WE GROW YOUR BUSINESS BY GROWING YOUR PEOPLE.

Leadership Development
Communication Skills
Supervisory Skills
Team Builders
Executive Coaching
Bilingual Communication
Strategic Planning
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Compass Computer and Business School, LLC, most commonly known as Compass CBS, is a nationally and locally recognized Hispanic-owned bilingual business development and computer training center in Arizona. Since 2011, Compass CBS continues to serve a wide range of businesses with professional development, computer skills, and business skills courses across the state of Arizona.

“We train your team to develop leadership skills to create better work cultures, accomplish goals to keep your company on track, and create strategies to become more productive to positively impact your bottom line.”

Edgar R. Olivo, CEO & Founder

**WE HELP YOUR TEAM GAIN SKILLS TO EXCEL AT WORK!**

- Leadership Development
- Executive Coaching
- Manager Masterminds
- Windows & Microsoft Office 365
- HR Employee Management
- Strategic Planning
- Emotional Intelligence (EQ)
- Bilingual Communication Training
- Workplace Diversity
- Customer Service
- Sales Management
- Social Media Training
- QuickBooks Online Training
- LinkedIn Bootcamp
- Organizational Skills

**And much more! Check out our program catalogs for more details!**

“The programs have made it easier to support and communicate with larger teams throughout the organization...It’s fantastic!”

Amy K., Clinical Director
Southwest Autism Research & Resource Center, 150+ Employees
Winner of Best Places to Work 2018

“(Compass CBS) has assisted our chapter in developing a comprehensive and effective strategic plan...it empowered the board of directors to explore the mission of the chapter to ensure the goals were congruent with our mission.”

Veronica V., Former President
National Association of Hispanic Nurses, Phoenix, 15+ Board Members

“Our friends at Compass CBS hosted the Team Development portion of our Annual Staff Retreat. It was informative, entertaining, and valuable to our team. Our staff has grown tremendously and it was amazing to see our statewide team come together!”

Rebeca L., Owner
Milestone Pediatrics, 30+ Employees

“Having an outside training company guide our leadership team has helped our team be better and improve our work culture.”

Ben L., Plant Manager
Azteca Bakeries, 150+ Employees

“We have excellent managers and we wanted to give them an edge in their career by hiring [Compass CBS] to teach us leadership and coaching skills to better develop our teams.”

Michelle R., Human Resources
Assa Abloy, 150+ Employees
On behalf of Compass CBS, Welcome!

At Compass CBS, we believe business education is an essential component to increase the chances of achieving professional goals, while improving the bottom line of your organization. Our main objective is to provide your team with the skillsets required to grow both personally and professionally. We also take into account the importance of bilingualism as another essential component to workplace productivity - we know firsthand how it increases the market value of your services in today’s growing multicultural economy.

“Learning is a treasure that will follow its owner everywhere.” – Chinese Proverb

We pride ourselves in providing bilingual business education services for organizations with bilingual teams with more than 50 employees. We strive to excel in providing business education in multiple languages because we believe in eliminating barriers to learning in the workplace by cultivating inclusive and productive work communities. Many organizations from small businesses to government agencies to large non-profit organizations have hired our services. Our clients mainly seek our training services to help managers with leadership skills, develop technical skills for frontline employees, and design strategic programs to improve their bottom line.

Our work reaches beyond the classroom! In 2018, we provided professional development training for over 25 key managers as part of a company-wide effort to earn and ultimately win the Best Places to Work Award, a designation given to them by a reputable media organization.

Our programs will help your team with the skills and solutions you need to have a competitive edge in the global economy of the 21st century. Our team has more than 30 years of professional experience in business and professional development. We also specialize in business and financial planning, as well as social media training, leadership coaching and software training services. In addition, your investment in programs with Compass CBS is tax deductible! We also have training subsidy and financial assistance programs for eligible companies. Ask us how!

Many professionals have found our programs and instructors to be fun, dynamic, and organized. Check out all of our recommendations in our social network communities. We invite you to visit our Facebook and LinkedIn pages to watch educational videos and follow us to receive business content daily.

Our mentor once said, “Let your work speak for itself”. We would love the opportunity to show you our work and earn your business for many years to come. If you would like to discuss over the phone or in-person your specific training needs, feel free to email me at edgar@compasscbs.com or call me at my office at (602) 759-0553.

Sincerely,

Edgar R. Olivo
CEO, Founder, Lead Business Trainer

@Compass CBS, #CompassClub
Training Process at Compass CBS

We appreciate working with our clients and take the time to understand your needs to recommend appropriate training programs we offer at Compass CBS. We follow an easy process to get started with training at your organization: Step 1) Schedule an initial consultation; Step 2) We recommend a program; Step 3) Approve program; Step 4) Implement training and Step 5) Evaluate training.

