace, and how they can learn to adapt to the style of others. *Everything DiSC Workplace* delivers a comprehensive, workplace development solution to engage every employee—regardless of title or position, department or function—in building more productive and effective relationships at work.

Duration: This workshop contains 4 modules that can be conducted in a full or half day session.
Requirements: Participants are required to complete an Everything DiSC Workplace assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.02   Managing with Style: An Everything DiSC Management Approach
This seminar provides the framework for organizations to build the capacity and strength among managers at all levels—whether longtime veterans or those new to the role. Tailored specifically to enhance the critical skills managers need to build solid, one-to-one relationships with direct reports as well as up the chain-of-command. Participants learn how their management style influences how they manage time, make decisions, approach problems, and what they need to do to adapt to the styles of others to bring out the best in each and every employee in their charge.

This session brings a complete program of classroom training with focused learning in five key areas: understanding DiSC styles, directing and delegating, creating a motivating environment, developing others with different styles, and identifying strategies for working more effectively with managers. *Everything DiSC Management* delivers a comprehensive development solution proven to increase the effectiveness of anyone in a management role; whether managing direct reports or the relationship with their own manager.

Duration: This workshop contains 7 modules that can be conducted in 1-2 full day sessions
Requirements: Participants are required to complete an Everything DiSC Management assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.03   Selling with Style: An Everything DiSC Sales Approach
This seminar puts the power of the Everything DiSC model into the hands of salespeople and provides a dynamic tool for learning how to create customer-centric interactions that deliver improved results. Tailored specifically with sales relevant content, modular facilitations tools, and an easy-to-customize development solution to help participants discover new strategies for stretching beyond their natural preferences to make the selling process more productive and successful—regardless of the customer's unique buying style.

Everything DiSC Sales delivers a comprehensive development solution proven to impact the bottom line and help sales professionals effectively recognize and adapt to their customers' unique buying styles—and close more sales.

Duration: This workshop contains 6 modules that can be conducted in 1-2 full day sessions
Requirements: Participants are required to complete an Everything DiSC Sales assessment and activate their MyEverythingDiSC.com site to utilize Customer Interaction Maps. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.04 The Work of Leaders Seminar – Vision, Alignment, Execution
This seminar provides context for a powerful approach to developing effective leaders and lays out a clear path for helping leaders at all levels make the connection between their DiSC style and leadership. This program approaches leadership as a one-to-many relationship and with a unified model of leadership—vision, alignment, and execution—it focuses on helping leaders understand their own leadership styles and how their tendencies influence their effectiveness in specific leadership situations. It utilizes the latest research into leadership bringing together the best practices from experts in over 150 organizations, the important work of the most prominent scholars, and over four years of additional research and development.

Everything DiSC Work of Leaders delivers leadership best practices, it connects unique leadership styles to real-world demands, all while focusing on the tangible steps leaders take to effectively move an organization forward.

Duration: This workshop contains 5 modules that can be conducted in 1-2 full day sessions
Requirements: Participants are required to complete an Everything DiSC Work of Leaders assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.05 Everything DiSC 363 for Leaders
The richness of Everything DiSC comes together with the research-based Eight Approaches to Effective Leadership framework to help any leader—emerging high-potentials and experienced executives alike—incorporate critical feedback from direct reports, peers, and bosses into a development plan to increase their effectiveness in a leadership role. Whether coaching one-to-one or working with small groups of aspiring leaders, this powerful set of resources includes tips, techniques, and step-by-step guidance to help you introduce Everything DiSC 363 for Leaders into an organization, get buy-in from senior leadership, determine the scope and timeline for implementation, and deliver a fully customizable 360-degree feedback and coaching offering that meets your client's specific leadership development needs. This resource is designed for leaders who want to use 360° feedback as part of their leadership development, with the exclusive *CommentSmart* technology this assessment provides focused, balanced, and constructive feedback. It combines clear visuals and a conversational narrative to interpret and explain the data, making the report easy to understand and use. The report also gives leaders three steps they can focus on now; strategies to improve their leadership effectiveness immediately.

