

# Jae Limited

## Professional Development Series

### Communications Training

#### Course Catalog

FY '14

**GSA** Advantage!<sup>®</sup>

[www.gsaadvantage.gov](http://www.gsaadvantage.gov)

**GS-02F-0097N**

*Jae Limited*

P.O. Box 59909 Potomac, MD 20859  
301.948.7636 fax 888.276.1998

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



# Jae Limited

## Professional Development Series

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## OVERVIEW OF JAE LIMITED



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

### Professional Development Training

Jae Limited is a woman-owned, small business. The firm was founded in 1985 on the principles of developing and delivering high-quality training. Jae Limited specializes in communications training with national-level training courses for the Federal Government in the Professional Development Series.

This series provides the requisite knowledge and skills for government professionals to improve their work performance and communication abilities. This series provides students with the tools necessary to prepare the highest quality written material, to conduct polished briefings and to communicate in all situations with clarity, confidence, poise and presence. This training series shapes the "promote-able employee."

### BIOGRAPHY OF JOAN WISNOSKY

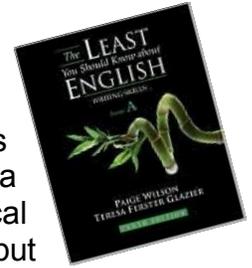
Joan Wisnosky is the owner and president of Jae Limited. She has developed and conducted training courses for government and industry in the areas of professional and career development, program management, acquisition management, contract administration and security management. Joan has over 30 years of experience in the development, management and presentation of training programs and courses. She has authored numerous training manuals for the Federal Government. And she has presented countless seminars and training courses across the country with most of her business resulting from personal referrals and long-term clients.



Having trained such a large number and wide variety of professionals from so many organizations, Joan is able to deliver high-quality instruction to diverse audiences. Her dynamic personality and expertise command student interest and involvement. Joan has trained thousands of students enrolled in Jae Limited's Professional Development Series. Student critiques and client evaluations rate her training highly.

Joan has a Bachelor of Arts degree from the University of Pittsburgh, Pittsburgh, PA. She also has a Masters Certificate in Leadership Coaching from George Washington University, Washington, DC.

# PDS - 101 SIMPLY GRAMMAR - THE LEAST YOU SHOULD KNOW ABOUT ENGLISH



**Overview:** Have you experienced the embarrassment of having your grammar corrected; are you making the same mistakes most business writers make; and finally, would you like to project confidence and present a more polished, professional image? Some of the most basic grammatical problems can baffle even the most intelligent of us. Here's a short but incisive course focusing on grammar, punctuation and wordiness.

This course demystifies grammar by outlining "must-know" grammar rules no professional can do without. Other topics include: making your communications "lean and mean," avoiding sexism in your writing and speaking, limiting adjectives for more powerful communications and avoiding the glaring "singular or plural" errors most people make. The theme of the course is how to make both your verbal and written communications easily understood. Be a take charge communicator. Lose your anxiety over writing and grammar! And best of all you'll take home a valuable, college text desk reference. Is it *who* or *whom* or *between you and I* or *between you and me*? Find out in class.

**Who Should Attend?** Those who want to "brush up" on English grammar to become better writers and speakers.

**Objectives:** By the end of the course, you will be able to:

- ✚ Identify and avoid common mistakes in grammar and usage.
- ✚ Increase the impact, clarity and overall effectiveness of your verbal communications and written products by following the basic guidelines of grammar and word usage.

- Topics:**
- ✚ Use Standard English in written and oral communications
  - ✚ Use the correct form of verbs and "tricky" pronouns
  - ✚ Avoid duplication in your writing and write succinctly
  - ✚ Use punctuation correctly
  - ✚ Spot and quickly fix common errors

**Length:** Two days

**Class Size:** 20 with a capacity of 35

**Cost:** \$6,980. for up to 20 people, \$349. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds101.pdf](http://www.jaelimited.com/comments/pds101.pdf)

# SIMPLY GRAMMAR

## AGENDA



### DAY ONE

8:30	Course Overview -The Least You Should Know about English
8:40	Pre-test and Review
9:00	Words Often Confused in English
9:45	Contractions
10:00	BREAK
10:15	Possessives
10:30	Subject and Verb Agreement
11:00	Prepositional Phrases
12:00	LUNCH
1:00	Correcting Run-Together Sentences
2:00	BREAK
2:15	Correcting Fragments (Using Independent and Dependent Clauses)
3:00	Using Standard and Irregular Verbs
3:30	ADJOURN

### DAY TWO

8:30	Review
8:40	Avoiding Dialect Expressions
9:00	Progress Test and Review
9:45	BREAK
10:00	Making Subject, Verbs and Pronouns Agree
10:45	Choosing the Right Pronoun
11:30	Correcting Misplaced and Dangling Modifiers
12:00	LUNCH
1:00	Using Parallel Construction
1:20	Correcting Shift in Time and Person
1:30	Correcting Wordiness
2:00	Progress Test and Review
2:30	BREAK
2:45	Punctuation
3:30	ADJOURN

## PDS - 201 BUSINESS WRITING - WRITE 2 THE POINT!



**Overview:** More energy is wasted on worthless writing - in both creating and reviewing it - than just about any other business activity. Fortunately, good writing can be easy with this course which lays the foundation for writing more precise and direct correspondence, documents, reports, etc. The theme of the course is how to make your written communications straight-forward, credible and easily understood.

Stressing conciseness, clarity and good organization in correspondence, this course is lively, informative and practices what it preaches. The manual is a useful guide of key points and rules that makes correct structure easy and painless.

**Who Should Attend?** Those who want to become more articulate, effective and powerful communicators or those responsible for reviewing/editing other's work.

**Objective:** By the end of the course, you will be able to write more effectively with less effort by applying the principles in the step-by-step process for effective writing.

- Topics:**
- ✚ Overcome "poor writing" tendencies
  - ✚ Determine your goal in writing
  - ✚ Organize your thoughts and overcome writer's block
  - ✚ Revise your material and develop on-target paragraphs
  - ✚ Write "easy-to-understand," organized documents with preferred words
  - ✚ Critique and edit the work of others
  - ✚ Become an independent writer

**Length:** Two days

**Class Size:** 20 with a capacity of 35

**Cost:** \$6,165. for up to 20 people, \$308. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds201.pdf](http://www.jaelimited.com/comments/pds201.pdf)

# WRITE 2 THE POINT!

## AGENDA



### DAY ONE

- 8:30 Overview of Professional Writing (traits of good vs. poor writing)  
8:45 Exercise - Diagnostic Writing Assignment for Instructor Review \*
- 9:00 **CH 1 - An Approach to Effective Writing** - Your Purpose Statement  
Analyze your reader, determine what you want the reader to do or know, and determine your content based on the reader's need.
- 10:00 BREAK
- 10:15 CH 1 - Exercise - Develop a Clear Purpose Statement and Critique Others' Purpose Statements
- 11:00 **CH 2 - Planning for Effective Writing** - Researching and Outlining based on purpose
- 11:45 LUNCH
- 12:45 CH 2 - Exercise - Mind Mapping and Outlining
- 1:15 **CH 3 - The First Draft and Overcoming Writer's Block**
- 2:00 BREAK
- 2:15 CH 3 - Exercise - Writing Your First Draft  
Present first draft to class with Instructor critique and guidance.  
(The critique reviews logic, flow, relevance, provides tips for revision.)
- 3:30 ADJOURN