We respect your privacy!

Confidentiality Clause: During the term of an agreement, and thereafter for a period of five years, the Training Provider shall not, without the prior written consent of the Company, disclose to anyone other than attorneys, accountants, employees, or financial advisors any Confidential Information of the Company. For the purposes of this agreement, “Confidential Information” shall include the Company’s proprietary and confidential information including, but not limited to, coaching sessions, participant activities, the terms and scope of this agreement, client lists, marketing materials not readily available to the public, and any non-public financial information.

Special Reimbursement Program: Employed Worker Training Program

ARIZONA@WORK is the statewide workforce development network that helps employers throughout the state recruit, develop and retain the best employees for their workforce needs. By helping businesses succeed and grow, we lay the groundwork for a stronger Arizona economy. And by sharing the solutions you need to find the right employees—right here, right now—we’re committed to real teamwork with you.

The objective of the Employed Worker Training program is to provide grant funding under the Workforce Innovation and Opportunity Act (WIOA) for job training assistance to businesses that are training their current workforce to enhance skill levels. The Employed Worker Training Program Funds up to $50,000 per WIOA Program Year for training needs.

We are more than happy to send you details of this program and send you more information.

You decide how much training you need!

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<th>Scenario 1</th>
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Public Classes

We typically work with a minimum group size of five employees or more. We offer public classes for individuals and smaller teams on a regular basis. We invite you to check our program calendar by visiting our website.
Leadership Development

We designed our highly interactive workshops to teach your new and seasoned company leaders management skills to achieve leadership success. Our programs teach powerful strategies needed to become an effective, more confident and empowered leader of a team.

Participants conduct self-assessments and receive useful checklists with numerous other resources to develop management instincts to harness a team’s strengths. Our goal is to provide your supervisors the skills needed to succeed within their roles, achieve company objectives, and maintain a positive work culture. In other words, we help company leaders develop the skills to build productive work communities within your company.

We also teach your leaders how to establish credibility and authority fast, motivate employees, handle attitude and behavioral issues, reduce absenteeism and tardiness, give constructive feedback and conduct effective performance appraisals.

Leadership Academy Series

The Leadership Academy is a group-training program built for companies with frequent supervisory changes due to business growth and need to develop new leaders on a regular basis. This program is great for companies with leaders who have not received professional development in their career or as part of a company-wide effort to invest in leadership development as a new growth strategy.

Along with monthly classes, participants are paired with an executive coach for 1-hour monthly coaching sessions for additional accountability and motivation to achieve their desired goals. Our participants often say they feel valued by their organization upon completing the program. Below are examples of Leadership Academy Levels and the monthly activities assigned at each level, also known as the leadership journey your company leaders will embark on with us. A certificate of completion is awarded at the end of each level for your employee files.

Leadership Academy Monthly Focus Topics

Leadership Academy Level 1 (5-Month Track)
1. Supervisory Skills for Emerging Leaders
2. Time Management & Work Flow Planning
3. Building a Highly Motivated Team & Work Culture
4. Leading Effective Meetings & Presentation Skills
5. Business Professionalism 101 & Organizational Citizenship

Leadership Academy Level 2 (5-Month Track)
1. Leadership Fundamentals & Leadership Styles
2. Communication Skills & Techniques for Supervisors
3. Conflict Resolution Skills & Handling Difficult Employees
4. Organizational Change & Stress Management
5. Developing Coaching & Mentoring Skills

Leadership Academy Level 3 (5-Month Track)
1. Best Practices to Reduce Employee Turnover & Create Healthy Work Environments
2. Performance Management & Employee Reviews
3. Employee Recruitment Techniques and Interviewing Job Candidates
4. Building a Positive Onboarding Process for New Employees & Team Integration
5. Leadership Multiplier Effect on Your Team & Delegating Opportunities to the Team
Leadership Academy Level 1 (5-Month Learning Track)

“Leaders must be close enough to relate to others, but far enough ahead to motivate them.”
John C. Maxwell

Monthly Focus Topic #1: Supervisory Skills for Emerging Leaders

This workshop covers skills for emerging leaders to become successful within their new supervisory role. We will discuss how to overcome many of the supervisory problems encountered as a new leader as well as an overview on goal development and effective prioritization techniques with teams.

Objectives:
- Utilizing S.M.A.R.T. techniques to create goals aligned to the company strategic vision.
- Understand the importance of prioritizing activities and creating a process to stay focused.
- Identify common challenges supervisors face such as communication, delegation, and evaluations.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments

Monthly Focus Topic #2: Time Management & Work Flow Planning

Staying organized and managing your time is the key to becoming effective in the workplace. Participants will learn how to organize tasks, brainstorm ways to organize work flow, and gain control when you are feeling overworked, overcommitted, and overwhelmed.

