



CATALOGUE OF SERVICES

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OVERVIEW OF SUCCESS FOUNDATIONS, Inc.

Success Foundations, Inc. is a consulting firm dedicated to the goal of equipping people and organizations with the necessary foundational tools and skills to achieve success. We offer several training programs and services specifically targeted toward helping those in the public sector become increasingly effective in discharging their difficult and challenging duties. Our consultants have extensive experience with governmental agencies including regulatory and law enforcement functions.

Our Services include:

- ◆ Consulting
- ◆ Counseling and coaching
- ◆ Workshops & Training Programs
 - ◆ Customer Service Training Programs (All governmental agencies)
 - ◆ MACE Training (Law Enforcement & Regulatory agencies)
 - ◆ Advanced Supervisors Workshop
 - ◆ Organizational Assessment and Intervention
 - ◆ Team Building
 - ◆ Communications Training
 - ◆ Change & Stress Management
 - ◆ Custom Programs

These services are explained in greater detail on their individual program description sheets. Please refer to these for overviews and objectives.

Experience and expertise make the refreshing difference with Success Foundations, Inc. training. Our faculty and presenters are qualified experts in their fields with years of experience in the practice and instruction of the topics they present. You will never attend a presentation of Success Foundations and experience a talking head hired to present someone else's information. Originality, accuracy, and engaging entertainment are essential elements which go into each Success Foundations presentation.

Our programs and staff are proven effective. Here are a few comments we have received:

"Your participation in our Customer Service training program is paying off. Our latest annual survey of the public who came in contact with our agency indicates that their satisfaction with the service they received is up when compared to prior years." Virginia B. Wetherall, Former Secretary of Florida's Department of Environmental Protection

Approximately 97% of participants state that you achieve the goals and objectives of the class. On average, participants rated *"what I learned*

applies and was beneficial to me in my position" in the 92-100% range of effectiveness. Additionally, your presentation skills are rated as 98% effective, and many have offered complimentary comments such as, *"an effective speaker... knows the subject well... generates participation... dynamic and involving."*

"Very beneficial to the office of the Inspector General, and I am sure that it would be appropriate as well as beneficial to law enforcement personnel in general. The techniques used to control stress and improve communication would be excellent tools for a law enforcement officer on the beat as well as to an investigator conducting interviews. The class could be very beneficial to any level employee, especially in helping understand the nuances of stressful communications." Major Roy C. Dickey, Office of the Inspector General, Internal Investigations unit, Department of Environmental Protection.

"It was refreshing to sit through a law enforcement class and gain knowledge that that will help me both personally and professionally. Classes like these will help law enforcement officers to work smarter, not harder. Awareness and understanding of why people act the way they do, can be critical in determining an officer's response to stimulus - both positive and negative. This kind of training will help to enhance the professional image all law enforcement officers strive for." Sgt. Jeri Evenson, Fort Myers Police Department

Currently M.A.C.E. is a recurring program with the Florida Department of Corrections. Participants and program managers are raving about the results and the positive impact and changes observed in staff as a result of this exceptional program. Pat Finnan, the program manager participates in the program and continually shares exciting stories he receives from staff and their families of significant change after a program.

To discuss how Success Foundations, Inc. may be of service to you and your organization, please contact us at: Unit 3, Suite 107, 1400 Village Square Blvd., Tallahassee, Florida 32312 (850) 906 0997 phone or fax email: rob@robsimpson.com

FACULTY CONSULTANTS

Capt. A.G. Burnley

Arthur G. Burnley is a twenty-seven year veteran of state law enforcement with a broad range of professional experience and training. He is a certified C.J.S.T.C. instructor in the high liability areas of firearms, self-defense, driving and human diversity. Additionally, he has over 30 years of teaching experience to include military, civilian, college and criminal justice courses. He has an extensive background in the study and training of officer survival and human behavior. Burnley served eight years as an agent/investigator with the United States Coast Guard Reserve Office of Law Enforcement in New Orleans

Dr. Sue Carter Collins

DR. Collins holds a doctorate in Criminology and Criminal Justice from the Florida State University, a Juris doctorate (JD) from the Florida State College of Law, a Masters of Science from Rollins College in Criminal Justice. She has been the recipient of the McKnight Fellowship, Florida Education Fund. She has conducted numerous research programs, served as a law enforcement consultant, Assistant State Attorney, assistant public defender, felony investigator, deputy sheriff and as a correctional officer. She has published numerous articles and trains extensively in criminal justice areas including cultural diversity, sexual harassment and law.