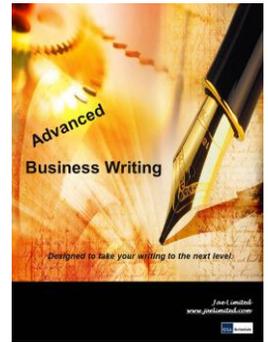
### DAY TWO

- 8:30 Review
- 8:40 **CH 4 - Revising and Refining the First Draft**
- 9:15 CH 4 - Exercise - Revise Your First Draft  
Once revision is complete, work in small work groups to critique each other's documents. Present revised document to class with Instructor critique. (The critique reviews relevance, brevity, readability, correctness)
- 10:30 BREAK
- 10:45 **CH 5 - Paragraph Development**  
(value of short paragraphs, topic sentence, transitions, average length, vertical lists, use of emphasis techniques)
- 11:15 CH 5 - Exercise - Paragraph Development
- 11:30 LUNCH
- 12:30 **CH 6 - Sentence Variation and Structure**  
Four types of sentences, limited grammar: passive voice, dangling participles, subject-verb agreement, verb tenses
- 1:30 CH 6 - Exercise - Eliminating Wordiness in Sentences  
Practice rewriting then critiquing sample sentences
- 2:00 BREAK
- 2:15 **CH 7 - Word Choice and Final Editing (Proofreading)**  
Review tables of business writing words to use and those to edit out.  
Review document design/format for better reader understanding.
- 3:00 CH 7 - Exercise - Demonstrating Clarity and Improving Readability
- 3:30 ADJOURN

\* Results of the diagnostic writing exercise determine the remainder of the course. Each course is tailored to individual needs.



## PDS - 202 ADVANCED BUSINESS WRITING



**Overview:** This is a two-day workshop to help good writers get even better. In today's hectic, fast-paced "sound-bite" environment, getting your point across clearly and powerfully yet succinctly is absolutely vital to your success. You'll learn how to make your prose easy to understand and compelling.

In this workshop, you'll learn how to focus your writing like a laser beam, and provide your readers only that information essential to achieving your purpose. You'll learn how to eliminate passive voice usage, redundancy and wordiness by working through numerous practical exercises. You'll also learn how to improve paragraph development, sentence construction and word selection. You'll be instructed on and have a chance to practice advanced editing and proofing techniques.

**Who Should Attend?** Those who want to take their writing skills to the next level. Specifically those who seek to save time and effort in producing higher-quality written products and advance their careers.

**Prerequisite:** Recommended *Write 2 the Point!* or knowledge of basic business writing,

**Objectives:** By the end of the course, you will be better able to write effectively with greater clarity, conciseness and completeness. You will also be able to apply the principles in class to edit and proofread the work of others.

### Topics:

- + Use practical and inclusive language
- + Present ideas and information in a logical sequence
- + Learn techniques to maximize clarity and effectiveness
- + Determine proper breadth, depth, style, tone and courtesy
- + Review do's and don'ts in business letters, memos and e-mails
- + Calculate the Readability Index of your documents
- + Apply the Proofing Checklist to correct mistakes



**Length:** Two days

**Class Size:** 20 with a capacity of 30

**Cost:** \$6,700. for up to 20 people, \$335. for each additional person. Travel and per diem are additional.

**Note:** This is a performance-based workshop. Size is limited due to extensive one-to-one attention to students by the instructor.

# ADVANCED BUSINESS WRITING

## AGENDA

### DAY ONE

8:30	Traits of an Excellent Writer
8:45	Exercise - Diagnostic Writing Assignment for Instructor Review
9:00	Chapter 1 - <b>Becoming an Excellent Writer</b>
10:00	BREAK
10:15	Chapter 2 - <b>Conciseness</b>
11:00	Chapter 2 - Exercise
11:45	LUNCH
12:45	Chapter 3 - <b>Completeness</b>
1:15	Chapter 3 - Exercise
2:00	BREAK
2:15	Chapter 4 - <b>Clarity</b>
3:30	ADJOURN



### DAY TWO

8:30	Review
8:45	Chapter 4 - Exercise
10:00	BREAK
10:15	Chapter 5 - <b>Composition</b>
	<ul style="list-style-type: none"><li>• <b>Paragraphs</b></li><li>• <b>Sentences</b></li><li>• <b>Words</b></li><li>• <b>Readability</b></li></ul>
12:00	LUNCH
1:00	Chapter 5 - Exercise
2:00	BREAK
2:30	Chapter 6 - <b>Proofreading Tips</b>
	<ul style="list-style-type: none"><li>• <b>Final Review Checklist</b></li><li>• <b>Personal Coaching Plan</b></li></ul>
3:00	<b>Workbook Appendix - Business Writing Formats</b>
3:30	ADJOURN



## PDS - 203 PLAIN WRITING CLINIC

in accordance with PL 111-274 (Plain Writing Act of 2010)

**Overview:** If you are serious about simplifying your writing, saving time in doing it, and seeing results quickly, then this two-day intensive course is for you. It supports your agency's compliance with the Plain Writing Act of 2010. You're taught "plain writing" -- writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject and intended audience.

You'll become skilled in writing clearly and briefly while understanding your reader's needs. By writing documents in plain English, you'll save valuable time not having to clarify your meaning to your reader or your boss.

Practical exercises are conducted throughout the course. You'll review, critique, re-write sample government documents as well as prepare original documents.

**Benefits to You:** Having this "Plain Writing" skill will increase your promotability because being known as a good writer translates into your being able to think clearly, analyze problems, make decisions and persuade others - all highly sought after skills.

**Benefits to Your Organization:** Increased agency productivity, mission effectiveness, and image; improved public understanding and satisfaction; and more effective, professional, and promotable employees.