Everything DiSC 363 for Leaders isn't just any 360. It's a dynamic 360-degree feedback tool plus 3 personalized strategies for leaders to put into action immediately—a 360 + 3! Get ready for a new full-loop communication tool that reimagines the power of 360 feedback. Everything DiSC 363 for Leaders combines the best of 360 with the simplicity and power of DiSC to deliver a more productive, insightful, and informative experience and a roadmap of actionable steps leaders can take to improve their effectiveness.

Requirements: Participants are required to complete an Everything DiSC 363 for Leaders assessment. An active email address and listing of Respondents by category is required.

P3.06 Eight Dimensions of Leadership Seminar- DiSC Strategies for Better Leadership Skills
The most effective leaders know their strengths, and they also know what their challenges are, but that's only part of the story. Great leaders have a broad perspective on all the behaviors needed to be effective, this seminar provides participants with those insights. The 8 Dimensions of leadership helps participants identify their primary leadership style and understand the psychological drivers, motivations, and blind spots that are characteristics of that style.
Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete an Everything DiSC Work of Leaders assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.10 Communicating With Style
This seminar provides useful and immediate feedback designed to help employees and organizations build more productive teams, develop more effective managers and leaders and reduce interpersonal conflict. Understanding DiSC behavioral styles can increase interpersonal effectiveness, productivity and efficiency, which in turn can result in greater insight, success and profitability. This interactive session helps participants to develop a self-understanding of their communication style and provides a non-judgmental language for exploring performance issues across four primary dimensions: Dominance, Influence, Steadiness, and Conscientiousness.
Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.11 Working with Different People – Adapting to Styles
How many times has someone gotten upset with you because they misunderstood your intentions? How many times have people misread your tone, your mood, or your approach? This seminar is designed to help participants grasp an important insight before misunderstandings occur, not after. The DiSC model explains some of the most important aspects of human perception and interaction. Participants learn to see the characteristics of each DISC style and understand their unique preferences. Attendees also learn how to adjust their communication to meet the needs and styles of those around them.
Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.12 Getting Along at Work – Improved Communication
Communication is a fundamental skill. Most of us can do it well enough to get by, but we could all use some improvement. Unfortunately, communication is often regarded as such a basic skill that we take it for granted. We rarely take time to sharpen our abilities. This session introduces participants to the foundations of DiSC and helps them to create a greater self-awareness. Participants learn to apply this new knowledge to different area and discover simple ways to communicate more effectively. Additionally, this session helps participants use this new information to avoid misunderstandings and build stronger relationships.
Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.13   Getting the Best from Key Contributors

Even the best performers stagnate from time to time. But before managers can help them out of their rut, they need to understand the situation and why the person is having difficulty. Sometimes they do not have the skills or know-how. This program helps managers use DiSC to read the situational needs of their key contributors and adjust their management style accordingly. They will learn fundamental strategies for reading the willingness and ability of the people they manage as well as the approaches that are most effective in each situation.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.14   Improving Team Effectiveness: Leveraging DiSC Styles

Think about the first work team you were on. You probably quickly discovered that each person had a unique way of doing things. Sometimes team differences are easily accepted and laughed about, and may even complement each other. But too frequently teams find that those differences can also cause confusion, stagnation, or frustration. Only when people have a framework to make sense of their differences can they learn what to expect from others and the best way to get what the team needs. This program uses the DiSC framework to address some of the most common challenges that teams face. Participants learn simple, intuitive ways to make lasting improvements in a team's effectiveness.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.15   Conflict Resolution for DiSC Styles

We all have had interactions at work where we experienced conflict with other people. More often than not, these disagreements have hampered the group's progress. This seminar provides a simple, direct way to understand the different fears that drive much of the conflict and resistance we see. Through DiSC, people learn their style of handling conflict and understand how that style might differ from other methods. They also take time to recognize how quickly employees' fears can disengage them from a team or project. Participants learn how and why different people feel threatened and discover skills for relating more effectively with people of all styles.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.16   DiSC Styles Under Stress: A Four Step Confrontation Model