Mr. James G. Keen

A graduate of the Florida State University, has been a certified law enforcement officer in Florida since 1973 and a certified Police Standards Instructor since 1978. He has extensive experience in law enforcement which includes seven years as a Deputy Sheriff in Orange County where he was a supervisor in the patrol, investigations and special operations divisions. He has also served as a police officer in Tallahassee and as an investigator for the State Attorney's office. He continues service as a part-time Deputy Sheriff in three Florida counties. Since 1982, Mr. Keen has held the position of Senior Inspector with the Florida Department of Corrections Inspector General's Office in Tallahassee, Florida where he currently serves. His responsibilities include conducting Internal Affairs, criminal, civil and civil rights investigations. He is an expert in specialized interview and interrogation techniques and communication skills for courtroom testimony.

Dr. Thomas R. Park

Dr. Park is an associate vice president of a national investment company with a Location in Tallahassee Florida. He also serves as an adjunct faculty member at Florida State University where he teaches behavioral science. Most importantly, as an assistant football coach at the University of Maryland, he coached against Lou Holtz four times and was 2-1-1. He speaks to groups on issues ranging from leadership to financial management.

Dr Annette Pearce

Annette Pearce earned her doctorate from the University of Florida in Social Psychology. She has been the head of Organizational and Staff Development Office for Florida's Department of Environmental Protection. She has skills as a program auditor and management analyst. She has conducted training extensively in personality assessment using the Myers-Briggs Personality Inventory, conflict resolution and customer service.

Dr. Rob Simpson

Rob Simpson, a professional speaker and business consultant, with 21 years of clinical experience focuses on increasing the capacity of your work force. He is an expert in human behavior. He has distinguished himself as a corporate consultant providing forward-thinking solutions to the problems that complicate today's workplace. He is the founder and CEO of Success Foundations, Inc. Dr. Simpson has helped CEOs, managers, and front-line personnel develop company policy, strategically resolve corporate conflict, and better assess and bolster employee productivity. Rob received his masters and doctorate degrees from the Florida State University. Licensed in both Florida and Georgia, he is a clinical member of the American Association of Marriage and Family Therapists, a Nationally Certified Hypnotherapist, and a Florida, Supreme Court Certified, Family Court Mediator. He has maintained a private psychotherapy practice since 1980, and has established a strong reputation for successfully helping people change their behavior, improve problematic relationships (from business partnerships to marital partnerships), and manage stress, anxiety and depression in their lives. He speaks on the topics of leadership, organizational power, customer service and change and stress management.

CUSTOMER SERVICE TRAINING PROGRAM

The Customer Service Training program is a powerful training experience that holds attention and educates. The program is three and one half days long and addresses many organizational concerns of government and corporate systems with positive solutions and information.

Objectives

1. Understanding that the public/customer isn't your agency's only customer, but coworkers and employees from other agencies are your customers as well.
2. Understanding your impact on coworkers, civilians, families and friends.
3. Understanding how the way you interact with others, as well as your ability to do your job, is affected by the perceptions of others.
4. Learning communication skills.
5. Learning self-management:
 - ♦ Dealing with change
 - ♦ Relieving stress
 - ♦ How to let people vent
 - ♦ Anger management (yours & others)
6. Understanding how to gain needed information from others
7. Learning powerful negotiating skills

Each day of this program brings a different instructor who is an expert in their particular field.

The program is presented in the following order:

Day One: 1:00 PM to 5:00 PM

Who Is Your Customer?

Dr. Fred Seamon

This session is led by Dr. Fred Seamon, a professor at Florida State University and Florida A&M University, and a national management consultant to numerous governmental groups. Dr. Seamon discusses the difficulty of knowing "customer" in the public sector. This class will address the expectation of various customers and why it is important for you to understand how to identify and meet the needs of your customers.

Day Two: 8:30 AM to 4:30 PM

Surviving and Maximizing Workplace Relationships

Dr. Rob Simpson

Dr. Rob Simpson, a professional speaker and business consultant, with 21 years of clinical experience focuses on increasing the capacity of your work force. This session helps participants recognize how personal issues and contributions impact workplace relationships. Participants learn how to successfully communicate with others as well as

how to reduce stress, conflict and develop effective ways to manage self. This class emphasizes the skills of understanding relationships, purposes, boundaries, listening, understanding, and communicating with others in a way, which reduces, stress and increases personal effectiveness.