**Prerequisite:** Recommended *Write 2 the Point!* or knowledge of basic business writing

**Objectives:** By the end of the course, you will be able to:

- ✚ Produce quality documents faster and with greater ease
- ✚ Make documents easier for readers to understand
- ✚ Save paper and storage space (hardcopy and electronic - think green)
- ✚ Increase your efficiency, productivity, and self-confidence

**Topics:**

- ✚ Write clear and complete purpose statements
- ✚ Develop a mind map of purpose and points integrating it into an outline
- ✚ Create first drafts with ease by overcoming writer's block
- ✚ Prepare well-crafted paragraphs with main points and supporting material
- ✚ Write clear sentences using plain English and editing out "Bureaucratese"
- ✚ Review and edit your work and the work of others
- ✚ Prepare "on-target" emails based on do's and don'ts

**Length:** Two days

**Class Size:** 20 with a capacity of 35

**Cost:** \$6,700. for up to 20 people, \$335. for each additional person. Travel and per diem are additional.

**Students' Comments:** [www.jaelimited.com/comments/pds202.pdf](http://www.jaelimited.com/comments/pds202.pdf)

# PLAIN WRITING CLINIC

## AGENDA



### DAY ONE

- 8:30 **Introduction:** Overview of Plain Writing Act of 2010 (PL 111-274)  
8:50 **Writing Assignment:** Assessment of students' writing skill levels  
9:00 **Module 1 – Planning:** Determining your purpose, objectives, and audience  
9:45 BREAK  
10:00 Exercise: Preparing a clear purpose statement  
10:30 **Module 2 – Organizing:** Gathering, analyzing, and arranging information  
11:00 Exercise: Mind-mapping and preparing an outline  
11:30 LUNCH  
12:30 **Module 3 – Drafting:** Overcoming writer's block  
1:00 Exercise: Developing a rough first draft  
2:00 BREAK  
2:15 **Module 4 – Editing:** Enhancing clarity, conciseness, and organization  
2:45 Exercise: Improving your draft and critiquing others' work  
3:30 ADJOURN

### DAY TWO

- 8:30 Review  
8:40 **Module 4 – Editing:** Crafting the body; paragraphs, sentences, and words  
9:15 Exercise: Writing targeted paragraphs; making key points  
9:45 BREAK  
10:00 Exercise: Rewriting sentences; eliminating wordiness and applying plain English  
10:30 **Module 4 - Editing:** Overcoming standard English grammar traps  
11:30 **Module 5 – E-mailing and Texting:** Using practical survival tips  
12:00 LUNCH  
1:00 **Practical Application** – Reviewing/rewriting sample Federal Government documents (Bring your own samples as well.)  
2:30 BREAK  
2:45 **Practical Application Critique**  
3:30 ADJOURN

## PDS - 204 WRITING EFFECTIVE e-MAIL FOR BUSINESS



**Overview:** In today's office environment, business writing and e-mailing have merged. With the high volume and velocity of information passing through our offices, it's often difficult to keep up. By attending this session, you will be able to better organize your thoughts, learn valuable email-writing shortcuts, and produce higher quality e-mails.

Government organizations produce millions of e-mails every day. Sadly, many are poorly planned and written. These result in wasted time, confusion, mistakes, delays, and other problems which have both major and minor organizational and personal consequences. Communicating with clarity, conciseness, and credibility is more important than ever due to the increased urgency, importance, and amount of communications.

This workshop focuses on how to write more effective e-mails in less time. It also addresses the use of plain language so that readers understand the message on the first read through. (Writing easily understood messages translates into showing respect for the reader's time.)

And finally, you will practice using the proper tone so that your message is professional, courteous, and respectful. Tone may be conveyed by the words you choose, how you use them, format them, bold them as well as your choice of punctuation.

As a result of this workshop, you'll have more time to do other duties and tasks, improve your job performance, and enhance your organizations' mission effectiveness.

**Who Should Attend?** Those wanting to write better e-mails and those wanting to pick up tips to become better business writers overall.

**Objective:** You will be able to write more effective e-mails in less time by applying a simple business-writing process while using tables of plain language "preferred words."

- Topics:**
- ✚ Use the prescribed steps for effective writing
  - ✚ Overcome "poor writing" tendencies
  - ✚ Write an attention getting subject line
  - ✚ Organize your ideas succinctly
  - ✚ Use professional openings and closings
  - ✚ Use the proper tone, and communicate with courtesy and respect
  - ✚ Draft your e-mail quickly by writing shorter, more precise messages
  - ✚ Develop on-target paragraphs and still reduce length
  - ✚ Edit for content, layout, grammar, conciseness, clarity, and style
  - ✚ Use plain language for e-mail messages and all documents  
(in compliance with the Plain Writing Act of 2010 – Public Law 111-274)
  - ✚ Become an independent writer and project a professional image

**Length:** Four-hour workshop

**Tuition:** \$2,980 for up to 20 students





# WRITING EFFECTIVE e-MAIL FOR BUSINESS

## AGENDA

- 8:30      **Overview of Today's E-mail, Do's and Don'ts of E-mail Writing**
- 8:40      **Pre-course Writing Analysis**  
Instructor reviews samples of students' work to assess areas for workshop focus.
- 8:45      **Planning Your Message**  
Benefits of clear writing, state your purpose, analyze your reader, define your subject.
- 9:15      **Writing Your Message**  
Use reader-centered writing tips, build your sentences for easier reading, make your writing active, write in plain English considering:
- Active Voice
  - Bullets
  - Parallelism
  - Concrete words vs. abstract words
  - Tone and style
- 10:00      BREAK
- 10:15      **Structuring and Formatting Your Message**  
Choose a logical sequence, use visual techniques to enhance readability, work toward having your message take only one screen.
- 10:30      **Editing Your Message for Style and Tone**  
Ensure readability, overcome common grammatical errors, proof your message using the checklist provided.
- 11:00      **Exercise: Drafting, Editing and Proofing Sample E-mail**  
Once composed, work in small groups to review and critique the work of others while receiving instructor feedback on your writing as well.
- 12:30      ADJOURN



## PDS - 301 EFFECTIVE BRIEFING TECHNIQUES



**Overview:** Every day thousands of presentations are given; a few of them will be sensational by inspiring the audience or even persuading them. This course will equip you with the knowledge and tools to become one of the few accomplished presenters. The course is concentrated, and it identifies and demonstrates techniques for delivering effective presentations. It involves lectures and practical exercises. With instructor and audience feedback, you'll be able to walk away with valuable insight to excel in your presentation deliveries.

Five types of presentations are analyzed, and you are taught how to determine which would be the most appropriate for every audience. And you'll also learn which types of presentations are deadly!

The manual is a detailed reference book written in a lively, anecdotal style with easy-to-follow formats immediately useable to begin your upward success in effective speaking.

Effective verbal communications are of vital importance in any government or business organization. Display confidence and poise the next time you are called upon to deliver an address.



**Who Should Attend?** Those interested in sharpening their public speaking and script writing skills, particularly those wishing to overcome "speaking jitters." Those putting others to sleep!

**Objective:** By the end of the course, you'll be able to develop and deliver an effective presentation with greater confidence, credibility and presence.

- Topics:**
- ✚ Write an informative, dynamic presentation tailored to your audience.
  - ✚ Structure your material in a logical manner.
  - ✚ Use simple tips: know what works and what doesn't.
  - ✚ Determine your audience's needs.
  - ✚ Overcome nervousness!
  - ✚ Present like a pro.
  - ✚ Practice effective listening techniques.
  - ✚ Get your point across.
  - ✚ Design a PowerPoint briefing.

