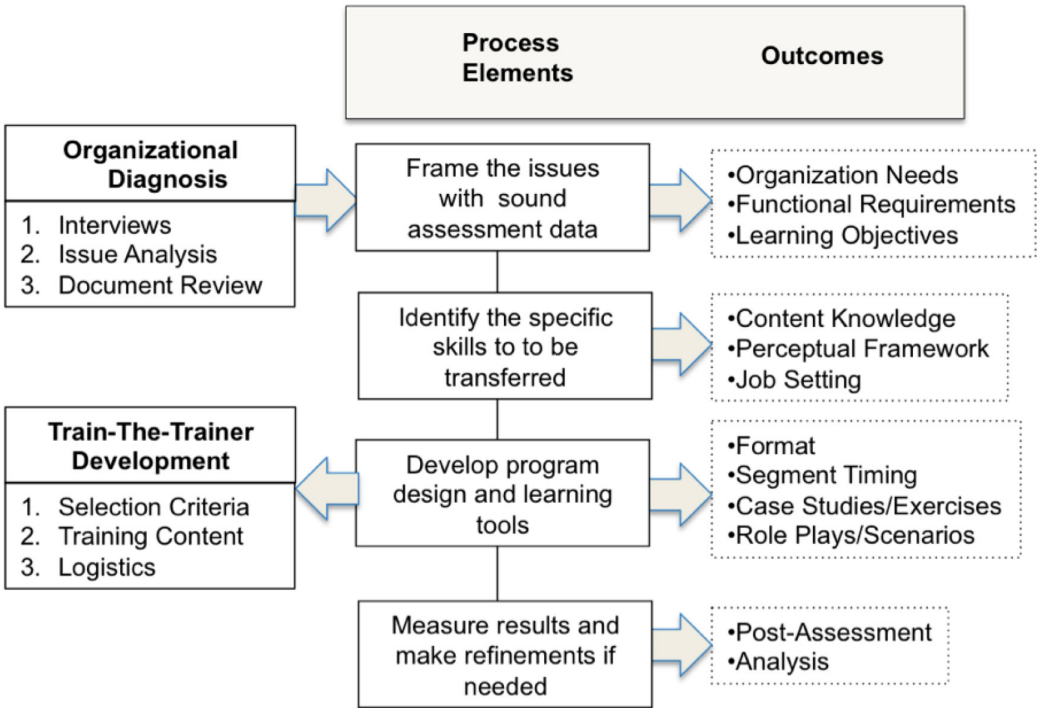
Thompson &
Associates, LLC
An Overview Of
Our Training and
Development Programs

