

Let OUR Differences, Make a difference in the world.



Sahar Consulting, LLC.



D.I.A.L.O.G.™ Signature

# Sahar Consulting, LLC

[www.saharconsulting.com](http://www.saharconsulting.com)

## CONSULTING WITH RESULTS

**D.I.A.L.O.G.™ & H.E.A.R.T.™**

**Signature Programs**

**Diversity**

**Culture Competence**

**Leadership**

**Training & Coaching**

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## About Us



We build on your number **ONE asset: *Your Employees***, with a focus on their positive engagement, inclusion and Active leadership organizational Growth; aligning their vision, mission and values with those of the organization; thus creating a reckoning productive force. Investing in your employees' development allows them to perform to their maximum capacity, enabling and more creative solutions.

Sahar Consulting, LLC is ***an award winning company*** with a unique resource in the facilitating and development arena as our signature programs **"D.I.A.L.O.G™"** and **"H.E.A.R.T.™"** are exclusively designed to transform the way leaders, individuals and organizations work to boost engagement and performance results, that will translate to better customer service, better productivity resulting in higher revenues.

Our programs are based on "exchanging ideas through conversation™" on bringing out hidden talents, challenges old patterns of behavior and address critical leadership gaps to execute the fundamentals that improve performance and increase results.

Sahar Consulting, LLC training courses explain the purpose, principles, key components and benefits of employee loyalty, individual integrity, effective communication, leadership and team development, growth and respect. In addition to, performance and execution strategies to drive results. The courses also contain "Planning Activity".

Sahar Consulting, LLC uses a variety of training methods to achieve your objectives, including:

- Speakers
- Questions and answers
- Assessments& examinations
- Kinesthetic and videos
- Experiential scenarios,
- Group activities and fun
- Practical experience
- Case Studies, Ice Breakers

Our team of passionate, experienced and dedicated professionals will provide your employees with tools they need to interact with their peers in harmony and positive work environment; as well as treating your diverse customers the way they expect to be treated allowing you to tap into the \$2 trillion cross-cultural market.

## About me: Sahar Andrade, MB.BCh

I am a **Diversity, Global Leadership & Culture Competence Speaker/ Consultant**, and certified as a **Social Media Strategist**. I lived, worked and been educated in seven countries over three continents; I speak five languages. I hold a **Double Bachelors of Medicine, and Surgery**, Major in Psychiatry from Cairo University; and successfully completed a **Mastery of HR Studies Certificate Program**.



I am an author, and a **“TED Talk” Speaker**. Nominated for the **2018 Women and Council awards**; named as a **“National Authority on Diversity”** by the *LA Business Journal*, my **Entrepreneur training program** received **Congressional Recognition**. I have been nominated as a **“Woman Advocate”** by *CWI* in 2017, recognized by the *“State Senate”*, the *“State Assembly”* as well as the *“Board of Equalization”*, and nominated as a **“Women breaking barriers”** in 2016; and have been honored as an **“Inspirational Woman”** in 2015

I was awarded the **“Diversity Insights award 2015”** by the National Diversity Council and the **“Leadership Excellence award 2014”** by hr.com.

I consulted on a **Netflix documentary** about “Racism” in 2016. I appeared multiple times on nationally syndicated radio like *1100 AM KFNX news radio*. I gave speeches at Mattel, Real Estate association of Burbank, University of Phoenix, USC, UCLA, Cal State Long Beach, Cal State Dominguez Hills, Cal State San Bernardino, SBA (Small Business Administration), and the Woodbury University. I also spoke at many conferences locally, and overseas.

I have been featured as an **SME** (Subject Matter Expert) numerous times in many National magazines’ articles as: Diversity Executive, and Diversity Bar.

I am a specialty Business Advisor at PCR-SBDC a subsidiary of the “Small Business Administration”.

I termed as a Board Member for NAAHR, as a Board Member for Los Angeles Diversity Council, and as a board member of Leadership Circle of change.

My **book “49 things about Entrepreneurship”** is published on **Amazon**. My current clients’ list include government agencies, public utilities, nonprofits, healthcare and educational organizations.

I am the founder of **“Sahar Consulting, LLC”** and **“Reinvent Yourself to Greatness”**.



## Sample of outcome Objectives:

- Promote customer-focused services and products
- Develop leadership soft needed skills
- Emphasize employee involvement and teamwork
- Increase employees' personal productivity
- Use performance measurements; Focus on results
- Rely on data collection and interpretation
- Support management that is based on facts
- Increase cohesiveness between managers/ supervisors and employees and among themselves, across different departments and with the C-Suite.
- Aligning everyone with the mission, vision and core values of the organization
- Promote collaboration, innovation and inclusion cultures through self-awareness
- Increased collective productivity as result of high morale and high retention rates
- Proactive response to issues rather than reacting
- Keep communication lines open and deal with the emotional aspects of conflict.



## Why should you use Sahar Consulting, LLC?

Our global experience in cross-cultural environments based on different age, genders, abilities, disabilities, job titles, education, race, ethnicity and religion cultures makes us unique in personalizing our programs to include all cultures together with the organizational culture to bring success home

Our **D.I.A.L.O.G.**™ programs build on what your leaders already have and help them find their voice, strength and develop the leader within them, and build upon what's currently happening in the organization and increase performance, motivation, and overall effectiveness for the future through strategic planning

Our **H.E.A.R.T.**™ programs are based on the premises that we are all human beings, we need to have Empathy, Respect, Trust and Accept each other for who we are not who we want them to be. The programs are interactive, provided in a safe environment.

We, at Sahar Consulting, LLC are looking forward to put our consulting track record, our facilitation, and training expertise to tighten the relationship between your employees, managers, and the C-suite.



