



KLR Consulting

Inspiring Success in Your Leaders and Teams

LEARN. GROW. SUCCEED.

PROFESSIONAL DEVELOPMENT FOR YOUR LEADERS AND TEAMS

Today's companies demand multi-faceted leaders and teams who are not only skilled in their technical areas, but are also high performers that consistently exceed business goals. KLR Consulting offers robust professional development programs designed to maximize workforce performance with modules that can be tailored to fit your business model or company objectives. This represents some of KLR's most requested professional development programs.

Performance Feedback: A Program for Leaders **NEW!**

Performance Feedback: A Program for Leaders is an employee feedback solution based on effective, yet non-confrontational best practices. It helps overcome the usual difficulties in addressing performance issues and is easily learned because it is intuitive. This program is flexible to handle ANY performance issue, regardless of the specifics. KLR will help your leaders understand how to retain and develop their employees with performance feedback that is based in positive criticism and delivered with an action plan for immediate response and improvement. Managers will learn to:

- Assess the overall health of an entire team or organization
- Quickly identify each staff member's potential and key areas for development
- Support employee growth and development through clear communication
- Translate the criticism into an easy to understand message
- Manage discussions with employees in a non-confrontational way

Growth through Communication

KLR will enhance your team's communication skills with proven practices that help employees build more effective relationships. Our comprehensive seminar will also develop clear protocols for decision making that will ease frustration, improve cooperation and make everyone more effective and successful. During the workshop, participants will:

- Assess and evaluate behavioral traits and triggers
- Learn when to adapt communication and behavior
- Enhance performance by building on individual strengths
- Reduce conflict in the organization
- Explore proper email etiquette practices

"KLR Consulting were true pros and partnered with our team members to understand our company and organization's needs. KLR facilitated goal setting exercises that made it easy for each employee to scope out a plan to help achieve our company objectives. For the past 10 years, I have turned to KLR and counted on them to not only meet, but exceed my every "people" need. Kristi and KLR have saved our organization thousands of dollars with their support and training services. Thanks KLR."

- Lee C. Scheuer, CEO
ProInsurance Services



Professionalism in the Workplace

This module is designed to increase the caliber of professionalism in any organization. With practical tools and hands-on activities, KLR Consulting presents the information in a humorous and relaxed style that cuts to the heart of today's etiquette concerns. Upon completion, participants will be prepared to:

- Successfully convey a professional image
- Better understand how one is perceived by others
- Communicate effectively through electronic technology
- Develop a successful business image using proven practices

Powerful Presentations

Whether you are writing a report, making a sales presentation or delivering a speech, the information must be well-organized and compelling in order to persuade your audience. Our workshop will provide the tools needed to ensure all business communications are delivered with confidence, clarity and conviction. KLR Consulting will teach your organization how the written and spoken word can be used to achieve business objectives.

Participants will learn to:

- Present or communicate ideas with confidence and engage the audience
- Manage and answer questions successfully
- Create a powerful closing or "Ask for the sale"
- Promote your company in any situation

Our comprehensive professional development programs will ensure your leaders and teams develop the skills needed to streamline management decisions, improve business processes and increase productivity throughout your organization. Call KLR Consulting today to learn how our programs can improve the success of your company without disrupting the business.

"When Power Catalyst experienced a burst of growth in staff and revenue, the changes triggered dislocations in the leadership of the company. This resulted in deadlocks in executive decision making and sagging confidence among the staff. In order to address these issues head on, we turned to KLR Consulting who lead a discovery process, to which the members of the board, the executive team, and the entire staff contributed. The program helped identify team strengths on which the company could build. With KLR's leadership in several focused sessions, the individuals on the leadership team expressed their positions, identified their shared objectives and worked on their differences in goals. KLR then navigated our team through a course of action that removed the deadlocks among the executive team. As a result, Power Catalyst was in a position to tackle the rough waters of the economic downturn with a leadership team that was far more aligned and equipped with the tools needed to make tough decisions together. KLR Consulting continued as an executive coach for individuals on the team for several months, and continued to support the resolution of any residual issues."

**- Michael Leppitsch, CEO
Power Catalyst**