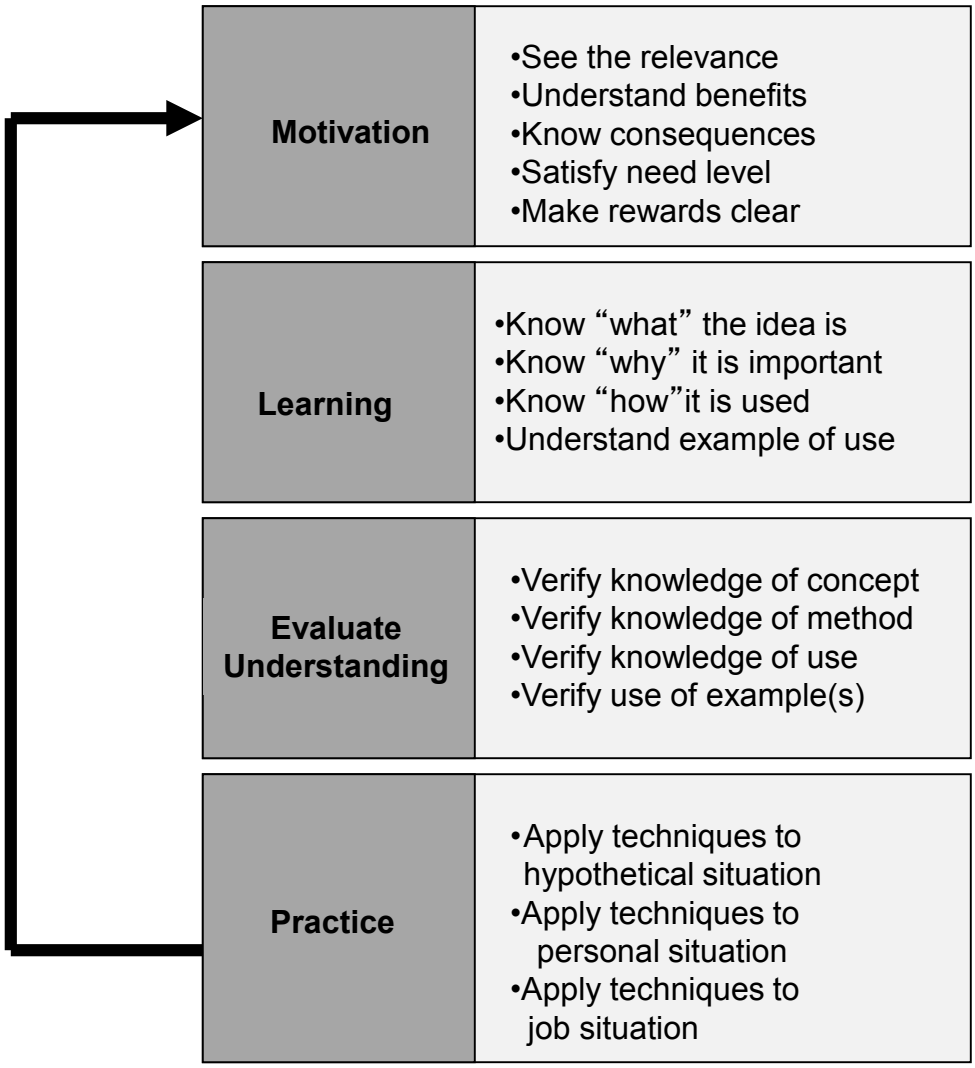
For World Class Training…Consult Thompson & Associates!

We use a variety of presentation approaches to create a dynamic learning environment. We have found that the more engaged participants are in the learning process the more they learn and retain.

All of our classes feature high-energy discussions and some form of interactive case studies, vignettes, experiential exercises, and an opportunity to apply the ideas. This brings the real-world context into the use of the tools and techniques. This is how Thought Leadership emerges! Seeing how new tools and techniques can be used to impact your success, results in a dramatic increase in the motivation to incorporate them into your job on a regular basis. ….and that's where the pay-off is. Participants achieve enhanced job performance because the training was actually applied. Now that's world class training!



Consult T&A for high quality training delivery that ensures results back on the job!...



Training Program Descriptions

Advanced Supervision

Brain-Based Organization Development

Conflict Resolution

Critical Thinking Skills For Problem Solving

Decision Making Skills

Delivering Dynamic Presentations

Dynamic Facilitation

Emotionally-Intelligent Leadership

Encouraging Collaboration

Interpersonal Communications

The Leadership Challenge

Leading Through Inclusiveness

Managing Change

Managing Personal And Organizational Stress

Painless Performance Management

Project Management

Strategic Planning

The Resilient Organization

Thought Leadership Basics

Team Building

Time Management

Written Communications Skills

Advanced Supervision

Course Description

You're an experienced supervisor who has taken introductory supervisory courses. Now you need to acquire more in-depth knowledge to help you manage organizational and workforce challenges. Learn valuable skills that will enable you to be an outstanding supervisor.

Learning Objectives

Upon completion of this course, you will be able to:

- Clarify your role in the organization
- Use power and influence effectively
- Discuss and apply aspects of emotional intelligence theory
- Plan and hold coaching discussions with employees
- Constructively discuss a problem you are having with someone
- Discuss work-related issues in a confidential manner
- Apply methods for resolving those issues
- Work more effectively with your own manager

Brain-Based Organization Development

Course Description

It is becoming increasingly understood that our lack of full appreciation for how people actually function on a neurological level has been the greatest obstacle in our ability to create a high performance culture. This program explores simple principles of how the brain works and discover how those principles can be used to enhance our success in the full range of organizational development efforts. No dry scientific studies here! But a really enlightening and common sense look at strategies to increase our effectiveness.