# Diversity & Inclusion

## Why Diversity and why care about cross-cultural issues:

Increasingly, both research and "bottom line" information indicate that attending to diversity and cross-cultural issues is an extremely cost-effective **investment in terms of human and financial resources** for achieving organizational goals.

When people feel valued and are at ease in their personal and work space, not only they add value but they also increase productivity and creativity ensues.

This translates into higher talents recruitment and retention on the internal side and higher customer satisfaction and customer retention on the external side.



## Diversity training

Our styles to diversity training addresses it from three levels: Legal, Human and Socio-Psychological approaches where non-discrimination laws are visited, as well as focusing on cultural awareness to understand why various cultures have adopted the different traditions that support their ways of living are explored, and examining our own beliefs, values, and behaviors as well as our own bias and prejudice

Our course promotes a synthesis of knowledge and experience in these areas to allow the level of awareness to be raised.

### Objectives:

- Begin to understand the dynamics of human behavior in order to increase our ability to work effectively with individuals from diverse backgrounds
- Become aware of our own cultural values and to understand how they influence our interpersonal behavior and organizational practice,
- Improve skill as effective group members in an environment of diverse people,
- Begin to understand what is and what is not diversity?
- Understand where we get our first impressions, bias and prejudice
- Recommend behavioral tools for fostering a more cohesive workplace.



# Diversity in the workplace: Raising Awareness & Acceptance

Raise awareness of cultural similarities, differences and assumptions in self and others; define supervisor role in managing diversity and in creating inclusive environments in the workplace.

Make a business case for diversity, look at the challenges and advantages of diversity in the workplace.

Identify work group problems related to culture, developing conflict resolution and cooperation skills when working with individuals from different cultures; identify, tools to reduce blocks to intercultural communication and how one's personal beliefs and values may affect others, exhibit comfort with self when communicating about diversity, and be open to and encourage other perspectives, questions and norms.

## **Objectives:**

- Understand the current US demographics
- Learn ways to manage and bridge discrepancies
- Discuss solutions that will bring harmony creating a positive working environment
- Define what is Diversity, Culture awareness, and Culture Competence
- Present the business case of diversity in the workplace and why care about it
- Define the cultural characteristics of diversity
- Enhance diversity and inclusion strategies and team results, showing how personality Preferences Affect Behavior.
- Identify and define the difference between Diversity, Affirmative action and EEO
- Visit the laws related to Diversity and discrimination as well as violating conduct
- Identify prejudice, stereotyping and labeling - and provide keys to working towards eliminating the practice of stereotyping.
- Identify the barriers and challenges for diversity
- Broaden perspectives about language, gender, age, disability religion, race and ethnicity.
- Identify the benefits of aiming for an increasingly diverse workforce
- Build a culture of acceptance, trust and respect
- Discuss Genders' differences
- Define Inclusive language
- Put an action plan

## Diversity and business etiquettes



Different cultures exhibit different behaviors and attitudes that affect everyone's life including their working styles. Understanding how diversity affect business styles, etiquettes, ethics and day to day dealing can make or break an organization. Professional conduct and good business etiquette standards are becoming increasingly important training topics to deliver within workplaces.

With changing demographics and globalization, awareness and education about the different

business etiquettes in different races, cultures, religions, between genders, disabilities, or generations becomes crucial to success, productivity and growth.

In this workshop we will discuss different culture aspects of conducting business, meetings, gifts, management styles, time and relationship management etc.

### **Objectives:**

- Understand what etiquette is & why it's important
- Learn strong, professional social skills including effective introductions, first impression and effective handshakes
- Master professional office conduct including office space, do's and don'ts in meetings and eating at work
- Master the fundamentals of email etiquette
- Acquire telephone etiquette fundamentals
- Learn how to dress for success
- Create a culture of courtesy and professionalism

## Cross-Cultural Competence

One of the first elements of managing diversity is to understand how one's own cultural values influence interactions with other team members and consumers, and how they may impact upon effectiveness in cross-cultural situations.

This awareness and honesty about values that are brought to the relationship may help modify behavior so that these values are not imposed on the other person. Further, it assists individuals to attempt to understand the cultural values of the employee or consumer and how they may play out in the relationship.



Cultural values determine perceptions of and action toward others who are culturally different and to develop the proper competencies to manage these differences with respect

### Objectives:

- Define cultural competence
- Develop a culture of respect
- Learn what are the components of culture to watch for?
- Visit the 4 characters of culture and the 1 attribute
- Develop cultural competence: Understanding terms
- Explore culture, cultural assumptions, and the development of bias
- Define Bias, Prejudice and Stereotyping
- Visit the Components of a culture
- Move from Diversity to inclusion to Civility
- Apply Solutions for cultural competence

## Unconscious Bias



People are made to feel secure with people that look, feel and speak like them, and feel threatened and fear from the OTHER that can be different gender, color, country, or different sexual orientation.

Fear translates to reactions. OUR reactions are a result of incidents that cause the brain to recall previous similar associations from our earlier programming- our brain connects in a similar way by the trigger if we perceive danger if different people

from different backgrounds; different things can get triggered

Then we start seeing the world in a dualism way or basically US against THEM depending on who you are could be political, gender, race etc. we have a tendency to create a wall between us and these people internally without feeling it.

By gaining a deeper understanding of the biases that influence our perceptions, we can better manage relationships and resolve conflict.

### Objectives:

- Define Unconscious Bias
- Learn the science behind Unconscious Bias
- Discuss the role of culture in Bias
- Visit the relation between perceptions and unconscious Bias
- Get educated on how to fight bias
- Learn solutions to overcome bias
- Put an action plan

## Gender Diversity

Gender Diversity is a crucial part of the Diversity & Inclusion conversation though not necessarily included as many look at Diversity as ONLY “Difference of color, ethnicity, and religion” where it actually includes many more groups including gender, age, sexuality preferences, disabilities and many more



Diversity & Inclusion is no longer the nice thing to do; but the right business decision to make. Diversity & Inclusion is directly related to employee engagement, harmony, better communication, less conflicts, less absenteeism and turn over and more diverse team building, innovation, productivity and increased revenues

The gender gap in leadership is more common than “not” in many organizations, it does represent a significant missed opportunity for business.