This seminar provides a straightforward approach that helps participants develop the understanding and self-awareness necessary to resolve interpersonal conflict.   In addition to learning how to work through conflict on an individual basis, a strong foundation for resolving issues within an entire team are reviewed. This builds the keys to maintaining a well-balanced workplace by helping individuals understand their behavior in conflict and providing the problem solving skills needed to manage adversity within the team.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.17 Leveraging Your Frontline Supervisory Skills

Managers and supervisors can empower and energize their teams or they can create frustration, confusion, or even paralysis. This seminar gives leaders a safe, fun way to understand the impact that their behavior has on others, and they discover how others may respond to their style. Participants are provided the tools they need to coach and develop competent, motivated employees by gaining a deeper understanding of their individual strengths and challenges. Participants will learn four different approaches to supervision, discover their unique strengths and challenges as managers, identify different responses to their strengths and understand how strengths can be overused. They will create individual action plans to aid them in managing productively and effectively.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.18 Conflict Resolution for Managers and Supervisors

Conflict can tear a team apart, so it is crucial that problems be resolved before they take over a group. This workshop is a straightforward program that helps people develop the understanding and self-awareness necessary to resolve interpersonal conflict. In addition to helping people learn how to work through conflict on an individual basis, the program offers a strong foundation for resolving issues within an entire team. The program builds important skills that are necessary for effective communication and teamwork. Participants will:

- Recognize unique preferences and behaviors when working on a team.
- Learn what their behaviors may look like when under stress and in conflict.
- Learn a model for understanding how people of diverse styles react differently to conflict.
- Understand how their own and others' behaviors may be interpreted in different ways.
- Discover a non-threatening way to communicate preferences and discuss differences.
- Create action plans for dealing with conflict situations by exploring effective methods for coping with conflict in the workplace.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P3.19 Coaching Skills for Managers

Participants learn how to adapt their natural DiSC style when developing team members through coaching and effective communication. Increase your understanding of how effective teams work together on tasks and relationships. Skills necessary for performance feedback and coaching are reviewed. Participants will understand the difference between coaching, managing and training. They will learn what motivates people and identify six formal steps for an effective coaching meeting. They will practice delivering performance feedback and ensure accountability.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete a DiSC assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P2.03 Building a Collaborative Team – Understanding Team Dimensions
Have you ever worked on a team where everyone is doing what they enjoy and making the very best use of their talents? A high-functioning team makes real progress and everyone is glad to be on the team. This workshop provides the key to building and maintaining peak performing teams by helping individuals identify their strengths and challenges. We will explore how team members can work together more productively by tapping their strengths to contribute to the overall success of the team. Participants will learn the four different roles within teams and the diversity of inherent talents each role brings to the team. They will develop teamwork strategies to help create, advance, refine and implement new ideas or projects. Participants will discover effective ways to balance, integrate and capitalize on different strengths of each member.
Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete an online assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P2.04   Presenting for Results – Strategies for Improving Presentation Skills
Participants learn how to present their ideas with conviction and self-confidence. They will practice specific skills and learn insights to become comfortable with their own presentation style. This is a very interactive workshop where participants discover proven techniques for building compelling and engaging presentations. Workshop topics include learning the fundamentals and the framework of presenting. Discovering the 3 P's: Planning, Preparing, and Presenting. Organizing the message: Opening – Body – Closing and identifying the A-B-C's of captivating your audience. Enhancing your visual and vocal projections. Managing the group discussion and handling the Q & A session
Duration: This workshop can be conducted in a full or multi-day sessions
Requirements: Additional requirements may apply for video resources.

P2.06   Listening for Results – Strategies for Improving Listening Skills
Have you ever noticed how good it feels when someone really listens to you? When we are listened to, our feelings and needs are taken into account, we are more relaxed and open, and we feel we can achieve our objectives. The goal of this program is to help participants get these kinds of results when communicating with others. This workshop provides participants with the key to clear communication through developing an understanding of effective listening techniques. Participants will be introduced to the Personal Listening Learning Model which will result in improved communications, fewer misunderstandings, and more productive information sharing between team members. Participants will:
- Discover the five different listening approaches used in communication.
- Explore their strengths and challenges as listeners.
- Identify effective listening approaches and behaviors, and practice modifying their listening approaches to meet the communication needs of team members.
- Create action plans to improve their ability to communicate effectively to all team members by using different listening approaches.

Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete an online assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P2.07 Making the Most of Your Time: Strategies for Improving Time Management
Setting priorities and managing time are basic to enhancing individual performance. The pressure to find innovative ways to achieve goals, stay ahead of the competition, respond quickly to customer needs, is increasingly intense in today's less structured, information-driven workplace. This workshop helps people assess their time-management effectiveness and create a personal plan for improving their skills in key areas. This workshop teaches participants easy-to-understand and simple-to-apply methods of implementing practical time management lessons.
Duration: This workshop can be conducted in a full or half day session.
Requirements: Participants are required to complete an online assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P2.08 Running Effective Meetings: Making Every Meeting Matter
If your department or organization has too many meetings that are unproductive, unnecessary, unfocused and repetitive or maybe they just last too long, waste time and go nowhere, then this seminar is for you. Participants will learn:
- How to take charge, organize effective meetings and make every minute matter.
- Determining the need, purpose, and agenda of a meeting.
- Establishing a focused goal, setting a realistic meeting agenda, and identifying common pitfalls in meetings.
- Discovering the PEARLS method: Purpose, Expectation, Agenda, Resources, Limits, Scope.
Duration: This workshop can be conducted in a full or half day session.

P2.09 Problem Solving and Innovative Thinking
Participants learn proven techniques for generating new ideas and increasing their capacity for creativity and innovation. This workshop provides a blueprint for establishing an environment of problem solving and generating new ideas. Participants engage in an interactive, hands-on process where they discover new ways of breaking through mental barriers and overcoming roadblocks to improve performance and unleash creative potential. Participants will:
- Discover new techniques for generating fresh ideas and novel solutions.
- Apply innovation strategies to improve systems, products and processes.
- Recognize barriers and road blocks and identify practices that promote creativity and innovation.
- Learn brainstorming techniques for generating alternative solutions.
Duration: This workshop can be conducted in a full or half day session.

P2.10 Managing and Selling Change: Strategies for Dealing with Change
This workshop will help participants understand reactions to change and to have a process to accept, engage and sell change to take a team or an organization to the next level. Participants share ideas and learn formal strategies about how to manage and deal with change to improve productivity while stabilizing morale.   Workshop topics include:
- Understanding the common reaction to change.
- Recognizing how different people deal with change and developing the process to accept, engage and implement change.
Duration: This workshop can be conducted in a full or half day session.

P2.11 High-Impact Decision Making: Reducing Risks – Maximizing Results

Participants will learn the tools needed to achieve the clarity which balances intuition and rational thinking. By the end of this workshop participants will be able to align outcomes to create buy-in and make decisions that are smart, timely and effective. This program builds important skills that are necessary for effective decision making. Participants will learn the four foundations people use to make decisions. They will understand decision making and behavior styles, recognizing common decision making traps. They will discover the seven steps for better decision making and identify effective decision making tools.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete an online assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P2.12 Delegation Skills for Managers and Supervisors

Managers and supervisors will learn real-world delegation strategies that reduce stress, empower their staff, and build morale. These delegation skills will help to pinpoint the right task, the right time and the right person to help maximize productivity and efficiency. This program builds important skills that are necessary for effective delegation. Participants will learn the "Why, When, Who and How" of proper delegation. They will understand the repercussion of poor delegation strategies and how to apply the delegation basics. Participants will recognize delegation needs, problems and effective methods for each behavior style and discover a six-step process for effective delegating.

Duration: This workshop can be conducted in a full or half day session.

Requirements: Participants are required to complete an online assessment. An active email address is required for each participant ten days in advance of a scheduled workshop.