Day Three: 8:30 AM to 12 noon

The Impact of Personality Styles

Dr Annette Pearce

Dr. Annette Pearce has been teaching personality styles for a number of years. In this session, participants will learn their personality styles using the Myers-Briggs personality inventory. When the student understands his/her own personality types, strengths, challenges and those of others they can form better relationships and resolve conflict effectively, function as teams, and communicate efficiently.

1:15 PM to 5:00 PM

Managing Interpersonal Conflict

Dr Annette Pearce

Dr. Annette Pearce instructs on conflict management. She discusses the five major causes of conflict with strategies for managing them. Participants will review and practice a win-win negotiation style based on a reality situation applicable to their work area.

Day Three: 8:30 AM to 4 PM.

Interpersonal Behavior

Capt. A.G. Burnley

Arthur G. Burnley, a training consultant, has been training on this topic for over twenty years. He focuses on people's behavior toward each other, especially difficult behavior in others and our responses. Mr. Burnley emphasizes the control we have with our own attitude and behaviors, and its impact on others. Participants learn how to diffuse potentially uncontrollable and conflictual situations by understanding the impact of their own behaviors and emotions. Additionally, participants learn how to maintain composure in the face of conflict and opposition, and learn how to influence upset and distressed people.

Any business that deals with the public has challenges that are unique and specific to that function. These businesses include state and federal regulatory and administrative agencies as well as private sector corporations which meet the needs of a section of the public.

Any business or agency is limited to the available employee base. To deliver excellence in customer service, employees need to be especially effective. The

This is formatted as either a half-day or daylong workshop that helps you define leadership and differentiate it from management or supervision. Hopefully, you will consider the challenge of leadership and take your place among the leaders.

Leadership is fundamental to every human undertaking or operation. It is always critical to the success of any effort. Leaders are individuals who are able to accomplish the extraordinary in the middle of the ordinary. They have vision, excite others to action, overcome obstacles and achieve remarkable success in spite of great challenges.

There are two goals of this workshop experience. First, to inform participants of theories, principles and practices of leadership. Second, to encourage them to discover their own leadership potential.

Objectives: Participants will be informed of these concepts:

- Understanding the role of leader
- The characteristics of a leader
- How to set goals and build a vision
- How to differentiate a leader from a manager or supervisor
- Different theoretical models of leadership
- How to use leadership with differing human needs and personalities
- How a leader builds constituents and creates teams

The format for the day is conversational and interactive. Participants are encouraged to get involved, share their opinions, and enjoy the experiences. This class is DMS certified in Florida.

Class Size

Advanced Supervisor Workshops are most effective with the number of participants ranging between 15 and 20 students.

ADVANCED INTERPERSONAL TACTICS

The *Advanced Interpersonal Tactics* program is a program designed especially for law enforcement, corrections and regulatory agencies. The CJSTC Practitioner is trained in the legal responsibilities and ramifications of the decisions they make on the job. These decisions frequently impact the lives of many people, as a result, there is a special stress and demand placed on the individuals who interact with either the public or the incarcerated for the purpose of enforcing the laws of the state. These exceptional individuals work in one of the most demanding careers available requiring many specialized skills.

Perhaps one of the areas of greatest demand is interacting with individuals in such a way as to diffuse the development of crisis producing reactivity. This is critical for officer safety and the safety of the individual or individuals being managed. The more effective an officers' human management skills are, the greater their capacity and effectiveness will be on the job. This unique course instructs officers in ways to manage themselves and others more effectively. Participants are trained in topics that range from advanced communication skills (including eye movement assessment and kinesis), and stress and change management to human behavior and the effective management of people. We believe that when your agents and officers develop high levels of awareness and skills needed to manage at risk interpersonal interactions, discourtesy and excessive force complaints decrease, angry people are managed better, and the public image/experience of your agency is enhanced.

This program will help your agents and officers prevail in the management of interpersonal situations. You know how not to present yourself as a target with weapons, now learn how not to become a target behaviorally.