Women a highly skilled source of leadership talent, are being overlooked to the detriment of business. In the face of intense, global competition for talent. Many organizations have fallen short of their goals. Even among those companies that have implemented slews of programs to attract, develop, and retain women employees, gender gaps in hiring, promotion, and retention rates often persist—with men doing better than women on all counts.

### Objectives:

- Glimpse at the proper definition of Diversity & Inclusion
- Define Gender Diversity
- Define Gender Gap
- Define Gender Unconscious Bias
- Visit the challenges met by women as a gender
- Explain the meaning of *Glass Ceiling*, *sticky floor* and *Pink collar* and what they mean to women
- Define the role of organizations, women, and men in the Gender Gap
- Offer solutions that can be implemented by
  - Organizations
  - Women
  - Engaging men



## Bridging the Generational Gap



Diversity is not a nice thing to do but is the right thing to do for business, the advantages of diversity management in the workplace are many; most importantly it has a direct correlation with decreased high turnover, absenteeism, low morale, and most importantly high legal penalties and law suits, while increasing employee engagement, increasing productivity, ability to attract, recruit, and retain diverse talents thus increasing

revenues.

A major diversity concern these days is that we are at a unique moment in history; we now have five (5) generations working side by side in the workforce.

Organizations are facing challenges managing different work ethics, communication styles, values, and approaches to teamwork, work-life balance expectations and relationships to authority.

### **Objectives:**

- Visit the parameters of Diversity & Inclusion
- Define Unconscious Bias
- Define the generations and their workplace ethics
- Describe the characteristics, attitudes, and values of each generation
- Identify common motivators and values of each generation and how they affect behaviors
- Describe how each generation defines success, and its effect on relationships in the workplace
- Understand why each generation thinks and acts the way it does and then develop strategies to resolve the conflicts between generations.
- Increase productivity in a generationally diverse workplace.
- Advantages and challenges to the generational gaps
- Discuss approaches to managing and leading employees of different generations
- Appreciate and gain respect for what is important to each generation
- Bridge the gaps among employees and help them avoid conflict.
- Get tools and solutions to solve generational problems in the workplace

## Maximizing the inclusion of Millennials in the workplace



The **Millennials** or **GEN Y** (54.5 million in the workplace today) cannot be ignored or marginalized anymore, they are changing the landscape of the workplace

The beauty of their diversity is that they come with a whole new toolbox of skills, talents and strengths.

But until we overcome the myths surrounding them and understand why they do and behave the way they do; we will not be able to include them or benefit from their potential talent properly in the workplace

### Objectives:

- 1- Learn why **Millennials (GEN Y)** do and behave a certain way.
- 2- Debunk the myths around Millennials.
- 3- Discuss how to include Millennials in the workplace.
- 4- Discuss the management style of the Millennials
- 5- Show Millennials how to engage team members that are Baby Boomers and Xers
- 6- Offer tools and solutions to create harmony in the workforce to increase productivity.

# MOVE OVER Millennials The Native Digitals ARE HERE!

Move over Millennials. A new generation is here. For the past decade, there has been considerable discussion about how to attract, recruit, and retain Millennials. To understand Millennials, it is important to debunk the myths around them

## BUT NOW

There is a new generation (1995 to 2012) called “**Generation Z**”, are also referred to as the “Selfie Generation,” “iGen,” “Post-Millennials,” the “App Generation,” “Trans Generation,” and more. They represent almost 25% of the US population.



They are already in the workforce and are different than their older siblings, though a common mistake has been to lump “ALL” young people as Millennials.

Let us discover the difference and similarities between the two youngest generations.

## Objectives:

- Discover the era that shaped “Millennials” characters.
- Debunk the myths around Millennials
- Discover the era that shaped “Generation Z” characters
- Discuss the differences and similarities between the two generations
- Learn how to leverage the strengths of both generations
- Discuss tools and solutions to create harmony in the workforce and increase productivity.

## Relationship between Marketing and diversity (Cross-Cultural Marketing)

We live in a different changing world due to new markets, cross- border acquisitions, global sourcing, outsourcing and initiatives, the internet, virtual teams and International competition.

Consequences of poor understanding of the influence of cross cultural differences in areas such as marketing, advertising, PR, and negotiations have great damaging consequences.



It is estimated that U.S. companies lose up to \$4 billion annually in failed international business. The training will touch on how Diversity, Culture& Marketing intertwine; importance of Cultural awareness and cross-cultural effects on either the success or failure of marketing/branding campaigns, global marketing and competences of global managers.

### **Objectives:**

- Understand how Diversity, Culture& Marketing intertwines
- Define the importance of Cultural awareness and cross- cultural effects on either the success or failure of marketing/branding campaigns.
- Define global marketing and what are the factors affecting it.
- Visit the impact of diversity on buying decisions
- Learn the Challenges and advantages of cross cultural marketing
- Highlight the Competence of a global manager
- Draw a Plan of action
- Case studies of international marketing flops



# Leadership Training



## Leadership Training

Offering leadership training for your employees has a tremendous ROI return for employers in terms of employees' attracting, recruiting, retention, motivation and overall production as managers and supervisors will be better prepared for the unique challenges they face.

Employees leave managers and do not leave jobs due to poor management styles. By developing good leaders, your organization can reduce turnover, improve morale, and increase production.