P2.13 Customer Service Training: How to Win and Keep Customers

This workshop delivers the skills necessary to enhance customer relationships and secure an overall competitive advantage. Participants learn "people skills" that are critical for organizational and individual success. The way in which difficult customers are handled can directly affect both team and company performance. This program builds important skills that are necessary for outstanding customer service. Participants will learn to deliver better, faster service that increases customer satisfaction. They will understand and manage customer expectations, while knowing how to handle stressful situations more effectively. They will discover how to increase credibility with customers and learn why customer satisfaction is based on perceptions.

Duration: This workshop can be conducted in a full or half day session.

P2.16 Negotiating Skills Seminar

Participants will learn a step by step process for effective negotiations. Whether it is for allocating resources for a project, buying a new car or establishing a supply chain for a new product or service, negotiations are inevitably at the heart of the process. During this workshop participants will learn to identify the problem, understand it from another's perspective, generate alternatives and select possible solutions. This program builds important skills that are necessary for developing outstanding negotiating skills. This seminar includes learning the basic concepts of negotiations. Identifying the six stages of the negotiation process. Applying the planning process to negotiations and crafting a strategy for effective negotiations.

Duration: This workshop can be conducted in a full or half day session.

P2.17 Business Writing and Correspondence Seminar

Written communication is becoming a lost art. It is one of the most undervalued and overlooked resources and a powerful, proactive communication strategy. How you write reveals volumes about you. Crisp, clear, mistake-proof business documents reveal a powerful take-charge professional. On the other hand, slipshod spelling, muddled memos, and grammar gaffes give the impression of someone who is sloppy, careless and not focused. Participants will learn:

- Simple ways to plan what you write and key questions to answer before you begin writing.
- The basics of solid business writing.
- Keys to conveying credibility and how to influence, persuade and sell your ideas.

Duration: This workshop can be conducted in a full or half day session.

P2.18 Understanding Human Resources: Policies and Procedures

This workshop is designed for Supervisors and Managers to learn what will keep their foot out of their mouth and a company out of court. Laws impacting the workforce are constantly changing, helping your team gain an understanding of the most prevalent laws and the impact they have will help supervisors and managers be better prepared for meeting with employees, hiring and "de-hiring". In this session participants will learn the elements of the employee life cycle and what factors influence them, along with the most common employee labor laws and legal compliance.
Duration: This workshop can be conducted in a full or half day session.

P2.19 Managing the Age Wave: Generations in the Workplace

Each generation in the office brings different talents and attitudes to the workplace. It is important to be aware of these generational differences and understand how each group views the world. During this seminar, we will explore generational differences, clash points, workplace needs and the values of each identified group. We will also learn what each generation wants and needs in order to feel fulfilled in the workplace, and how to communicate effectively with them. Learn how to recruit and attract great employees, maintain a healthy culture and improve retention for the long term!
Duration: This workshop can be conducted in a full or half day session.

P2.20 Understanding the Basics of Financial Management

In today's uncertain economy, when every manager is being held accountable for the bottom line, *financial savvy* is a critical skillset. Participants learn about key finance terms, how to see a business in terms of financial options, understanding basic accounting guidelines and documents. This seminar is designed for non-financial managers within any industry or area of responsibility.
Duration: This workshop can be conducted in a full or half day session.

T – Technology and Software Training

T1.01 Fundamentals of MS Excel
Participants learn the necessary skills of using Microsoft Office Excel spreadsheets to create, revise, and save worksheets and workbooks. Participants will:
- Learn the essential concepts required to produce basic business spreadsheets
- Create, edit, and enhance standard business spreadsheets using Excel while running a Windows operating system
- Explore the Excel environment and create, format and modify a basic worksheet, perform calculations, print workbook contents, and manage large workbooks

Duration: 4–6 hours; Maximum of 15 participants. Special computer workshop scheduling requirements apply.

T1.02 Fundamentals of MS Word
Participants learn the necessary skills of word processing to create, revise, and save documents for printing and future retrieval, all using MS Office Word while running Windows operating system. Participants learn how to:
- Edit documents by locating, modifying and formatting text
- Add tables and graphic elements to a document
- Control a document's page setup and its overall appearance
- Proof documents for accuracy and meaning

Duration: 4–6 hours; Maximum of 15 participants. Special computer workshop scheduling requirements apply.