**Length:** Three days

**Class Size:** 15 with a capacity of 25

**Cost:** \$6,975. for up to 15 people, \$465. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds302.pdf](http://www.jaelimited.com/comments/pds302.pdf)

# EFFECTIVE BRIEFING TECHNIQUES

## AGENDA



### DAY ONE

- 8:00 Course Introduction, Overview and Objectives
- 8:20 CH 1 - **Public Speaking Overview and Self-Analysis**
- 9:15 CH 2 - **Writing Your Presentation**
- 9:45 BREAK
- 10:00 Exercise - Writing Your Presentation
- 10:30 CH 3 - **Overcoming Nervousness**
- 11:00 CH 4 - **Five Types of Presentations**
- 11:30 LUNCH
- 12:30 Exercise - Individual Presentations and Feedback
- 2:00 BREAK
- 2:15 CH 5 - **What is Style, and Where Can I Get It?**
- 2:45 CH 6 - **Vocal Variations**
- 3:00 ADJOURN

### DAY TWO

- 8:00 Review
- 8:15 CH 7 - **Understanding Nonverbal Communications**
- 9:00 BREAK
- 9:45 Exercise - Individual Presentations and Feedback
- 11:15 CH 8 - **Tips on Improving Your Presentation**
- 11:45 LUNCH
- 12:45 CH 9 - **Those Incredible Props - What Works - What Doesn't**
- 2:15 BREAK
- 2:30 CH 10 - **The Reason You Are There - Your Audience**
- 3:00 ADJOURN

### DAY THREE

- 8:00 Review
- 8:15 CH 11 - **Sharpen Your Appearance**
- 9:00 CH 12 - **Handling Questions and Answers like a Pro**
- 9:30 BREAK
- 9:45 CH 13 - **And Now the End!**
- 10:00 Final Exercise - Individual Presentations with Written Feedback
- 12:00 LUNCH
- 1:00 Final Exercise - Individual Presentations with Written Feedback
- 2:30 BREAK
- 2:45 CH 14 - **Time to Look Inward** (Self-Improvement Exercise/Plan of Action)
- 3:00 ADJOURN

## PDS - 302 EXPERT PRESENTATION SKILLS



**Overview:** If your job requires you to make presentations or if you want to gain important visibility, this is a one-day course you can't miss. Since most of us have difficulty putting our thoughts into words, this course will give you the simple methodology to improve your speaking style and presentation delivery. Since superior presentation skills are crucial to personal/professional growth, you'll learn how to prepare material easily and communicate more effectively just as the experts do.

Since the expression: "Practice makes Perfect" doesn't hold true in public speaking - it's important to know the basics of what works and what doesn't work. The expression is actually: "Practice makes Permanent." And who can afford to solidify bad speaking habits?

The training manual is timely, relevant and designed to help you get long-term results. It includes valuable tips and checklists with the very latest information to equip you with the tools necessary to present highly professional, effective briefings.

**Who Should Attend?** Those interested in learning about public speaking as well as those more seasoned speakers who want to stay abreast of the latest information in the highly visible field of public speaking.

**Objective:** By the end of the course, you will understand the dynamics of expert public speaking.

- Topics:**
- ✚ Uncover the myths in public speaking.
  - ✚ Review the tips to overcome nervousness.
  - ✚ Understand the components of an audience analysis.
  - ✚ Understand what it takes to present like a pro.
  - ✚ Review proven techniques that work.
  - ✚ Understand style and how to use it.

**Length:** One day

**Class Size:** 20 with a capacity of 35

**Cost:** \$3,890. for up to 20 people, \$194. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds301.pdf](http://www.jaelimited.com/comments/pds301.pdf)

# EXPERT PRESENTATION SKILLS

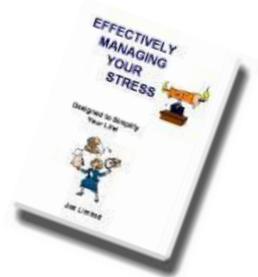


## AGENDA

- 8:30 Course Introduction the Myths of Public Speaking
- 8:45 Getting Started – Presentations Give You Visibility
- 9:00 Overcoming Nervousness
- 9:30 Exercise – What’s the Worst that Could Happen?
- 9:45 BREAK
- 10:00 The Pros and Cons of Five Types of Presentations
- 10:30 What is Style, and Where Can I Get It?
- 11:00 Vocal Variations
- 11:30 LUNCH
- 12:30 Understanding Nonverbal Communications
- 1:00 Tips to Improve Your Presentation
- 1:45 Those Incredible Props – What Works and What Doesn’t
- 2:00 BREAK
- 2:15 Sharpen Your Appearance
- 2:30 Handling Questions and Answers like a Pro
- 3:00 And Now the End!
- 3:15 Personal Coaching Plan of Action
- 3:30 ADJOURN

## PDS - 401 EFFECTIVELY MANAGING YOUR STRESS

**Overview:** Would you like to de-stress your life? By uncovering the stressors in your life, you'll learn that stress can be controlled. If you suffer from low energy and fatigue during the day, you may have one of the many symptoms of stress. Since stress is at epidemic proportions in our country today, it's important to recognize its causes so you can manage your responses to it better.



This course covers the difference between good and bad stress (even though your body only has only one reaction), signals of distress, the changing workplace and that effect on you, avoiding burnout, 101 stress relievers as well as 25 ways to simplify your life. You'll notice a difference instantly by learning how to "change the way you think" and "change the way you breathe."



**Who Should Attend?** Anyone who would like to understand stress complications and manage stress effectively. Those who are stressed.

**Objectives:** By the end of this session, you will be able to understand stress and overcome its risks by practicing stress reduction techniques.

- Topics:**
- ✚ Understanding Stress
  - ✚ Dealing Effectively with Anxiety and Worry
  - ✚ Understanding the Connection between Change and Stress
  - ✚ Diagnosing Dedication and Addiction (Burnout)
  - ✚ Measuring Your Stress
  - ✚ Balancing Work, Family and Personal Needs
  - ✚ Practicing Five-Minute Stress "Busters"
  - ✚ Stress Management Tools (Alleviating and Managing Stress)
  - ✚ 101 Stress Relievers
  - ✚ Changing Habits
  - ✚ 25 Ways to Simplify Your Life

**Length:** One day

**Class Size:** 20 with a capacity of 35

**Cost:** \$3,890. for up to 20 people, \$194. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds401.pdf](http://www.jaelimited.com/comments/pds401.pdf)

# EFFECTIVELY MANAGING YOUR STRESS

## AGENDA



- 8:30 Overview of stress, its effects and causes
- 8:45 Minimize stress effects
- 9:00 Understand and control anxiety and worry
- 10:00 BREAK
- 10:15 Managing change better since it's a huge stressor
- 10:45 Understand and deal with job stress and burnout
- 11:15 Balancing your work, family and personal needs
- 11:45 LUNCH
- 12:45 Exercise to restore harmony
- 1:00 Improve your coping skills exercise
- 1:45 BREAK
- 2:00 Stress management tools for immediate use
  - ❖ Exercise
  - ❖ Deep Breathing
  - ❖ Meditation/Prayer
  - ❖ Visualization
  - ❖ Laughter
  - ❖ Progressive Muscle Relaxation
  - ❖ Positive Thinking
  - ❖ Negative Thought Blocking
  - ❖ Happiness **NEW SECTION**
  - ❖ Volunteering
  - ❖ Plus Many Others Tools
- 3:30 ADJOURN



## Revised PDS - 402 BEYOND TIME MANAGEMENT

**Overview:** Would you like to have extra time each day to take care of business? Or would you to overcome the vicious stress cycle that comes from being time-starved? By using the countless tips, techniques and common sense advice from this session, you'll be more productive and able to free up your schedule. It all boils down to using your time more effectively. You must know how to achieve a balance between what you're doing and what you should be doing. Once you've mastered that, you're on your way to getting more done.