Tough times call for effective leaders. Modern businesses face modern pressures. Due to the increasingly international globalization and therefore cross-cultural nature of businesses, leadership today requires the ability to direct and inspire across cultural boundaries. The leadership skills and qualities are displayed and understood differently across cultures.

All training programs are designed to assist participants in formulating specific plans to use new attitudes, knowledge and skills professionally and organizationally after the training. Plans of action and road maps blue prints are offered at the end of each training course to shape the way to application.



## Leadership Training 101

Leadership definition, styles and theories. Discuss the characters and habits of effective leaders.

The workshop leads you to discover your own leadership style and how to connect better with your followers. We use the **D.I.S.C.** Profile (Dominance, Influence, Steadiness, and Conscientiousness) to help participants become better leaders and better communicators at work and in their personal lives.

The workshop will also cover the seven habits of highly effective leaders, leadership characters and Ethics.

### Objectives:

- Learn the different leadership Style and attributes
- Learn the **D.I.S.C.** profile to learn your leadership style
- Define authentic leadership
- Learn how you show up as a leader
- Discuss Toxic leadership and leadership ethics
- Discuss the seven habits of great leaders based on Steven Covey's book

## Leading From Within

Leadership has many styles and theories. The main component in leadership is how to lead from within, by starting knowing who you are from the inside out.

You will gain practical knowledge and skills to become more effective in leading from within by developing your interpersonal skills, emotional intelligence that will enable you to making better decisions, building networks and alliances, and leading teams through various types of change.

You will develop the confidence to engage and mobilize others to perform better and achieve positive business outcomes.

### Objectives:

- Apply better listening skills for better communication and conflict resolution to engage employees in a positive environment
- Foster effective decision-making and judgment in challenging situations
- Creative problem solving by involving innovation and contribution
- Extend alliances and facilitate change across your organization

## Personal Forensic Leadership Bootstrap Training



Setting up a personal leadership development plan is crucial for continued growth of any leader. If you are not pushing yourself to learn and grow on regular basis no matter what status you hold, you will eventually be stuck in Status Quo.

Leadership is usually viewed as an external process like leading teams, inspiring others etc. when actually it is an

internal process, having a personal vision and a personal leadership development plan.

If you can't lead yourself from the inside out; you will never be able to lead anyone else,

Setting up a personal leadership development plan can be overwhelming to some and tedious for others.

In this workshop, we will follow simple steps, to help you draw the blue print of your leadership.

### Objectives:

- Define leadership and personal leadership
- Learn the different leadership style
- Answer the question are leaders born or made
- Go from the outside in and from the inside out
- Get a blue print to your own leadership journey
- Learn how you show up as a leader
- Discuss the two most important traits of a leader
  - 1- Emotional Intelligence
  - 2- Appreciative Inquiry
- Develop the leader within you including your brand, vision and mission

Culture is the essence that shapes customers' or employees' behavior.



Culture approached from a multicultural perspective considers:

- (a) Demographic variables such as age, gender, sexual orientation, disabilities, and geographic location;
- (b) Status variables such as socio-economic status, social class status, and educational status;
- (c) Ethnographic variables such as nationality, ethnicity, religion, and language

It is a truism by now that large organizations need leaders with global mindsets and cross-cultural leadership abilities.

The essence of cross-cultural leadership is the ability to influence people who are not like the leader and come from different cultural backgrounds. To succeed, cross-cultural leaders need to accept high levels of uncertainty, and show cultural sensitivity, adaptability and flexibility.

### Objectives:

- Summarize the business case for cross-cultural Leadership
- Recognize the patterns of Cross-Cultural Leadership Differences, culture competence, and Cultural Dimensions
- Learn how to lead diverse teams with ease making them feel valued
- Apply Solutions to cross-cultural Leadership issues

## Team Building



Building successful diverse team is one of the main strengths that a leader need to have. In the session, we will define and share a clear understanding of the organization's mission, vision, values, and goals; identify and describe the specific behaviors that exemplify successful business principles; and commit to develop attitudes and behaviors within a team to increase its harmony.

We will also identify the phases teams go through before reaching higher performance, and address the five dysfunctions of a team; and the challenge of relating across differences in a team.

Unless diverse teams either cross-functional or virtual are trained on how to communicate, resolve conflicts and build on their strengths, their diversity will become their weakness.

### **Objectives:**

- Describe the concept of a team, and its factors for success
- Explain the five phases of the Tuckman team development model
- List the different types of teams
- Discuss the advantages and disadvantages of team building and challenges
- Learn the 5 elements that build the best teams
- Identify trust, conflict management, commitment, accountability, and results as key components of teamwork;
- Know other team members on a deeper sense to learn how to better work with them
- Describe required behaviors for productive collaboration
- Diverse team building and the meaning of culture
- Put a plan of action



# **Leadership Development Soft skills**

## **Emotional Intelligence**

The stress of work projects, meeting multiple deadlines and interpersonal conflict can cause employees and managers to react negatively towards one another. And when those reactions are emotionally charged, they can sabotage the teamwork.

Low Emotional Intelligence Quotient (EQ) levels, can result in poor teamwork, low morale and excessive employee turnover.



***The good news is that Emotional Intelligence is a Learned Behavior.***

Emotional intelligence (EI) is rapidly growing to be a crucial component of leadership effectiveness.

We can't control people's actions, but we can 100% control our reactions and behaviors to these actions; this is the basic of "Emotional Intelligence competencies" based on self-awareness allow better leadership skills, better employee engagement, better morale, and higher productivity.

### **Objectives:**

- Lean why EQ is more important than IQ
- Define what EI is, why should we care about it
- Know what is Negative thinking and Positive thinking
- Identify how to maximize the Four Skills that make up Emotional Intelligence
- Building your Appreciative Inquiry Index
- Defining and understanding the Power behind a well-developed Emotional Intelligence Quotient
- Unlocking the Keys to Leadership Success with Hi-EI development

## Appreciative Inquiry

What might be possible if organizations' members were fully engaged, using their strengths to collectively achieve shared visions?