Learning Objectives

Upon completion of this course, you will be able to:

- Diagnose the cause of failed attempts at efforts in leadership development, training, change management, and other OD efforts.
- Identify new ways to approach the development and implementation of these initiatives
- Drastically reduce the resistance to organizational change
- Create a personal template for understanding your own reaction to change

Conflict Resolution

Course Description

Take charge of conflict and effectively handle disputes that occur at work. Understand how to approach people in a way that minimizes their defensiveness and hostility. Develop practical skills that will improve your relationships with managers and co-workers. Learn how to identify cross-cultural conflicts and resolve them. Create an action plan for effectively resolving conflict.

Learning Objectives

Upon completion of this course, you will be able to:

- Identify the causes of conflict
- Evaluate approaches to manage conflict
- Ensure the message sent is the message that is received
- Give and receive feedback
- Apply a mediation approach
- Generate options when at an impasse
- Help others resolve their conflicts
- Manage group problem solving
- Understand “hot buttons” and how to manage anger

Critical Thinking Skills For Problem Solving

Course Description

One of the most important skills in organizations today is problem solving. We are all bombarded by masses of data and the ability to distinguish the relevant from the irrelevant can be a daunting task. In fact, the ability to solve problems is totally dependent on being able to make these distinctions. The goal of this program is to help you refine the thinking skills you will need in order to address the increasingly complex problems you face everyday.

Learning Objectives

Upon completion of this course, you will be able to:

- Define a problem in terms that allow for a focused resolution
- Apply consistent analytical process steps
- Utilize questioning techniques to approach problem-solving
- Develop strategies to address various types of problems
- Develop your own approach to data gathering and analysis
- Verify the true cause of problems
- Plan the implementation of a problem solution
- Understand the broad range of critical thinking tools

Decision Making Skills

Course Description

Good decision makers possess two key attributes. First they are conscious of the process they use in covering all the bases. Second, they use the same process each time adjusting it for the complexity of the circumstance. apply Learn decision-making skills that will help you become known as a top leader in your organization. Learn basic decision-making processes that will enable you to get others to support your decisions.

Learning Objectives

Upon completion of this course, you will be able to:

- Use effective approaches to individual and group decision making
- Guide your team to make the most viable decisions
- Make decisions based on a repeatable format for success
- Take ownership of your decisions
- Allow opportunities for making mid-course corrections
- Confidently make the “right” decisions
- Communicate your decisions most effectively
- Make good decisions with limited data

Dynamic Presentations

Course Description

The Presentation Skills program is designed to give participants an active and in-depth experience in developing, planning, and delivering presentations to any range of audiences. This program provides the opportunity to learn and practice the fundamental techniques and skills of dynamic presentations. There is an optional video analysis and review component that can be included.

Learning Objectives

Upon completion of this course, you will be able to:

- Develop a logical, organized and impactful presentation
- Communicate complex ideas and concepts clearly
- Analyze and respond to the needs of various audiences
- Deliver presentations that “sell” ideas effectively
- Understand strategies and techniques for using visual aids
- Develop flexibility in presentation content, audience needs, and environmental limitations
- Prepare, deliver, and receive feedback on presentations
- Understand and easily nervousness
- Respond to audience questions with confidence

Dynamic Facilitation

Course Description

Group facilitation can be a complex undertaking as it combines many of the skills of public speaking, training delivery, and running effective meetings. The key is to have a systematic approach to moving the group towards the agreed upon end product and a mastery of the process tools or techniques used to address the specific issues involved.

Learning Objectives

Upon completion of this course, you will be able to:

- Develop a logical, organized framework for managing a group
- Analyze the needs of various facilitation settings and use the most effective tools for resolution
- Facilitate the full range of settings from information sharing to issue resolution
- Understand strategies and techniques for group dynamics
- Develop flexibility in moving the group towards the goal
- Address the difficult issues of intergroup conflict, complexity reduction, and idea synthesis

Emotionally-Intelligent Leadership

Course Description

A leader's greatness is measured by the results of his or her followers. You will explore characteristics common to successful leaders, examining the cognitive, affective, behavioral and interpersonal, traits that great leaders embody. You will be given tools and strategies to help you profit from the insights of current research on leadership.