And finally, you'll learn how to set priorities, devise "to do" lists and reduce stress simply by doing what the experts do in effective time management.



**Who Should Attend?** Anyone who would like to make realistic goals and manage time more effectively while achieving more with less stress.

**Objectives:** By the end of this session, you will be able to analyze how you currently use your time by identifying time wasters, set goals and priorities to better use your time and apply time-saving tips.

- Topics:**
- ✚ Analyze your typical time wasters both external and self-generated
  - ✚ Prioritize your daily activities
  - ✚ Determine career or personal goals then work toward achieving them
  - ✚ Communicate more effectively in less time (orally and in writing)
  - ✚ Handle interruptions with the utmost diplomacy
  - ✚ Organize yourself by using 15 different tips
  - ✚ Understand stress and learn ways to manage it
  - ✚ Understand the "Can't Say No?" syndrome and set boundaries
  - ✚ Understand delegation (both upward and downward)
  - ✚ Deal effectively with procrastination
  - ✚ Run highly effective meetings
  - ✚ De-Clutter your home and your life!

**Length:** One-day

**Class Size:** 20 with a capacity of 35

**Cost:** \$4,980. for up to 20 people, \$249. for each additional person. Travel and per diem are additional.



# BEYOND TIME MANAGEMENT

## AGENDA



- 8:30 Time Management – What It Is and Isn't – De-bunking the Myths
- 8:40 Causes of Wasted Time
- 8:50 **Time Self-Analysis Questionnaire**
- 9:00 **Time Wasters Exercise** - Determining Your Demons
- 9:15 Setting Your Priorities and Using the Priority Matrix
- 9:45 BREAK
- 10:00 The To-Do List and the Daily Time Log
- 10:15 Planning and How to Manage a Crisis
- 10:45 Understanding Stress and **Is Your Life in Balance Exercise?**
- 11:15 **Values and Innovative Goal Setting Exercise**
- 11:30 Suffering from Information Overload? [E-Mailing and Texting Tips](#)
- 11:45 LUNCH
- 12:45 Handling Interruptions with Diplomacy
- 1:15 The Art of Delegation at Home and at Work
- 1:30 BREAK
- 1:45 Dealing with Procrastination
- 2:10 Tips on Running Effective Meetings with a Meeting Checklist
- 2:30 The Value of Rituals and Creating Yours
- 2:45 De-Cluttering Your Home and Your Life
- 3:00 Communication Tips for Business Writing and Public Speaking
- 3:20 Final Tips to Stay Organized!
- 3:30 ADJOURN

## PDS - 403 EXCELLING IN CUSTOMER SERVICE - PUT A SMILE IN YOUR VOICE



**Overview:** Would you like to have extra time each day to take care of business? Or would: We are all in the customer service business whether we realize it or not. Every day, we interact with “customers.” They could be our bosses, co-workers, government clients or even the public. How you interact with others can make the difference in organizational and personal success or failure. Recurring customer service incidents, or even a single miscue, could have consequences or career impacts.

Learn the essential techniques and skills needed to excel in your interactions with all types of customers. This one-day course will show you what it takes to provide exceptional customer service.

You'll learn how to “*put a smile in your voice*” when dealing with others. Through a series of lectures, practical exercises and critiques, practice your verbal communications, telephone etiquette, positive thinking, and problem solving in a way that will significantly enhance your customer service skills and career potential.

**Who Should Attend?** Those interested in sharpening their communication skills when interacting with internal and external customers.

**Objectives:** By the end of the course, you will be able to use the tips and techniques prescribed to excel with your interpersonal communications in any situation.

### Topics:

- ✚ Make your customers feel important and appreciated
- ✚ Use active listening and relationship building
- ✚ Use questioning techniques to quickly learn the reason for the inquiry
- ✚ Learn and practice problem solving skills
- ✚ Understand the impact of verbal and non-verbal communications
- ✚ Handle inbound and outbound calls effectively and efficiently

**Class Size:** 20 with a capacity of 35

**Cost:** \$4,980. for up to 20 people, \$249. for each additional person. Travel and per diem are additional.



# EXCELLING IN CUSTOMER SERVICE - PUT A SMILE IN YOUR VOICE

## AGENDA



- 8:30 Define customer service skills and explain their importance
- 8:55 Review communication skills and describe their impact on customer service
- 9:15 Verbal and non-verbal communications – how do you rate?
- 9:45 BREAK
- 10:00 Handle inbound and outbound calls efficiently
- 10:15 Become a better listener
- 11:00 How to earn the customers' trust
- 11:45 LUNCH
- 12:45 Identify different types of customers
- 1:30 Problem-solving and decision making strategies
- 2:00 BREAK
- 2:15 Exercise: Demonstrate techniques in problem solving and decision making
- 2:00 Review recovery processes
- 2:45 Practice telephone courtesy and voice etiquette skills
- 3:30 ADJOURN



# PDS – 404 CHANGE MANAGEMENT: CHANGE AND HOW TO DEAL WITH IT



**Overview:** Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

**Who Should Attend?** Those who want to understand change, learn how to adapt to it and potentially become change leaders.

**Objective:** By the end of the course, you will learn how to manage and cope with change and how to help those around you too.

- Topics:**
- ✚ Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
  - ✚ See change not as something to be feared and resisted but as an essential element of the world to be accepted.
  - ✚ Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
  - ✚ Recognize that before we can embrace the way things will be, we must go through a process of letting go of the way things used to be.
  - ✚ See change as an opportunity for self-motivation and innovation.
  - ✚ Identify strategies for helping change be accepted and implemented in the workplace.



**Length:** One day

**Class Size:** Minimum 20 with a capacity of 35

**Cost:** One day course: \$4,980 for up to 20 people, \$249 for additional students. Travel and per diem are additional.