T1.03 Fundamentals of MS PowerPoint
In this session, participants learn just how powerful PowerPoint can be! In a hands-on learning environment, this course teaches the basics of developing a good presentation while emphasizing professionalism and style.
- Create, modify and format a basic PowerPoint presentation
- Inserting and formatting charts and other graphic elements
- Printing slides, speaker notes, handouts and more
- Know your audience – what should be included and what should not

Duration: 4–6 hours; Maximum of 15 participants. Special computer workshop scheduling requirements apply.

T1.04   Fundamentals of MS Office (Excel – Word – PowerPoint)
Workplace requirements demand that employees know and effectively use Microsoft Office software tools. This hands-on workshop is the perfect choice for those who have little knowledge of MS Office. Participants will first learn the common features that all of the programs share, and then will create and save an Excel spreadsheet, Word document and PowerPoint presentation. This course leads to enhanced career marketability and improved job confidence.

- Learn how to create, modify and format a basic files from each MS Office program
- Understand the compatibility and consistent tool sets for each program
- Obtain the latest tips, tricks and techniques for each program

Duration: 4–6 hours; Maximum of 15 participants. Special computer workshop scheduling requirements apply.

T1.05   Understanding the Basics of QuickBooks
This hands-on seminar provides the fundamentals of using QuickBooks to track business finances and follow accounting procedures. Participants will gain an overview of what QuickBooks can do and how to use this software to solve the most basic business issues. Hands-on QuickBooks software use will allow participants to develop new skills and enhance job marketability with confidence.

- Basic overview of QuickBooks and getting started – the easy step interview
- Setting up accounts, customers, vendors, items, and jobs
- Processing invoices, sales receipts, credit memos, and payments
- Handling bills, paying vendors, and remitting sales tax
- Reconciling bank accounts and using online services
- Creating reports, budgets and financial statements
- Managing QuickBooks: printing, files and customizing

Duration: 4–6 hours; Maximum of 15 participants. Special computer workshop scheduling requirements apply.

T1.06   Fundamentals of Computers, Windows, and MS Office
This hands-on seminar is a foundational workshop for basic computer skills. Participants will gain a simple understanding of hardware, software, key terminology and technology insights. A general overview of the MS Office suite of applications will be reviewed and actual computer use will allow participants to develop new skills and enhance job skills with confidence.

- Basic computer/software concepts
- Obtain the latest tips, tricks and techniques for each program

Duration: 4–6 hours; Maximum of 15 participants. Special computer workshop scheduling requirements apply.

There are additional course and technical requirements for these workshops.

W- Webinars & Online Certification

W1.01 The Five Behaviors of a Team Facilitator Accreditation

Designed as a blended-learning course that will help you hone your skills as an expert facilitator of this very powerful team-improvement program. The self-directed learning and virtual collaborative sessions help participants gain the knowledge and expertise needed to bring this powerful tool directly into their organizations. This course will help participants gain confidence and competence in using The Five Behaviors model and accompanying course material. Participants will learn to navigate unexpected and challenging conversations and develop instincts for when to stick to the agenda and when to improvise, when to let a debate play out and when to cut it short.

The Five Behaviors of a Cohesive Team is a diverse program, sessions can get heated, participants can become emotional and discussions can get intense. The team leader can be defensive and timelines and scripts can get thrown out the window. As a facilitator, you can influence whether a team sees an uncomfortable moment through or misses out on the opportunity to grow.

Learner Take-A ways
- Increase knowledge and expertise in delivering all modules within *The Five Behaviors of a Cohesive Team* program
- Gain a deeper understanding of the Five Behaviors model and the underlying foundations that help build effective, collaborative and cohesive organizational teams
- Experience *The Five Behaviors of a Cohesive Team* assessment and *Annotated Team Report* applying real-world scenarios to practice events
- Upon successful completion of the course and passing of the final exam, participants will be granted *Accreditation* of *The Five Behaviors of a Cohesive Team Facilitator*. The Accreditation is valid for two years.