Learning Objectives

Upon completion of this course, you will be able to:

- Identify the core competencies of emotional intelligence
- Relate them to successful leadership traits
- Increase your self-awareness, emotional control, and motivation
- Build relationships of trust and mutual commitment
- Instill motivation, resolve conflicts, and increase your influence
- Help your followers manage change more successfully
- Lead others to higher levels of commitment and productivity

Encouraging Collaboration

Course Description

The goal of this program is to give participants a thorough overview of collaborative management principles and the key skill areas that support issue resolution. Many, if not most, of the most critical organizational productivity issues can be resolved by eliminating the barriers between departments, work units, mission critical processes and enterprise systems. Ultimately, interpersonal, inter-group and leadership skills can be enhanced once a common language has been developed.

Learning Objectives

Upon completion of this course, you will be able to:

- Understanding the common sources, sequence, and escalation of barriers between work units, departments,
- Exploring a framework to analyze the most effective approach to addressing the opportunity for enhanced collaboration and teamwork
- Utilizing problem solving and decision making skills Developing good communications strategies to manage conflict situations
- Addressing the broader leadership issues with an emphasis on new approaches grounded in neuroscience

Interpersonal Communications

Course Description

The goal of this program is to equip participants with the critical skills to build rapport with people in one-on-one, group/team-oriented settings, and public forums. The ability to handle difficult and stressful communications situations is emphasized to build participants' confidence and competence.

Learning Objectives

Upon completion of this course, you will be able to:

- *Analyze the communications process to maximize your ability to transfer meaning with clarity*
- *Read your 'audience' to determine how to most effectively package and deliver your communications*
- *Develop strategies to deliver compelling and motivating presentations*
- *Overcome the fear associated with speaking in meetings and in front of large groups*
- *Develop strategies to interact effectively in conflict and emotionally-charged situations*
- *Transfer empathy through active listening*

The Leadership Challenge

Course Description

Being able to manage or supervise is great but what we need now is ‘leaders’. We need people who can inspire others to reach for excellence, embrace change, and provide the motivation to increase their productivity. Recent advancements in the application of neuroscience are shared to support effective strategies. This course provides a framework and a tool kit to enable managers and supervisors to accept the leadership challenge.

Learning Objectives

Upon completion of this course, you will be able to:

- Analyze and meet the job-critical needs of those you lead
- Identify the traits and characteristics that will make you successful
- Develop a high-performing work unit, task force, or project team
- Implement techniques to enhance performance expectations
- Adjust the way you interact to the demands of the situation
- Display more effective communications and listening skills
- Create a roadmap for continuous improvement of your abilities

Leading Through Inclusiveness

Course Description

Managers and supervisors are responsible for creating an inclusive workplace. This course will assist you in recognizing, promoting and valuing differences. The interactive nature of this course ensures that each participant gets involved in defining diversity workplace issues, examining the implications of those issues, and suggesting realistic solutions.

Learning Objectives

Upon completion of this course, you will be able to:

- Recognize the value that your organization places on diversity
- Recognize the impact of personal viewpoints on leadership style
- Understand the sources and nature of differences between people
- Determine how diversity can enhance team effectiveness
- Examine ways to effectively address diversity challenges
- Help those you lead increase their cultural competence
- Identify various EEO/Diversity programs and resources

Managing Change

Course Description

Change is a constant but challenging event that occurs throughout our personal and professional lives. This program provides you with the concepts, skills, and techniques needed to address the complex issues brought about by change. You will gain valuable techniques for addressing the normal resistance to change experienced by those you lead and how to preserve the positive momentum needed to implement change.

Learning Objectives

Upon completion of this course, you will be able to:

- Analyze and diagnose the phases in the life cycle of change
- Identify the various types of change
- Understand the impact of change on organizations and individuals
- Leverage the opportunities that change presents
- Apply techniques for guiding and directing the change process
- Develop strategies to successfully implement desired changes
- Understand the impact of change on human equilibrium

Managing Personal And Organizational Stress

Course Description

The x-factor in organizational productivity is ignoring the impact of personal and organizational stress. There is a significant cost to the build up of the natural tensions and pressures in a high performance organization. This program focuses on identifying the sources of personal and organizational stress and providing proven tools and techniques to manage it effectively.