This is a question that is on the mind of many leaders as better employee engagement and productivity lies in the answer or answers to that question

One of the tools to achieve this among many is “**Appreciative Inquiry**” introduction to management.

We believe that organizations are not just a cold structure or disciplines but rather a collection of living beings made up of the individuals working within it.

Appreciative Inquiry has the ability to change organizations by starting changing their number one asset: “Their employees”.

- Using positive questioning people will be directed to move in a positive direction.
- Recognizing the strengths and values of what works as opposed to what doesn't work and what is right versus what is wrong; will transform the individuals and thus transform the organization.

Appreciative is a mindset shift from looking at problems and deficiencies to focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events?

### Objectives:

- Know the meaning of appreciative inquiry
- Define the principles of Appreciative inquiry and what is Positive core?
- Understand why our brains shifts to negative thinking and how to change that
- Learn the 4 D cycle of Appreciative Inquiry
- Answer the questions of what is Positive Psychology, Pygmalion effect, Placebo effect
- Encourage others to think positively, and personally recognize positive attributes in people
- Observe how good questions change the thinking in terms of problems to think in terms of possibilities
- Manage and guide employees in a positive environment

The Appreciative Inquiry Training *is not a problem-solving training approach*, rather it looks at discovering and co-constructing a positive core. Through the affirmative framework of Appreciative Inquiry, discover how to deepen and enhance both your personal sense of yourself as well as your skills for generative one-on-one conversations.

# Time Management



Have you been struggling with finding more time in the day to do things? Do you wish that you had more hours in the day? Do you keep rolling over some of your tasks day after day?

In this workshop we will discuss time management and how it influences your stress levels.

We will identify the biggest time wasters as well as the barriers to your own productivity.

We will set goals using the **S.M.A.R.T.** goal setting. We will plan on how to optimize your time, avoid procrastination and excel at delegation.

We will put an action plan on how to conduct effective meeting and learn assertiveness using the time matrix.

## Objectives:

- Identify specific factors that impede employees' productivity
- Apply tips and approaches on how to manage time effectively
- Learn what are the time attributes and what are the time wasters
- Learn what procrastination is and how to overcome it
- Visit the concept of delegation and how to delegate
- Learn how to conduct effective meetings, emails, phones and paperwork
- Put a plan of action

## Goal Setting

How many set resolutions have you promised yourself every year only to achieve few or none so far? Goal Setting Workshop is all about achieving all goals by using your resources, that is, your effort, time, and dedication.

Goals give direction in all areas of your life  
– Personal, Career, and Spiritual.

All dreams are attainable and it all starts with a plan. Here is where you will get to know your own performance levels, time wasters, why you procrastinate, and how to get ideas to making plans and achieving your dreams.



You will also gain information on tips, advice, and strategies on effective goal setting which will hopefully help motivating you into starting your journey into achieving your goals one by one to start performing better than you ever thought possible.

You will leave with an action plan and tips that will be a blueprint to achieving your short and long term goals towards living your dreams

### Objectives:

- Understand the power of Goal setting; what are S.M.A.R.T. Goals?
- Know your powers and own obstacles to boost your performance
- Learn the power of visualization
- Assess your current goal setting skills and behaviors
- Know why we do not achieve our goals and why we procrastinate?
- Learn step by step how to achieve your goals
- Learn the psychology of why people do not achieve their goals

## Conflict Resolution and Conflict Management



Conflict is the most critical phase of building effective relationships. The workshop will motivate the attendees to utilize conflict and manage it as an opportunity for change.

Preventing hostile work environments, racism, cultural misunderstandings, discrimination, sexism, harassment and other exhausting patterns.

Learn to recognize the early warning signs of conflict; manage conflict and facilitate co-creation.

Visit the factors that fuel conflicts, the types and styles of conflict as well as the different methods of conflict management and resolution including mediation, arbitration, setting the ground rules that will help problem solving; and how to resolve differences in a respectful way that will not alienate or hurt others.

Visit the barriers to a conflict resolution, as well as the difference between conflict resolution and management and the tools to resolve and manage conflicts

### **Objectives:**

- Define how to resolve conflicts effectively
- Visit the Conflict process
- Discuss the difference between Conflict Resolution & Conflict Management
- Define the role of culture in Conflicts
- Learn the different conflict styles and how to manage them
- Learn the role of assertiveness in conflict resolution
- Understand the proper steps for conflict resolution while setting ground rules
- Visit the difference between conflict management, arbitration and mediation



## Changing Negative thinking to positive thinking for better performance

How you think about yourself either in a negative or positive way affects not only your relationship with others but also your own performance in your personal and professional life.

Thoughts create beliefs that develop to attitudes and behaviors that become our personality that determines our success or failure. Our subconscious mind controls how we act, What WE believe we are is what we become. We feel what we think and we think what we feel.



It is a fact that our mind default thinking is negative. To overcome negative thinking we need to know the reason why we think negative and just accept it. Understanding why and how our mind works help us make the right choices to achieve our dreams, reach our potential and become the best versions of yourself

### **Objectives:**

- Learn how the mind works consciously and unconsciously
- Learn the science behind our negativity thinking
- Discuss negativity Bias
- Learn the principle of “Neuroplasticity”
- Understand the paradigms that keep you trapped in your comfort zone
- Know how to make the shift from negative to positive thinking
- Get the tools and solutions that will develop your positive thinking.

## Building your Assertiveness and self-esteem

Assertiveness will help you empower and stand up for yourself. Assertiveness is about maintaining an appropriate balance between passivity and aggression. Assertive responses promote fairness and equality in human interactions, based on a positive sense of respect for self and others.