Benefits to your agency:

- Decrease liability exposure by increasing officer effectiveness with citizens and violators.
- Reduction of discourtesy complaints
- Enhanced public image of officers

Course objectives. Students in this class will be instructed in the following areas and content:

1. Officer safety
2. Understand the relationship between self-management and effective citizen/violator management
3. Understand how to choose your attitude and it's impact on others
4. Learn how to recognize symptoms and relieve the effects of stress
5. Learn how to increase effectiveness in interpersonal relationships
6. Study effective communication skills including eye assessing techniques and kinesis
7. How to read and manage manipulation and the six different forms of deception.
8. Reemphasis of integrity, responsibility and professionalism

Who should attend?

This course is designed for effectiveness with several target groups. Because every aspect of police work involves people, and because people are found on the street, in the cell and among coworkers, we recommend this program for line officers, supervisors as well as administrators and support staff.

The class:**Day One: Human Behavior***Lieutenant Arthur G. Burnley*

8:30 AM to 4:30 PM

This energetic and entertaining seminar teaches participants key elements of human behavior as it relates to the individual officer. The better the C.J.S.T.C professional officer understands him self/her self, he/she will cope better with their professional demands. This day of training enhances the officer's resources in self-management and the art of influencing the behavior of the citizen/violator.

Arthur G. Burnley is a twenty-seven year veteran of state law enforcement with a broad range of professional experience and training. He is a certified C.J.S.T.C. instructor in the high liability areas of firearms, self-defense, driving and human diversity. Additionally, he has over 30 years of teaching experience to include military, civilian, college and criminal justice courses. He has an extensive background in the study and training of officer survival and human behavior. Burnley served eight years as an agent/investigator with the United States Coast Guard Reserve Office of Law Enforcement in New Orleans.

Day Two: Developing Personal Power and Influence*Dr. Robert C. Simpson*

8:30 AM to 4:30 PM

During the morning session, this class takes participants into the personal dynamics of stress, it's effects on the body and teaches effective methods to regain control in life. This is a fascinating class unlike any stress course you've had. The afternoon session develops communication and leadership skills and teaches participants how to maximize effectiveness in interpersonal relationships. Participants learn how to successfully communicate with others as well as how to reduce stress, reduce conflict and develop effective ways to manage self and others.

This class also covers the skills of understanding relationships, purposes, boundaries, listening, understanding, and communicating with others in a way which reduces stress and increases personal effectiveness. Special emphasis is placed on self-management.

Robert C. Simpson, Ph.D., is President of Success Foundations, Inc. and an expert in human interaction and self-management. A highly effective speaker with 21 years of clinical experience teaching people to overcome challenges, he brings a humorous and practical approach that can only be found in seasoned expertise.

Day Three: Advanced Communication Enhancement

James G. Keen

8:30 AM to 4:30 PM

Superior tools combined with superior skills is a formula for success. This dynamic class adds critical tools to your foundation for success. Because police work is all about people, understanding them is critical. Learning to read them like a book is a key skill in officer safety and effectiveness. This class instructs officers in the art and science of kinesics (reading body communications), representational systems and determining truth by the eye assessing method. Additionally, participants learn how to read and manage manipulations of others and how to deal with the six different forms of deception.

Jimmy Keen, a graduate of the Florida State University, has been a certified law enforcement officer in Florida since 1973 and a certified Police Standards Instructor since 1978. He has extensive experience in law enforcement which includes seven years as a Deputy Sheriff in Orange County where he was a supervisor in the patrol, investigations and special operations divisions. He has also served as a police officer in Tallahassee and as an investigator for the State Attorney's office. He continues service as a part-time Deputy Sheriff in three Florida counties.

Since 1982, Mr. Keen has held the position of Senior Inspector with the Florida Department of Corrections Inspector General's Office in Tallahassee, Florida where he currently serves. His responsibilities include conducting Internal Affairs, criminal, civil and civil rights investigations. He is an expert in specialized interview and interrogation techniques and communication skills for courtroom testimony. He instructs basic and advanced law enforcement and correctional courses in the areas of law, legal liability, inmate behavior, instructor techniques, crisis intervention and hostage negotiation.

Class Size

Classes are most effective with the number of participants ranging between 30 and 40 students.

Materials

Workbooks are provided for each participant. It is suggested that the Academy present certificates to each student upon completion.

M.A.C.E. (Managing Aggressive and Combative Elements)

The **M.A.C.E.** Program is a program designed especially for law enforcement, corrections and regulatory agencies and has application to private sector corporations who deal with difficult and angry people. The CJSTC Practitioner is trained in the legal responsibilities and ramifications of the decisions they make on the job. These decisions frequently impact the lives of many people, as a result, there is a special stress and demand placed on the individuals who interact with either the public or the incarcerated for the purpose of enforcing the laws of the state. These exceptional individuals work in one of the most demanding careers available requiring many specialized skills.