Learning Objectives

Upon completion of this course, you will be able to:

- Diagnose the cause of stressors
- Become aware of the onset of unproductive tensions and pressures
- Learn strategies to prevent the build up of stress
- Learn strategies to mitigate the damage that personal and organizational stress can cause
- Apply techniques to identify what works for you
- Develop strategies to increase the resilience of the work setting

Painless Performance Management

Course Description

This course stresses the importance of establishing clear expectations and performance measures as well as providing ongoing feedback to ensure effective employee performance. In this way, the performance appraisal process becomes a summary of the year's accomplishments and an opportunity for strategic goal setting.

Learning Objectives

Upon completion of this course, you will be able to:

- Apply the steps in a performance management model
- Establish performance expectations
- Intervene when performance is less than expected
- Develop performance objectives and measures
- Understand the impact of organizational culture on performance
- Monitor and diagnose performance problems
- Help individuals who are falling short of performance expectations
- Give feedback to sustain and improve employee performance
- Plan and conduct a performance review

Project Management

Course Description

The goal of this program is to develop your project management skills and insights. The focus is on the importance of competency in the skills needed to develop and manage projects and establish the proper project management environment. The goal is transfer the process tools to enable the achieving the outcomes of the project. In addition, the class emphasizes the application of these techniques in a multiple-project setting.

Learning Objectives

Upon completion of this course, you will be able to:

- Evaluate your current approach to managing projects
- Apply a comprehensive project management process
- Develop and communicate project objectives and benefits
- Schedule project activities
- Allocate project resources including people. Dollars, and equipment
- Understand the role of P.E.R.T./CPM and Gantt in analyzing projects
- Monitor, evaluate, and update a project plan
- Select, manage, and motivate members of a project team
- Understand the value of project management software

Strategic Planning

Course Description

The goal of this program is to develop your project management skills and insights. The focus is on the importance of competency in the skills needed to develop and manage projects and establish the proper project management environment. The goal is transfer the process tools to enable the achieving the outcomes of the project. In addition, the class emphasizes the application of these techniques in a multiple-project setting.

Learning Objectives

Upon completion of this course, you will be able to:

- Utilize environmental analysis/organizational assessment tools
- Develop the mission, vision, and values of the organization
- Build objectives and goals for accomplishing the mission
- Determine the correct strategic pathway
- Evaluate the impact of change on operational effectiveness
- Understand the tools and techniques for strategy implementation
- Integrate other tools like project management into strategy
- Identify approaches to prioritizing resource allocation

The Resilient Organization

Course Description

Change and ambiguity are constant but challenging realities of organizational life. If we don't develop a workplace environment with a significant measure of resilience we will be increasingly unable to focus on the mission. You will gain valuable techniques for addressing the impacts of organizational stressors and how to preserve the positive momentum needed to move towards an increasingly resilient culture.

Learning Objectives

Upon completion of this course, you will be able to:

- Define organizational resilience and its implications
- Expand the range of skills and behaviors needed to enhance resilience
- Understand the impact of stressors at all levels of the organization
- Apply techniques for increasing and sustaining resilience
- Understand the impact of resilience on equilibrium and resistance
- Develop strategies to successfully implement resiliency initiatives

Team Building

Course Description

Getting the players is just the first step; getting them to play together…well, that's the tough part. To work together, team members must develop their interactive, communication, and interpersonal skills. This course prepares team leaders to create strong team relationships and innovative results by bringing people together.

Learning Objectives

Upon completion of this course, you will be able to:

- Identify and practice new methods of dealing with others
- Improve communication and reduce conflict
- Develop simple techniques for creating cohesive work groups
- Apply tools for team formation and development
- Give criticism in a way that helps the individual and the work group
- Discover and capitalize on behavioral strengths
- Balance the needs of the individual and the needs of the team

Thought Leadership Basics

Course Description

There is a hidden opportunity and untapped potential that every organization needs to unearth and utilize. It is the key to the increased productivity, improved human capital performance, and enhanced strategic clarity we are all seeking. That opportunity is the proliferation of 'thought leaders' at all levels of your organization. Our ability to produce the results we desire is consistently hampered by some pretty common obstacles. And there's a fairly long list of organizational dynamics that suffer from these obstacles.