Assertiveness increases self-esteem that is correlated to increased productivity and performance by retaining more control on daily activities and overcoming daily stressors.

Not being assertive increases stress, anxiety and sometimes causes resentment towards the other person.

Assertiveness is based on assertively communicating in a clear and honest way improving relations and resulting in win-win situations, while both parties feel respected, and acknowledged without the need to hide own opinions and feelings. Assertiveness is the power to say “NO” in a positive way without feeling guilty.

### Objectives:

- Discuss how to be assertive without being aggressive
- Communicate in an assertive manner that is honest and clear
- Get your opinions heard and respected
- Have win-win situations
- Learn to say No in a positive way
- Reduce your stress and anxiety
- Learn tools and strategies to share your opinions while remaining respectful

## Maximizing personal productivity

Have you ever thought about the huge amounts of time you spend working or trying to finish things that never seem to end? Leaving you wondering why you are not accomplishing more?

Why you are not at the level you know you are destined to reach? Do you feel like time is slipping away; leaving you feeling you will never reach what you now and feel you can do?

This session is about creating a way to start living your dreams one step at a time to become the person you are destined to be.



It is about finding the hidden moments to being more, feeling more and LIVING more.

Through philosophy and consistent practices, creating new habits you can achieve and accomplish MORE.

In this hands-on session we will visit the G.R.I.P – the framework of the Productivity map as well as the 3 components of Self-Mastery the real solutions to higher personal productivity

### Objectives:

- Define Productivity& Personal Productivity
- Learn what is Self-Mastery
- Visit the Neuroscience and Habits that affect productivity
- Discuss what are the obstacles between you and productivity
- Learn the Philosophies, Practices, and frameworks for productivity
- Use the Productivity Blue Print

# Business Ethics



In addition to the challenges of globalization, workforce diversity, and technology, managers frequently face ethical challenges and dilemmas in organizations.

Few of these ethical problems are the toughest to resolve including employee theft, comparable worth of employees, conflicts of interest, and sexual harassment.

How can people in organizations rationally think through ethical

decisions so that they make the “right” choices?

Right actions do not always produce good consequences, and good consequences do not always follow right actions.

Cultural relativism contends that there are no universal ethical principles. Teaching employees about the nuances of professional ethics is essential to establishing a harmonious, productive workplace.

In this Professional Ethics course we will provide the definition of ethics in a business environment, understand the serious impact of unethical behavior, learn about reporting unethical situations, and differentiate between personal morality and workplace ethics.

## Objectives:

- Learn what is considered confidential information
- Learn to think about the ethics of a situation before acting
- Outline the benefits of acting ethically
- Create an understanding of why ethics issues should be reported
- Understand resources available for navigating difficult situations
- Learn how to model ethical behavior
- Raising awareness of the ethical dimensions of common business practices.
- Formulating a practical framework for ethical decision making.
- Enhancing knowledge of how to encourage and maintain ethical corporate climates.

## Effective Communications: Creating a culture of understanding

Communication is the main artery of our life. Communication is a complex process, with many intricate parts; especially when we add the different communication styles and diversity; knowing that whatever is not said sometimes is more important than what is actually being said.

Effective communication occurs only if receivers understand the exact message the sender intended to transmit, and feel the information at the end of exchange is clear.



Communication can unite employees around the company's goals, build trust and increase employee engagement that is directly connected to business success; it can make a difference in organizations. Attendees will stop, observe and examine how they communicate.

What are the messages they are sending and how they translate the messages they receive including the non- verbal messages. Active listening is a valuable part of effective communication skills. Good listeners find themselves involved in interesting work, valued by others, engaging in healthy working relationships and long-term career success. Learn now, when and how to acknowledge emotions and ideas and how to apply active listening techniques to your own work situations.

### Objectives:

- Define Effective Communication, understand the Communication cycle elements
- Learn the Communication barriers
- Discuss the difference of verbal, written, and non-verbal communication
- Visit the role of culture in communication
- Define active listening and its components
- Learn the difference between aggressiveness and assertiveness
- Find solutions for better communication
- Give constructive feedback by presenting opinions and expectations objectively while focusing on improving behavior, and not on passing judgment.
- Put a plan of action



# The art of Non-Verbal body language & Active Listening



Everyday interactions are filled with nonverbal cues just waiting to be understood. In fact, research shows that an amazing 60–80% of our communication is nonverbal.

Understanding nonverbal communication will give you a powerful ability to understand more about the person you are speaking with and what they truly mean, and what is it that others are telling you with their gestures and expressions?

In this course, we will explore how the face and body express emotions. We will even give you a few clues you can use to detect when others are lying to you. You'll see real life examples and get tons of practical tips that you will be able to use right away.

Another important item of effective communication is Active Listening; although all of us talk and listen to one another, we may not have the best listening skills or be truly communicating. In a working environment defined by diversity, stress and uncertainty, it is not surprising that misunderstandings abound.

## **Objectives:**

- Demonstrate the importance of non-verbal body language
- Practice using powerful nonverbal language, the delivery of language and the important factors that influence body language
- Visit the nonverbal fundamentals as: Posture & Gesture, Expressions & Emotions, Orientation & Proximity, Paralinguistic, Looks, and Eye Contact
- Understand the role of culture in the body language communication
- Learn to listen with your eyes as well as your ears
- Enable yourself to understand communication in a whole new light
- Learn that you can use immediately with an action plan

## Maximizing Interpersonal Relationships: Human synergy at work

The workshop will help employees take mutual responsibility for interpersonal challenges and in building synergistic work relationships. One of the biggest challenges in the workplace faced by today's employees – is dealing with difficult employees or bullies.