Perhaps one of the areas of greatest demand is interacting with individuals in such a way as to diffuse potentially violent reactions. This is critical for officer safety and the safety of the individual being managed. Most training programs neglect the skills needed to function effectively with aggressive individuals in ways that lower the risk of violence with non-violent interventions. We believe that when your agents and officers develop high levels of awareness and skills needed to manage at risk interpersonal interactions, discourtesy and excessive force complaints decrease, angry people are managed better, and the public image/experience of your agency is enhanced.

The final day of training participants are confronted in a highly supervised, live “hot” scenario to test their skills. These scenarios are video taped. Each participant is debriefed by the instructors as to how they could improve their skills.

This program will help your agents and officers prevail in the management of interpersonal situations. You know how not to present yourself as a target with weapons, now learn how not to become a target when you interact with aggressive individuals.

Benefits to your agency:

- Decrease liability exposure by increasing officer effectiveness with citizens and violators.
- Reduction of discourtesy complaints
- Enhanced public image of officers and staff

Course objectives. Students in this class will be instructed in the following areas and content:

1. Officer Safety
2. Understand the relationship between self-management and effective citizen/violator management
3. Understand how to choose your attitude and it's impact on others
4. Learn how to recognize symptoms and relieve the effects of stress
5. Learn how to increase effectiveness in interpersonal relationships
6. Study effective communication skills
7. Learn how to influence angry people in a live scenario for video tape review
8. Reemphasis of integrity, responsibility and professionalism

Who should attend?

This course is designed for effectiveness with several target groups. Because angry and combative individuals are found on the street, in the cell and among coworkers, we recommend this program for line officers, supervisors as well as administrators and support staff.

The class: This class is most effective with 30 to 35 students.

The Program:

Day One: Controlling Change, Stress & Relationships

Dr. Robert C. Simpson

8:30 AM to 4:30 PM

During the morning session, this class takes participants into the personal dynamics of stress, it's effects on the body and teaches effective methods to regain control in life. This is a fascinating class unlike any stress course you've had. The afternoon session develops interpersonal skills and teaches participants how to maximize effectiveness in interpersonal relationships. Participants learn how to successfully communicate with others as well as how to reduce stress, reduce conflict and develop effective ways to manage self and others. This class also covers the skills of understanding relationships, purposes, boundaries, listening, understanding, and communicating with others in a way, which reduces stress and increases personal effectiveness. Special emphasis is placed on critical communication skills.

Robert C. Simpson, Ph.D., is President of Success Foundations, Inc. and an expert in human interaction and self-management. A highly effective speaker with 21 years of clinical experience teaching people to overcome challenges, he brings a humorous and practical approach that can only be found in seasoned expertise.

Day Two: Human Behavior I

Lieutenant Arthur G. Burnley

8:30 AM to 4:30 PM

This energetic and entertaining seminar teaches participants key elements of human behavior as it relates to the individual officer. The better the C.J.S.T.C professional officer understands him self/her self, he/she will cope better with their professional demands. This day of training enhances the officer's resources in self-management and the art of influencing the behavior of the citizen/violator.

Arthur G. Burnley is a twenty-seven year veteran of state law enforcement with a broad range of professional experience and training. He is a certified C.J.S.T.C. instructor in the high liability areas of firearms, self-defense, driving and human diversity. Additionally, he has over 30 years of teaching experience to include military, civilian, college and criminal justice courses. He has an extensive background in the study and training of officer survival and human behavior. Burnley served eight years as an agent/investigator with the United States Coast Guard Reserve Office of Law Enforcement in New Orleans.

Day Three: Human Behavior II

Lieutenant Arthur G. Burnley

8:30 AM to 4:30 PM

This day is devoted to understanding rude, obnoxious, and aggressive individuals, Techniques that will aid the officer in dealing with the many different behavior types will be discussed and practiced. Anger, confrontation analysis, assertiveness, stance and venting are just a few of the many topics to be discussed. The day will be highlighted by frank discussion on integrity, unity, teamwork and responsibility of the professional officer.