Objectives:
- Explore ideas and create an action plan for reducing clutter and increasing effectiveness.
- Understand and demonstrate the use of to-do lists and prioritization.
- Techniques for using calendar systems, managing emails and voicemails, and reducing time wasters.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments
### Monthly Focus Topic #3: Leading Effective Meetings & Presentation Skills

Company leaders need to have the ability to present effectively to their teams while ensuring not to waste valuable time. According to a major study, we waste over 30 hours on average in unproductive meetings a month. We will help you and your team run effective meetings that are productive, structured, and focused.

**Objectives:**
- Become confident and convincing when presenting to a team.
- Develop strategies for organized meetings and stay focused on the objectives.
- Creating and using visual aids or systems that support your ideas effectively.
- Understand how to use icebreakers and team activities to keep meetings engaging.

**Program Activities**
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments

### Monthly Focus Topic #4: Building a Highly Motivated Team & Work Culture

This program reviews how teams can be an extremely effective way to make the best use of our employees’ diverse skills, knowledge, backgrounds, and approaches to work. Properly used, teams can boost productivity, improve quality, and increase motivation and job satisfaction among our employees. You can use teams for everything from handling projects to solving problems to dealing with ongoing tasks.

**Objectives:**
- Keys to making every team member feel valued and important.
- Building relationships that enhance cooperation among team members.
- How to ignite enthusiasm and gain buy-in for accomplishing goals.
- Proven morale-boosters for employees nearing burnout.

**Program Activities**
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments
Monthly Focus Topic #5: Business Professionalism 101 & Organizational Citizenship

Professionals project an image of maturity and integrity that creates credibility; a confident attitude and the ability to build trust and develop relationships that create results. Organizations expect promoted employees to represent the organization in a socially acceptable way. It is important that professionals and managers alike learn proper business etiquette and manners. The important message is that good manners are about making other people feel comfortable and being confident in a business or social setting representing your organization.

Objectives:
- Understand business etiquette.
- Know how comfort zones work and how they are established.
- Learn basic guidelines for being the new person on the team.
- Gain insight on the art of introductions.
- How to conduct yourself at professional gatherings.
- How to write thank you notes.
- Become a contributing team member.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments
Leadership Academy Level 2 (5-Month Learning Track)

“A leader is someone who holds her- or himself accountable for finding the potential in people and processes.”

_Brené Brown, Research Professor and Best-Selling Author_

### Monthly Focus Topic #1: Leadership Fundamentals & Leadership Styles

This workshop covers leadership skills for emerging leaders to become successful within their new supervisory role. Participants will engage and learn the essential elements of influencing their teams, employees, students or any group of people. Participants will demonstrate tactics for earning respect versus demanding it from others. Influence and leadership skills are put to the test.

**Objectives:**
- Crucial differences between being the leader and "being the boss".
- How to acquire a supervisor's mind-set and image.
- The emotional requirements of being a supervisor and leadership styles.
- Most common mistakes leaders make and how to avoid them.

**Program Activities**
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments

### Monthly Focus Topic #2: Communication Skills & Techniques for Supervisors

This workshop addresses all of the basic components of effective communication in the workplace and daily life. This workshop is an interactive course designed to give participants the tools to communicate more effectively with colleagues and clients, making your communication more impactful, persuasive and confident.

**Objectives:**
- Keeping lines of communication open with team members and setting boundaries.
- Words and phrases that can destroy credibility and authority — building a better vocabulary.
- Providing crystal clear directions that are understood the first time.
- Develop active listening techniques.
- Pointers for speaking more powerfully and confidently in meetings.

**Program Activities**
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments
### Monthly Focus Topic #3: Conflict Resolution Skills & Handling Difficult Employees

Participants will learn essential coaching skills such as promoting initiative and self-direction, assist with the learning process, mentoring, and overcoming blocks that prevent professional growth. Leaders with the ability to provide effective coaching skills can create a self-sustaining, positive, and efficient workplace. Key skills: Active listening, action plans, motivation, goal setting, coaching

**Objectives:**
- Tools for combating a variety of attitude problems & develop corrective mentoring skills.
- Best practices for dealing with argumentative and combative people.
- "How-to's" for a professional, productive employee confrontation.
- Techniques for developing emotional intelligence.

**Program Activities**
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments

### Monthly Focus Topic #4: Organizational Change & Stress Management

Preparing leaders to manage change within their organization is an important skill to develop because it leads to flexible growth in all aspects. Company leaders must understand how to prepare for change and manage their emotions during the process of change. By developing self-care techniques, company leaders can help inspire teams to evolve with the changes, giving the company all the room needed for continued growth.