It doesn't matter when the problem began or whether the problem exists with subordinates or upper management; if this problem exists the rest of your staff will not be happy and their productivity will diminish.



By the end of the workshop we will have an action plan on how to know the signals we send, how we communicate and how we can build strong relationships and deal with difficult people. This workshop will offer tools to deal with different personality types, how to respond when things get heated and maintain control of the situation. Find your own bias and hot buttons.

We will use the **D.i.S.C.** technique to visit the different personalities and how to deal with each in a civil way as well as how to avoid un-civil ways by promoting self-awareness, self-management, empathy and Emotional Intelligence.

### **Objectives:**

- Learn how to effectively handle difficult people for a win/win outcome
- Build a synergistic work environment.
- Know your impact on others
- Walk the thin line between aggressiveness and assertiveness
- Discuss the challenges of interpersonal relationships in a diverse world
- Build a bridge of respect through proper Dialogue
- Learn what civility means and how to deal with uncivil people

## Stress Management



Stress Management is an important part of daily living for everyone. We all need positive stress in order to survive. Teams need it to perform well, and in the right doses, it can be very healthy, or even enjoyable.

However, when stress becomes excessive it can be very damaging. It can harm: our health, happiness, work performance, team spirit, relationships, and personal development. Stress management involves, at the simplest level:

Recognizing the symptoms of stress, identifying the causes and taking action to address the causes and thereby reduce the symptoms and this is what we will be visiting during the workshop.

We will learn to apply the triple “A” approach, knowing the difference between positive and negative stress, and offer some tools on how to relax (differ individually)

### **Objectives:**

- Increase awareness of personal stressors, how they affect people
- Develop a personal stress management plan
- Find the origin of the recognition of stress
- Define stress and stress management
- Learn why we Fight, Flight, or Flee
- Learn Types of stress/ stress related issues and environments
- Get some tools for stress management including breathing techniques, Meditation, and quiet time
- Put a plan of action

## Problem Solving and Decision making

Avoid costly mistakes in solving problems or taking decisions, this workshop will offer the skills and tools to do both properly. You will apply your own business issues and practice them to achieve clarity and decisiveness.

We will use techniques like the De Bono six (6) thinking hats problem solving techniques. You will be empowered to make better-informed and focused high impact decisions that are more effective, sustainable and successful.



You will leave with a blue print on how to solve problems individually or in teams as well as taking collaborative successful decisions.

You will be empowered to make better informed and high-impact decisions that are more effective, sustainable, and successful.

### **Objectives:**

- Define problems correctly using appropriate tools
- Distinguish between symptoms and causes
- Use the appropriate analysis tools to analyze the Root Cause/s of a given problem
- Understand problems and the creative problem solving process
- Learn how to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions
- Evaluate and adapt solutions to reality
- Discuss the criteria of proper decision making
- Define the Decision-making process
- Learn to use tools for the best decision making like the “De Bono Theory- Six Thinking hats”

## Customer Service - How to deliver STELLAR Customer Service



Due to the diversity of our population in the United States, the issue of serving diverse populations becomes crucial to its success. Customers need to be treated with dignity and respect.

The needs of different customers may vary depending on their backgrounds, cultures, experiences. What constitutes great service to one person may be inappropriate or even rude to another. Your staff will acquire the fundamental skills of providing service on the telephone, how to give a

great first impression and how to get cues from the customer.

Handling complaints through different channels of communication will be discussed. By the end of the workshop you will have the tools to handle angry customers face to face, on the phone or through electronic mail.

Consistency, reliability and predictability are the cornerstones of creating better working relationships with customers (Customer retention and customer loyalty- for profit organizations), (helping customers to solve problems and issues maintaining good reputation for government agencies), and (maintaining fundraising for non-profits)

**NOTE:** We tailor the Customer Service training programs based on the organization's field (Government, Profit, Non-Profit)

### Objectives:

- Define what excellent customer service is
- Define the role of diversity and culture competence in customer service
- Avoid misunderstandings by clarifying what others are saying
- Deal with difficult customers
- Make the mental connection between what is known about customer service and specific jobs.
- Provide both awareness and clarity to give excellent customer service.
- Learn how to best handle any form of complaints



## Brand yourself to your next promotion

A career brand is an image that portrays you as an expert in your field, attracts your ideal job, next promotion, position and reveals how you can help your organization.

How can you promote your career brand effectively, and what you need to be doing now to prepare yourself for your next job, promotion or project?



If you want to get ahead in today's competitive job market and become a leader in your organization, you can't afford to be one in the crowd. You can't afford to be modest and discreet. You have to get out there and blow your horn.

How can you give yourself the edge over the competition? Answer is two words: Branding yourself.

In this session, we will visit the power of personal branding—identifying your unique promise of value, how to create your mission, your value proposition, your own strategic plan including a short discussion about resumes as well as introduction to utilizing the power of the internet to stand out among increasing competition in the workforce?

By the end of the session you will have a blue print of your own self-marketing plan.

### Objectives:

- Define Self-Branding
- Find out what is your calling
- Go on a self-discovery journey
- Know your 4 Ps of Marketing
- Define your Unique Selling Proposition
- Put together your branding statement and elevator pitch
- Write your vision, mission and purpose
- Learn the steps to your self-branding
- Put a plan of action together

## Online and offline Resume and presence



Have you seen an opportunity to move upward go away one after the other and you have no idea why? It is probably the way you present yourself in your resume and in your online brand. Are you highlighting the value that you offer to your workplace? Does your in-person and online resume make you stand out amongst the crowd?

Is your resume up to date or does it still show objectives at the top of it?

In this training you will learn how to create a proper resume that highlights your strengths and the reasons why you should be hired.

You will also learn how to create an online presence, using resources like LinkedIn and Simply Hired that will make your professional experiences shine.