# CHANGE MANAGEMENT: CHANGE AND HOW TO DEAL WITH IT

## AMPLIFIED AGENDA

- 8:30 Course Overview**  
This session previews the course. You will have an opportunity to identify your personal learning objectives. Plus, you will be asked to give two examples of change that have happened to you in the last six months. Select one change that was positive and one change that you wish you had handled better.
- 8:45 What is Change?**  
Basics of change, including definitions and examples.
- 9:30 The Change Cycle**  
The three phases of William Bridges' change cycle: beginnings, endings and transitions.
- 10:00 BREAK**
- 10:15 The Human Reaction to Change with Exercise**  
Daryl Conner's interpretation of the human response to change.
- 10:45 The Pace of Change with a Case Study**  
Different people react to change in different ways and at different times.
- 11:30 LUNCH**
- 12:30 The Four-Room Apartment with Exercise**  
This session uses Claes Janssen's four-room apartment model.
- 1:00 Dealing with Resistance**  
Resistance is examined as well as how to overcome it to make change stick.
- 1:45 BREAK**
- 2:00 Adapting to Change with Case Study and Exercise**  
Become resilient to change.
- 2:30 Strategies for Dealing with Anger**  
Change often makes us feel angry. Dealing with anger and the anger of others.
- 2:00 Managing Stress**  
Change can also bring about stress. Stress management tips and relaxation techniques discussed.
- 3:15 Personal Plan of Action**  
Begin your personal action plan for becoming more resilient when dealing with change.
- 3:30 ADJOURN**



## PDS - 501 MASTERING THE ART OF BUSINESS COMMUNICATIONS

**Overview:** Are you looking for new ways to communicate to your co-workers and employees, increase your productivity and advance your career? Are you communicating to make the right visual, vocal and verbal impact? This two-day course is filled with information to become a better communicator. Nothing can be achieved without the combined cooperation, commitment and action of people. That's why your interpersonal skills are so critical to your own effectiveness and performance boosting your productivity and promotability.



Communication with colleagues is no longer just a matter of having a good working relationship. Today, successful communication has become a business imperative and an ingredient for success. It's the art of savvy business interaction. Since most of our day (about 80%) is spent communicating -why not communicate with clarity, authority and power?

The course covers developing communication skills that will help foster collaborative relationships in the workplace. This includes positively influencing others and developing skills to become flexible in your actions, thoughts and feelings to better handle any situation.

**Who Should Attend?** Those who want to master the keys to communication for handling any communication situation with greater flexibility, confidence and professional presence.

**Objectives:** By the end of the course, you will be able to use proven interpersonal communication techniques to successfully achieve your goals.

### Topics:

-  Persuade others to get what you want
-  Listen actively to your advantage
-  Understand and use the power of body language
-  Increase the power of your words
-  Learn the keys to communicating in the workplace
-  Talk your way to success

**Length:** Two days

**Class Size:** 20 with a capacity of 35

**Cost:** \$6,165. for up to 20 people, \$308. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds501.pdf](http://www.jaelimited.com/comments/pds501.pdf)

# MASTERING THE ART OF BUSINESS COMMUNICATIONS

## AGENDA



### DAY ONE

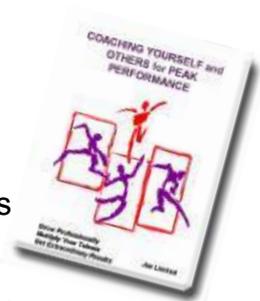
- 8:30 Course Overview and Introductions
- 8:40 The Need for Effective Communications
- 9:15 Communications: Mishaps and Masterpieces
- 10:30 BREAK
- 10:45 Steps to Active Listening
- 11:30 LUNCH
- 12:30 Understanding Nonverbal Communications
- 1:45 BREAK
- 2:00 The Power of Persuasion
- 3:00 Reading Body Language and Building Rapport
- 3:30 ADJOURN

### DAY TWO

- 8:30 Be a Terrific Negotiator
- 9:45 BREAK
- 10:00 Giving Clear Instructions - How Do You Rate?
- 11:30 Giving and Receiving Criticism
- 12:30 LUNCH
- 1:30 Communication Styles of Men vs. Women or "The Gender Divide"
- 2:15 BREAK
- 2:30 Powerful Presentations Made Easy
- 3:30 ADJOURN

## PDS - 601 COACHING YOURSELF AND OTHERS FOR PEAK PERFORMANCE

**Overview:** This course is an introduction to coaching. By now, nearly everyone has heard of this powerful, dynamic new discipline. Since its inception in the early 90's, coaching has become a must for progressive work environments. Many of today's top performing organizations and individuals turn to coaching to achieve success or to gain an advantage over competitors. Coaching helps senior executives, mid-level managers and employees perform at their full potential.



Successful coaching requires trust, respect, sincere interest and personal regard and as well as finely tuned interpersonal communication skills. It's not just counseling or advising employees; rather, coaching is a rigorous process intended to enable truly exceptional performance over an extended period of time. It applies advanced models and techniques to bring out the best in your employees. These methods can also be used in coaching yourself toward peak performance.

By taking this workshop, you'll learn the basic theory and techniques of coaching. You will understand primary personal motivators, impediments to progress and ways to overcome these hurdles. Find out what drives you and those around you, and begin to tap into the reserve making your organization top notch.

**Who Should Attend?** Those who want to understand coaching and help themselves and others improve their performance and achieve their goals.

**Objective:** By the end of the course, you'll be able to use specific coaching techniques to enhance your performance as well as those whom you coach.

- Topics:**
- ✚ Recognize your own strengths and weaknesses and maximize your strong points.
  - ✚ Demonstrate active listening and give positive feedback.
  - ✚ Recognize the significance of today's coaching practice.
  - ✚ Demonstrate effective coaching skills using powerful questions.
  - ✚ Establish a non-threatening, positive coaching environment.
  - ✚ Promote a win-win situation in the work place and at home.

**Length:** Two days

**Class Size:** 20 with a capacity of 35

**Cost:** \$6,165. for up to 20 people, \$308. for each additional person. Travel and per diem are additional.

**Students' and Clients' Comments:** [www.jaelimited.com/comments/pds601.pdf](http://www.jaelimited.com/comments/pds601.pdf)

# COACHING YOURSELF AND OTHERS FOR PEAK PERFORMANCE

## AGENDA

### DAY ONE

- 8:30 Course Overview and Introductions  
8:40 Chapter 1 – Coaching – Your Introduction to Transformational Change
- + The Newest Self-Development Discipline
  - + Coaching vs. Mentoring, Counseling and Facilitation
- 9:45 BREAK  
10:00 Chapter 2 – Characteristics of a Great Coach – Do You Have What It Takes?
- + Competencies of Great Coaches Checklist
- 10:45 Chapter 3 – The Tools of Coaching – The Coaching Model  
12:00 LUNCH  
1:00 Chapter 4 – Self-Coaching Exercises
- + Prioritize Your Own Values
  - + Is Your Life in Balance?
- 2:00 BREAK  
2:15 Chapter 4 – Self Coaching (cont.)
- + Your Mission Statement
  - + Tips on Behavioral Change
- 3:30 ADJOURN