Program Components
- Five week course of self-directed and instructor led work (approximately 3-4 hours of self-directed work per week).
- Weekly 90-minute live collaborative (instructor-led webinar) sessions
- Access to online learning resources
- Active knowledge checks and teach back sessions to help participants assess how well they understand the content and to improve learning and retention
- Access to *The Five Dysfunctions of a Team* eBook

There are additional course and technical requirements for these webinars.

W1.05 Everything DiSC Workplace Certification

Designed to aid in building the professional capacity of your internal training team to get the most out of *Everything DiSC Workplace*; the self-directed learning and virtual collaborative sessions help participants gain the expertise and credentials needed to bring this powerful tool directly into their organizations. With its primary purpose to increase confidence and competence in delivering *Everything DiSC Workplace*, this course offers rigorous new content on the principles of the DiSC model and the supporting research. During the online sessions, you'll complete activities designed to give you practice facilitating with small groups and explore challenging scenarios that could come up during your workshops.

Learner Take-A ways
- Increase confidence and competence in delivering *Everything DiSC Workplace* sessions in their organization
- Develop experience facilitating *Everything DiSC Workplace* Facilitation toolkit with small groups
- Experience first-hand the *Everything DiSC Workplace* assessment and apply the personalized profile results to real-world scenarios
- Learn to keep *Everything DiSC* alive within your organization by creating a culture of DiSC with MyEverythingDiSC.com
- Upon successful completion of the course, receive the credential of *Certified Everything DiSC Workplace* Facilitator

Program Components
- Four modules of self-directed and live collaborative learning (each requiring three to five hours of time per week), conducted over a four week period
- Practice facilitating with small groups and exploring challenging scenarios that could come up during workshops
- Active knowledge checks to help participants assess how well they understand the content and to improve learning and retention
- Final Certification exam (self-directed/graded activity)

There are additional course and technical requirements for these webinars.

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Roy Davis is the President of Davis Success Solutions, LLC (DSS). The DSS team works with organizations to provide workplace learning and performance improvements in the area of professional development, business/sales management, team effectiveness and interpersonal communication skills. With in-depth and extensive management and training experience in various industries and professions, our team of dedicated professionals can help your organization improve communication, processes, productivity and ultimately your organizational profitability and team collaboration.

Davis Success Solutions is committed to providing integrated training solutions and resources with outstanding support. Our focus is on delivering workplace performance improvements that align with the professional development goals of organizations and individuals. As an Authorized Partner for Wiley's Everything DiSC and The Five Behaviors of a Cohesive Team product lines and as a Diamond Award producer, DSS is focused on helping organizations achieve their professional development goals. We are a Certified Everything DiSC Solutions provider and an Accredited Facilitator of The Five Behaviors program. Enthusiastic, high energy, and interactive – that's the presentation style we provide in our workshops, seminars, and training sessions. All presentations are designed to provide professional insight and practical experience for today's rapidly changing business climate.

Achievements and Special Recognition:

Authorized Partner for *Everything DiSC* **and** *The Five Behaviors of a Cohesive Team* **a Wiley Brand**
- Certified Everything DiSC Solutions Provider
- Accredited Facilitator Five Behaviors of a Cohesive Team™

National Speakers Association (NSA) -Active Member
- Leading organization for experts who speak professionally.

Association of Talent Development (ATD) -Active Member
- World's largest association dedicated to talent development within organizations.

National Association of Workforce Development Professionals (NAWDP) -Active Member
- Professional association for individuals working in the field of employment and training and related workforce development programs.

Toastmasters International- Active Member (DTM)
- Mr. Davis received the highest level of achievement bestowed upon participants of Toastmasters International, the *Distinguished Toastmaster* designation.

Texas Historically Underutilized Business (HUB) Certified
- Davis Success Solutions has met all the State of Texas requirements

Certified Minority Business Enterprise Davis Success Solutions has been certified as (MBE)
- North Central Texas Regional Certification Agency (NCTRCA).

Career Transition Workshop (CTW) -Teaching Mentor
- Non-profit organization designed to provide instruction, information and support to executives, managers, and professionals who are unemployed or under-employed.

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