Day Four: Scenario Practice; Verbal Confrontation Mastery

Lt. A. G. Burnley

8:30 AM to 4:30 PM

Class begins at 8:30 AM and ends at 4:30 PM. The student will participate in a live video taped scenario relating to his specific job responsibility. This scenario training will consist of a realistic, work-related verbal confrontation with a citizen/violator which allows the officer to demonstrate impulse control skills learned in the class. This role play is professionally monitored for safety by C.J.S.T.C certified trainers. At the conclusion of the role play, the officer will view the video tape with a member of the Success Foundation staff in debriefing designed to positively instruct the officer in ways to improve safety and effectiveness.

Additionally, there is a class-wide discussion of the critiques and the scenario experiences. The day will conclude with a discussion-type written exam, class evaluation and presentation of certificates.

Class Size: M.A.C.E. classes are most effective with the number of participants ranging between 30 and 35 students.

Materials: Workbooks are provided for each participant. Certificates by the Academy.

ADVANCED SUPERVISORS WORKSHOP

It is the goal of this course to enhance quality product and output by enabling supervisors to better manage their human resources. This lab will address two models of motivation and various techniques of feedback in a round table discussion format.

This class discusses two motivation models, a Need Model and a Process Model. The Need Model is represented by Maslow's theory and the Process Model is represented by Expectancy Theory. Students will learn these models of motivation and practice the art of giving feedback to those they supervise. The class also includes foundations in communication and active listening theory. This workshop is DMS certified in Florida.

The lab is intended to be highly interactive. Participants are free to discuss any questions they have regarding supervisory issues, special needs and difficult situations. The expertise of the participants is recognized and valued, sharing is welcome. Participants form a collective think tank available to problem solve real issues and difficulties presented by participants.

Objectives

At the end of the training, the participants will be able to:

1. Describe role of various motivators (needs and values) in the workplace; describe role of outcome expectancies and individual need on performance.
2. Explain how to recognize the impact of motivators on performance at work.
3. Plan ways to establish and use effective motivation methods to positively impact staff's work performance.
4. Identify the impact of meta-communications and the channels of communication on effective communication about work performance.
5. Demonstrate use of constructive, positive feedback behavior.
6. Plan effective communication strategies in response to specific group performance issues.

Class Size

Advanced Supervisor Workshops are most effective with the number of participants ranging between 15 and 20 students.

Materials

Workbooks provided for each participant

ORGANIZATIONAL ASSESSMENT & INTERVENTION

How well is your organization functioning? Is it achieving its purpose? Is it on track regarding its mission? Success Foundations Organizational Assessment program is a resource designed to help discover the answers to these and many other questions.

We will interview groups of employees at every level in the organization to develop an overview of the system. Critical pathways are assessed in this process such as chain of command effectiveness, communication and management structure. These findings are discussed with the leadership of the organization where problems are isolated and solutions are designed to remedy the concerns.

This is a valuable service for the organization moving with apparent efficiency as well as the organization undergoing reengineering or reorganization. Success Foundations will see the process through. We will provide the necessary staff to implement the desired interventions as well as provide follow up to ensure the adaptation of the solution.

TEAM BUILDING

In medicine, competition among the members of an organism is usually considered a disease. In healthy organisms all of the members cooperate to achieve effective functioning of the whole unit.

The same principal applies to organizations. All too often members of a system will choose sides, form cliques or coalitions aimed at excluding or blocking other members of the system. The greater the competition among the members of the organization the less effective it will function.

Success Foundations will develop a program for your organization designed to stimulate cooperation among the members. Elements available for this program include:

- ♦ Seminars
- ♦ Workshops
- ♦ Ropes Courses
- ♦ Sailing Crew experiences

The experiential interventions are coupled with debriefing and training time.

Class Size

Team Building activities are most effective with the number of participants ranging between 20 and 26 students, smaller groups in some activities.

COMMUNICATIONS TRAINING

If your business involves people at any level then your business is communication. The art of effectively transmitting a thought from one human brain to another is actually an exceedingly difficult matter.

This seminar presents life and business changing information in an interesting and humorous manner. Communication is at the heart of every human interaction. The bad news is that all humans are poor at it, research indicates that as much as 80% of our efforts at communicating result in a miscommunication. The good news is that we can learn how to become effective in this seminal human activity.

This seminar comes in either a half or whole day format (4 hours or 7 hours) and is designed to inform the participant of their current styles of communication and inform them as to how they can change to become effective. The longer format allows for greater participant interaction and may take a workshop form.