### DAY TWO

- 8:30 Review  
8:40 Chapter 5 - Listening – The Key to Powerful Communications
- + Steps to Active Listening
  - + Barriers to Your Listening
  - + Nonverbal signals of an excellent listener
- 9:30 Chapter 6 – Nonverbal Talking and Building Rapport  
10:00 BREAK  
10:15 Chapter 6 – Nonverbal Talking (cont.)  
10:30 Chapter 7 – Coaching Others
- + The Intake Session
  - + The Second Coaching Session
  - + Future Coaching Sessions
  - + Coaching Session Tips
  - + The Use of Questions
  - + Sample Questions to Get You Started
  - + Coaching Co-workers
  - + Discovering Other's Strengths
  - + Helping Others set "Smart Goals"
- 11:30 LUNCH  
12:30 EXERCISE in Coaching Others  
1:45 BREAK  
2:00 Chapter 7 – Coaching Others (cont.)  
3:30 ADJOURN





## PDS – 701 MENTORING FOR SUCCESS: YOUR EXPERIENCE COUNTS

**Overview:** Over eighty-five percent of Fortune 500 companies provide mentoring opportunities for their employees, as they know mentoring improves their recruitment, training, succession and retention efforts. Mentoring is not only beneficial for the mentees; mentors often comment that they experience great satisfaction from guiding and inspiring a mentee. Mentors are also able to leave their legacy—hard earned knowledge that has been transferred to their mentee. This introductory course provides potential mentors with an overview of mentoring, and it includes methods for developing successful mentoring relationships.

Reap the rewards of mentoring a protégé. Ralph Waldo Emerson has said, *“It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself.”*

**Who Should Attend?** Seasoned professionals who want to explore strategies and benefits of becoming a first-class mentor.

**Prerequisite:** None

**Objective:** By the end of this course, you will

- ✚ Know what it takes to become a skilled mentor.
- ✚ Be able to match your experience to a mentee.
- ✚ Know how to develop and maintain a successful relationship.

### Topics:

- ✚ The History and Benefits of Mentoring
- ✚ The Myths and Facts of Mentoring
- ✚ Mentoring Opportunities within Your Organization
- ✚ 10 Tips for Becoming a Successful Mentor
- ✚ Rapport Building
- ✚ Guidelines for Structuring the Match
- ✚ Setting Stretch Goals and Other Match Activities/Discussions
- ✚ Helping Mentees to Problem-Solve
- ✚ Positive Match Closure

**Length:** One half-day session

**Class Size:** Minimum 15 with a capacity of 30

**Cost:** \$ 2,985 for up to 15 people, \$199 for each additional person.  
Travel and per diem are additional.

# MENTORING FOR SUCCESS: YOUR EXPERIENCE COUNTS

## AMPLIFIED AGENDA – A MORNING OF AFTERNOON SESSION

- 12:30     **Welcome, Introductions, Session Overview, and Objectives**  
Brief introductions, presentation of objectives, and very brief overview of a Mentoring Program.
- 12:40     **What is Mentoring?**  
Overview of mentoring by conducting a mentoring quiz that addresses eight basic adult mentoring concepts and discuss the history of mentoring in the workplace.
- 1:10     **The Mentoring Opportunity**  
The importance of mentoring by facilitating the “Mentors in My Life” exercise, and relate this to the actual issues that surface on the instillation.
- 1:30     **Mentoring in the Federal Government**  
Mentoring is useful in assisting mentees to learn the culture, with the result being that employees can more effectively contribute the mission. Explore topics and activities that matches address, such as career paths and strategies for achieving career goals.
- 1:35     **The Mentoring Model: How Does Mentoring Work?**  
Real life issues that the mentoring program can address for mentees and how this has benefited his/her mentee, and other mentors and the organization. This individual will also discuss the benefits of being a mentor. Description of a mentoring program:
- Mentoring application
  - Screening process
  - Mentor and mentee training
  - Mentor recruitment - *Four options for recruiting mentors.*
  - Mentor/mentee agreement
  - Supervision and support that the program provides
  - Closure and mentor recognition
  - Reporting and evaluation
- 2:00     BREAK
- 2:15     **Communicating with Your Mentee and Pursuing Appropriate Goals**  
Communication exercise. Goal setting and the goal setting tool.
- 2:40     **Qualities of Effective Mentors and Mentees**  
Exercise “*Draw the Ideal Mentor*” and talk about the qualities they need to bring to the match. What to do if the match is not working. Exercise on criticality of maintaining confidentiality.
- 3:15     **Review**
- 3:30     ADJOURN

# PDS – 702      Mentoring for Career Success: An Introductory Course for Mentees



**Overview:** A recent survey indicated that eighty-five percent of Fortune 500 companies provide structured mentoring programs for their employees. This is because they know that as they give mentees the opportunity to advance their careers, they are also improving the organization's productivity and bottom line. To be successful, any mentoring relationship should focus on the goals and interests of the mentee. This course provides you with the opportunity to consider your own career objectives and how a mentor might help you to achieve your goals.

**Who Should Attend?** Those who want to explore the unlimited benefits of being mentored and the "how to's" of finding a mentor and excelling from the experience.

**Prerequisite:** None

**Objective:** By the end of this course, you will

- ✚ Understand the concepts and value of mentoring.
- ✚ Learn the strategies for selecting the "right" mentor.
- ✚ Persuade an expert to mentor you.
- ✚ Negotiate the scope of the relationship.

**Topics:**

- ✚ The History of Mentoring
- ✚ Mentoring Benefits
- ✚ What Mentoring Is and Isn't
- ✚ The Traits and Qualities of Good Mentors
- ✚ What You Need to Bring to the Relationship
- ✚ Recruiting Your Mentor
- ✚ Negotiating the Scope of the Match
- ✚ Setting Learning Goals and Determining Match Activities
- ✚ Using the Mentoring Relationship for Career Success

**Length:** One half-day session

**Class Size:** Minimum 15 with a capacity of 30

**Cost:** \$ 2,985 for up to 15 people, \$199 for each additional person.  
Travel and per diem are additional.

# MENTORING FOR SUCCESS: THE MENTORING PROGRAM FOR POTENTIAL MENTEES

## AMPLIFIED AGENDA – A MORNING OF AFTERNOON SESSION

- 8:30      **Welcome, Introductions, Session Overview, and Objectives**  
Overview of a Mentoring Program.
- 8:40      **The History of the Mentoring Initiative**  
History of mentoring.
- 8:50      **What is Mentoring?**  
Overview of mentoring by conducting a mentoring quiz that addresses eight basic adult mentoring concepts and address the history of mentoring in the workplace.
- 9:05      **The Mentoring Opportunity**  
Value of having a mentor. The *“Mentors in My life”* exercise. Actual issues that surface can be addressed through mentoring.
- 9:25      **Mentoring in the Federal Government**  
Why mentoring is useful in assisting mentees to adjust and contribute to the organization’s culture and mission. Topics and activities that “Matches” participate in, such as learning goals, career paths and strategies for enhancing the mentees contributions.
- 9:35      **The Mentoring Model: How Does Mentoring Work?**  
Real life issues that the mentoring program can address for mentees and how this has benefited his/her mentee, and other mentors. The benefits of being a mentored.  
Description of a mentoring operation:
- Mentoring application
  - Screening process
  - Mentor and mentee training
  - Mentor recruitment - *Four options for recruiting mentors.*
  - Mentor/mentee agreement
  - Supervision and support that the program provides
  - Closure and mentor recognition
  - Reporting and evaluation
- 10:00      BREAK
- 10:15      **Qualities of Effective Mentors and Mentees**  
Conduct the exercise *“Draw the Ideal Mentor”* and talk about what to look for in a mentor and what to do if the match is not working.
- 10:45      **Getting the Most Out of Your Mentoring Opportunity**  
Discuss the responsibilities of the mentee to the organization, the mentoring initiative, to the mentor and to themselves.
- 11:15      **Review**
- 11:30      ADJOURN