### **Objectives:**

- Learn the different parts of a resume
- Marry the cover letter with your resume
- Learn the resume myths that still live today
- Learn how to market yourself
- Discuss the soft transferrable skills
- Find your brand statement and Unique Selling Proposition through SWOT
- Visit LinkedIn and best practices for online presence
- Put a plan of action together

# Organizational Development

## Organizational Development

The Organizational Development (OD) is a conscious, planned process of developing an organization's capabilities so that it can attain and sustain an optimum level of performance as measured by efficiency, effectiveness, and health.

Through the process of Organizational Development, we attempt to bring about successful change efforts in individual employees, groups and teams, inter-groups, and organizations as well. At any of these levels, when we use the process of Organizational

Development we are essentially asking:

- Where are we?
- Where do we want to be?
- How do we get there?
- How do we know we got there?

To achieve a competitive advantage in a global marketplace, contemporary organizations are in a continuous state of change. Changes have an impact, sometimes quite dramatic, economically, politically, socially, legally, organizationally, and even personally.

## Mentorship

The history of mentoring is discussed. Define mentoring relations, mentors and mentees.

We will discuss the importance of mentoring and reverse mentoring for any organization.

We will establish a business case for mentoring, effective communication and diversity. Without cross-cultural competence mentors will only go so far. We will offer the tools to mentors to succeed cross-culturally.

### Objectives:

- Learn how mentoring differ by culture
- Learn how to choose mentors and be mentored
- Discuss the tools for mentoring
- Discuss the barriers to mentoring

## Change Management: Communicating Change



The saying, “The only constant is change,” particularly holds true to business management.

One of the key strengths of a great manager and leader is the ability to accept change and funnels down the change with enthusiasm and confidence that translates the directive to the team. Dealing with resistance, worry and concerns is what can make the change managed properly or not.

The goal is to have you understand the need for the upcoming change, and know what the barriers are.

Even if it is perceived as negative, it should still be perceived as a need for a change in direction, or even to keep the company afloat.

Poor communications, inadequate training or insufficient workforce planning can lead to a lack of acceptance of business changes and poor performance at the end-user level.

In some cases, failure to provide for adequate Organizational Change Management planning has resulted in the loss of millions of dollars in failed or delayed implementation.

Effective change management enables the transformation of strategy, processes, technology, and people to enhance performance and ensure continuous improvement in an ever-changing environment.

We will discuss the importance of communication during all the phases of change management, the stages of change management and how to handle them properly.

### Objectives:

- Define change management
- Learn to deal with the impact of change
- Identify the Principles of Change
- Learn the role of communication in moving from fear to commitment
- Define the 5 activities for effective change management
- Overcome the barriers to change - Handle resistance
- Create a change management plan



## Coaching for Performance

In a business context Coaching means an on-going process design to help improving performance at work, by turning situations people go through into learning situations, in a planned way, under guidance.



In short, it is about:

- ✓ Deepening skills and knowledge.
- ✓ Fine tuning existing skills; Helping someone perform a skill or solve a problem better than they would have done it on their own otherwise to gain greater competence and overcoming barriers
- ✓ Bringing improvements at work; especially where a change in performance is required; improving overall results.
- ✓ Mapping successful personal change; Increasing competence and confidence.

Coaching is about expanding people's capacity to create a desired future. It is NOT TELLING PEOPLE WHAT TO DO, but ASKING THEM to examine the thinking behind what they are doing to be consistent with their goals. Coaching is about giving people the gift of your presence, asking questions, listening.

Coaching has personal development at its core. So not only is it able to drive forward business objectives but also creates greater personal worth and quality from the individuals being coached.

This creates greater capability to improve individual and organizational performance in the future

### Objectives:

- Define the rules of coaching
- Appreciate the importance of coaching as a leadership role
- Describe the coaching model
- Equip participants with the skills to use the coaching model
- Feedback on how well you apply the coaching model
- Set plans to reinforce learning by applying what they have learned at work
- Practice the "GROW" model in coaching
- Have Goals set to achieve coaching results

## Motivation for Results



The importance of motivation in any workplace is clear to see. Without motivated employees, any manager or team leader will find it a lot harder to get results out of their team.

One can produce a fairly reasonable standard of work without having great motivation, but to exceed expectations and achieve great results it is essential to have superb motivation.

Without something to concentrate on as the reward, the reason you do the job and the reason you want to do the job, it is difficult to produce quality results, because an absence of enthusiasm will

always result in flaws.

### Objectives:

- Define motivation
- Discuss the difference between external and internal motivation factors
- Know the basic human factors that affect managing.
- Learn the Various theories of motivation and their strengths and weaknesses. Including Maslow's
- Learn special motivational techniques, with emphasis on the role of money, participation, the quality of working life and job enrichment.
- Learn how to motivate others by knowing their triggers
- Know how to motivate yourself and what are the challenges to be motivated
- Develop your own tool box for motivation

## Strategic Planning

We will determine a frame of reference for strategic planning concepts, elements of strategic planning, and managing the strategy formation process.

We will discuss what Needs Assessment, Environmental scanning, SWOT and PEST analysis are.

Look at the importance of alignment between the organization core values, culture, mission and vision and that of its strategic planning and its employees.



We will build on organizational accountability and how it fits in the grand plan; and put the blue print for best processes for your business

### **Objectives:**

- Define what strategic planning is
- Learn the different phases of strategic planning
- Build a business case for strategic planning
- Discuss environmental scanning
- Discuss needs assessment and which one to use
- Work on a blue print to start your strategic planning

## Upcoming Workshops

Inquire about our upcoming workshops Performance Management:

- De-escalation of conflict situations
- How to stop bullying and harassment Social Media in the workplace
  - Social Media and Recruiting
    - Train the Trainer

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