Objectives

1. Understanding the basic elements of sending and receiving verbal communications.
2. Understanding personal filters and how to send your message through them.
3. Understanding obstacles to verbal communication.
4. Understanding the power and importance of meta-communications.
5. Knowing the difference between aggressive and assertive styles of communication.
6. Demonstrating the art of active listening.
7. Knowing how to diffuse anger.

Class Size

Communication seminars are most effective with the number of participants ranging between 25 and 35 students.

Materials

Workbooks provided for each participant

CHANGE MASTERS *(Change & Stress Strategies)*

Change is stressful! When asked how they feel about change, most people would respond in a negative fashion. Most of us dislike change and work very hard to avoid it. The problem is that change is not avoidable. Change is life. Life requires change. Change is the pathway to better or worse.

Participants will learn to direct where change takes them (as much as possible). This is the key in becoming a Change Master. This dynamic seminar will give your people the necessary knowledge to allow them to develop their coping skills and to choose to direct change as it occurs and their response to it. To become Change Masters!

Objectives

1. Understand the nature of change
2. Develop a strategy for directing change
3. Discover how your body responds to stress
4. Develop an effective method of dealing with stress
5. Understand and learn how to use the power of the subconscious mind

Class Size

Change & Stress Management seminars are most effective with the number of participants ranging between 25 and 35 students.

Materials

Workbooks provided for each participant

ADVANCED COMMUNICATION SKILLS ENHANCEMENT

Advanced Communication Skills Enhancement is a course designed to take the participant into a deep understanding of the art of communication. Through this interesting and challenging class your staff will become more effective in their interpersonal communications. They will even be able to tell if they are being lied to.

This course is flexible in its design and covers between one to two days, depending on the depth of training required by your company. Audiences nationally have become more effective in their communication and as a result more effective on the job.

The class incorporates the use of video tape, handouts and practical exercises. The course is designed and focused to provide techniques and procedures to enhance the communication skills of the student. Student questions, participation and humor are encouraged.

Law enforcement, insurance, legal professions and large corporations will find this material especially useful. Equipping your staff to be especially effective in interviewing, interrogation and to avoid manipulation and deception is critical to their safety and job performance.

The class is taught by Mr. James G. Keen, a senior inspector, currently, with a Florida State law enforcement agency. His responsibilities conducting Internal Affairs, criminal, civil and civil rights investigations. He has been a certified law enforcement professional in Florida since 1973.

Mr. Keen's areas of expertise consists of: specialized interview and interrogation techniques, communication skills for court room testimony, managers and instructors. He is presently teaching basic and advanced law enforcement and correctional courses in the areas of law, legal liability, inmate behavior, instructor techniques, crisis intervention and hostage negotiation.

Topics covered:

1. Kinesis/body language
2. Eye movement and cue assessment
3. Representational systems
4. Brain processing
5. Deception (six forms) verbal and written
6. Interview process
7. Interview exercise

Class Size

Advanced Communication Skill Enhancement classes may vary in size. They have been conducted in groups ranging from as few as 30 to several hundred.

Materials

Workbooks provided for each participant

SPECIALIZED SERVICES

Organizations

Your organization may require specialized services unique to your situation. Success Foundations, Inc. will design the best intervention for your group. Our expert resources are able to respond to a wide variety of business and organizational needs, ranging from professional sports, law enforcement to human resource issues.

Individuals

We are able to respond to personal situations as well as organizational needs. We can provide a Florida licensed counseling professional with 20 years of clinical experience to consult on issues regarding individual or personal matters.

Coaching

We offer individualized coaching programs tailored to either executives or law enforcement professionals. This program offers individualized motivation and training for specific concerns. Participants work closely with our coaches through weekly telephone consults to achieve specified goals or developed skills.

Personal Safety

Our professional self defense instructors will deliver effective training in personal safety techniques. This service is appropriate for executives, law enforcement and financial groups.

Mediation

Success Foundations is able to provide mediators to resolve disputes within your organization. Our mediator is Florida Supreme Court Certified as a Family Court Mediator.

Custom Service

We are available to develop an effective solution to any need you may have. We can help develop leadership programs, executive retreats, exit & debriefing interviews, even policy workshops. We look forward to discussing your organizations' need with you.

Meeting Services

Success Foundations offers a variety of meeting services. Give us a call so that we can assist you with any of the following services:

- ♦ Meeting planning
- ♦ Locating a speaker
- ♦ Site selection