Learning Objectives

Upon completion of this course, you will be able to:

- Apply a neuroscience-based approach to show trainers, facilitators, project managers, how develop thought leader capacity
- Structure and imbed incremental change that will develop staying power and stickiness
- Identifying current staff and employees who are potential thought leaders
- Develop metrics for implementation, follow up, and evaluation of your thought leader development effort

Time Management

Course Description

We all have the same 24 hours but some of us seem to get more out of those hours than others! Being able to maximize our productivity is more than just learning how to construct a “To Do” list. You must also be able to establish priorities, follow through on those priorities, overcome procrastination, ward off stress, stay organized, and maintain the necessary level of energy. This course utilizes the practical insights of neuroscience to make time management easier.

Learning Objectives

Upon completion of this course, you will be able to:

- Identify how you currently allocate your time
- Develop a personalized approach to prioritizing
- Develop strategies to deal with time wasters
- Understand how your brain processes the issues that impeded or assist in effective time management
- Initiate simple strategies to overcome procrastination

Written Communications Skills

Course Description

Next to public speaking, business writing may be the most intimidating task people face. However, there are some easy-to-apply principles and techniques to turn the most reticent writer into an effective communicator. The course offers lots of opportunity to practice the tools and strategies on real-world writing tasks.

Learning Objectives

Upon completion of this course, you will be able to:

- Compose effective memos, reports, proposals, and even emails
- Overcome ‘writers block’ and the tendency to use “story-telling”
- Get to the point and be persuasive in your communications
- Organize your ideas into a logical and concise sequence
- Use sentence structure and length to make your ideas flow
- Add color and style to make your writing more interesting
- Apply basic grammar and readability strategies to add meaning

LeRoy Thompson, Managing Director

LeRoy is responsible for the staffing and delivery of our engagements. His personal expertise spans change management, strategic planning, organization development, marketing, customer service, cultural diversity, business process reengineering, performance measurement, and project management. He is a masterful trainer and facilitator.

Prior to Top Management Assistance LeRoy has been an Associate with McKinsey & Company, a Practice Leader with Kepner-Tregoe in the Worldwide Strategy practice, as well as a Senior Consultant with Booz, Allen and Hamilton.

He was educated at Harvard University where he received a Bachelor's degree in English and American Literature and Language, and a Master's degree in Finance and International Business from Columbia University Graduate School of Business. His AMA-By-Satellite television broadcast of "Written Skills for Business Communications" received the 'Best of Business Television' Award. He is a Newberry Club award winner for his book, **"Mastering the Challenges of Change"**. He has also published articles for Strategy and Leadership magazine including **"E Commerce-Changing the Rules of Strategy Implementation"**.

Here is a sample of the type of feedback our training receives…

- LeRoy is responsible for the staffing and delivery of our engagements. His "The facilitator was excellent. He delivered the workshop in a very simple and clear language. participation in class was very good."
- LeRoy-your workshops at the Symposium scored 2nd highest out of the 140 that were conducted…"Congratulations!!!
- "Brilliant workshop."
- "Good subject matter. Mr. Thompson delivered again! He was engaging, approachable, and demonstrated mastery of his subject matter."
- "LeRoy is a great presenter. He really knows how to keep a group interested."
- "LeRoy did a great job. Activities were interactive which was positive.
- "Love LeRoy! Best training I have ever attended on a topic that can be very polarizing if poorly facilitated."
- " LeRoy is great; a personal favorite."
- "Mr. Thompson is an excellent speaker."

Fees and Logistics

- Basic delivery fee is $2500 per day
- Covers basic modifications and customization to meet specific client goals and desired outcomes
- Inclusive of travel and per diem expenses for delivery in the broader Washington DC metro area
- Inclusive of Participant Manuals Case Studies, Worksheets, and Simulations
- Topics can be re-integrated to address combination of client need
- Most programs can be modularized to accommodate client schedules and other operational constraints
- Most programs can delivered in a webinar format
- Needs assessment required to deliver existing program provided at 65% of daily delivery fee

For World Class Training

…Consult Thompson!