## PDS – 801 RÉSUMÉ WRITING AND INTERVIEWING SKILLS



**Overview:** Due to work force reductions and funding cuts, fewer and fewer government and private sector positions are being vacated and filled. This has resulted in dramatically increased competition for career opportunities.

Your résumé of critical interest to qualification panels and selecting officials, and thus it's critically important to your career. A professional résumé can help you get an interview. You need to present your best qualities and accomplishments in writing to achieve that goal. Résumés are the selecting officials' most important source of information on you. Often a supervisor's first impression of you is from your résumé.



This workshop helps you write a clear, concise and comprehensive resume that conveys your qualifications with maximum effectiveness. And it shows you how to prepare for a top-notch interview by using proven guidelines. You'll receive a 50-page reference manual with valuable tips and checklists.

**Who Should Attend?** Anyone intending to compete for position vacancies within the Federal Government or private sector.

**Objectives:** By the end of the class, you'll be able to:

- ✚ Organize your qualifications and capabilities to effectively depict your best professional image.
- ✚ Know how to have a sensational interview by knowing what works and what doesn't.

**Topics:**

- ✚ Organize your capabilities to depict your best professional posture
- ✚ Learn how to write a performance-based résumé
- ✚ Handle the most common interview questions with ease
- ✚ Learn how to build rapport instantly, lose interview anxiety, and find out tips for “dressing for success”



**Student's Comments:** *“This will help me to win my optimal/dream job...”* -S.M., DHS, Washington, DC [more](#)

**Length:** One or two days

**Class Size:** Minimum 20 with a capacity of 35

**Cost:** One day course: \$4,980 for up to 20 people, \$249 for each additional person.  
Two-day course: \$6,700 for up to 20 people, \$335 for each additional person.  
Travel and per diem are additional.

# RÉSUMÉ WRITING AND INTERVIEWING SKILLS

## AGENDA – ONE DAY\*



8:30	Today's résumé
8:40	Paper tips and printing standards
8:50	Résumé elements
9:00	Do's and don'ts of résumé – a checklist
9:15	Pros and cons of three résumé types
9:45	BREAK
10:00	Sample skills for résumés
10:15	Sample action words
10:30	Computer-scanned résumé tips
10:45	Résumé writing guidelines and coaching exercise
12:00	LUNCH
1:00	The wisdom of the interview
1:15	The Pre-Interview Phase
	<ul style="list-style-type: none"><li>➤ Research questions to get you started</li><li>➤ Overcoming interview nervousness</li><li>➤ Dress for success</li></ul>
1:45	The Interview Phase
	<ul style="list-style-type: none"><li>➤ Non-verbal communications &amp; rapport building</li><li>➤ Questions you are likely to be asked</li><li>➤ Do's and Don'ts when interviewing</li><li>➤ Translate your strengths into their benefits</li><li>➤ Typical interview questions</li><li>➤ Behavioral interview questions</li></ul>
2:15	BREAK
2:30	The Interview Phase (cont.)
	<ul style="list-style-type: none"><li>➤ The most common questions analyzed</li><li>➤ Support your answers</li><li>➤ Your questions</li><li>➤ Strategies for the super candidate</li></ul>
3:10	The Post-Interview Phase
	<ul style="list-style-type: none"><li>➤ Tips for the thank-you letter</li></ul>
3:25	Summary
3:30	ADJOURN



\* Two-day course includes sufficient time for students to rewrite and edit their résumés.

## JAE LIMITED PARTIAL CLIENT LIST

- ✚ Federal Executive Boards
  - Los Angeles, CA
  - San Francisco, CA
  - New York City, NY
  - Newark, NJ
  - Dallas, TX
  - Baltimore, MD
  - Pittsburgh, PA
  - Honolulu, HI
  - Philadelphia, PA
- ✚ Department of the Navy, Washington, DC; San Diego, CA
- ✚ Department of the Army, Ft. Monmouth, NJ; Ft. Hamilton, Brooklyn, NY; Ft. Meade, MD
- ✚ Federal Emergency Management Agency, Emmitsburg, MD; Washington, DC; Oakland, CA
- ✚ Department of Education, Washington, DC
- ✚ U.S. Dept. of Housing and Urban Development, San Francisco, CA; Los Angeles, CA; Phoenix, AZ
- ✚ Defense Contracting Mgmt. Agency, Santa Ana, CA; Carson, CA; El Segundo, CA; Ontario, CA; Baltimore, MD
- ✚ Drug Enforcement Administration, Los Angeles, CA
- ✚ United States Postal Service, Queens, NY
- ✚ Environmental Protection Agency, San Francisco, CA; Washington, DC; New York City, NY
- ✚ U.S. Department of Homeland Security, Washington, DC; Indianapolis, IN; Laguna Niguel, CA; Los Angeles, CA; San Francisco, CA; Newark, NJ
- ✚ U.S. Secret Service, Washington, DC
- ✚ Social Security Administration, Baltimore, MD; Falls Church, VA; Richmond, CA; Oakland, CA; Wilkes-Barre, PA
- ✚ Federal Public Defender, Los Angeles, CA
- ✚ U.S. Bankruptcy Court, Los Angeles, CA
- ✚ U.S. Treasury Acquisition Institute, Washington, DC
- ✚ Internal Revenue Service, Washington, DC; New York, NY; Los Angeles, CA; Atlanta, GA; Dallas, TX
- ✚ Federal Aviation Administration, Chicago, IL
- ✚ Air Force Research Lab, Kirtland AFB, Albuquerque, NM
- ✚ Department of State, Washington, DC; Portsmouth, NH
- ✚ Department of the Air Force, Los Angeles AFB, CA; Hanscom AFB, MA; Edwards AFB, CA; Pope AFB, NC; Randolph AFB, TX; Wright-Patterson AFB, Dayton, OH
- ✚ General Services Administration, Washington, DC; Ft. Worth, TX; Dallas, TX; Denver, CO; San Francisco, CA
- ✚ Department of Transportation, San Francisco, CA
- ✚ U.S. Coast Guard, St. Augustine, FL; Elizabeth City, NC
- ✚ U.S. Dept. of Veterans Affairs, Los Angeles, CA; Long Beach, CA