**Objectives:**
- Tools for staying calm and in focus despite uncertainty.
- Mastering organizational change and developing a plan.
- How to reduce stress with self and in others.

**Program Activities**
- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments
# Monthly Focus Topic #5: Developing Coaching & Mentoring Skills

Leaders will learn fundamental coaching skills used frequently by coaches to help empower, motivate, boost confidence, and stimulate self-reliance in their teams. These fundamental coaching skills are the secret for inner movement and personal growth. Participants will learn how to utilize these skills and turn disciplinary situations into opportunities of self-discovery through empowerment coaching sessions. Plus, participants will receive on-the-spot techniques training for those challenging moments when leaders need to think fast.

**Objectives:**
- Increase your leaders’ ability to recognize, reward, and celebrate achievements effectively.
- Identify major milestones in behavior or performance improvements.
- Develop positive reinforcement, empowerment, and motivation skills.
- Discover the talent on your team and coach them to reach new heights.
- Coach your team to manage their time, behavior, performance and people skills.

**Program Activities**

- 2-Hour Workshop
- 1:1 Coaching Session
- Journal Entry & Coaching Assignments
Leadership Academy Level 3 (5-Month Learning Track)

"The best leader is the one who has sense enough to pick good men to do what he wants done, and the self-restraint to keep from meddling with them while they do it." - Theodore Roosevelt

Monthly Focus Topic #1: Best Practices to Reduce Employee Turnover & Create Healthy Work Environments

Employee turnover is something that every business with workers experiences. Employees come and go and when employees leave, it is costly for the organization. It takes time and money to find and train a replacement. We help your company leaders with proven strategies to reduce turnover and maximize employee retention, saving your organization time and money in the long run.

Objectives:
- Aligning the right employees with the right opportunities.
- Evaluating compensation packages and identify incentives within the organization.
- Create educational opportunities to enrich employees with learning tools.
- Developing a fun atmosphere that is professional with flexible programs.
- Recognizing retention problems early and addressing them quickly.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- 1-Hour Group Manager Mastermind Session
- Journal Entry & Coaching Assignments

Monthly Focus Topic #2: Performance Management & Employee Reviews

Participants will learn techniques for conducting disciplinary conversations with employees and utilize those opportunities to re-establish goals and corrective action steps. We will discuss proper ways to handle difficult situations and sensitive matters relating to employee development. The goal of this class is to strengthen the supervisor/managers’ ability to remain poised, focused, and sensitive to the goals of the organization and team.

Objectives:
- Preparing effectively for the performance appraisal discussion.
- Variables that make for a good performance appraisal.
- Opening and framing the conversation while eliminating distractions.
- Questions to use to engage the employee in his/her self-appraisal.
- Communicating your assessment of the employee’s performance.
- Preparing the employee for action steps on a performance improvement plan.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- 1-Hour Group Manager Mastermind Session
- Journal Entry & Coaching Assignments
Monthly Focus Topic #3: Employee Recruitment Techniques and Interviewing Job Candidates

Experienced hiring managers probably know how to build rapport with candidates and discern candidate potential. But, more complex interviewing techniques like combating biases, using structured interviews and avoiding cliche questions do not always come with hiring experience. This program teaches your company leaders how to effectively find talent and interview with a purpose.

Objectives:
- Prepare hiring managers with interview checklist and structured interview sessions.
- Understand how to combat biases and asking the right questions.
- Learn about body language and behavioral interviewing techniques.
- Developing job descriptions and utilizing recruitment systems such as Indeed and LinkedIn.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- 1-Hour Group Manager Mastermind Session
- Journal Entry & Coaching Assignments

Monthly Focus Topic #4: Building An Onboarding Process for New Employees & Team Integration

Think onboarding begins on an employee's first day? Wrong. A successful onboarding program actually begins during the recruitment and hiring process. An onboarding process is linked to and in some ways starts with the employer brand that you create to attract people who are the right fit for your company's overall goals. This program teaches your company leaders how to properly build an onboarding process that is fair and welcoming for a positive new hire experience.

Objectives:
- Preparing the new hire checklist and creating a welcoming environment.
- Setting up the new hire with a mentor and developing a training plan.
- Developing new hire expectations and reviewing company policies.

Program Activities
- 2-Hour Workshop
- 1:1 Coaching Session
- 1-Hour Group Manager Mastermind Session
- Journal Entry & Coaching Assignments
Monthly Focus Topic #5: Leadership Multiplier Effects on Your Team & Delegating Opportunities

Leaders need to create an environment where good things happen and need to recognize more clearly than anyone else, the way their team members work and how to maximize the skills of each one. What kinds of behaviors and what ways of thinking can activate leadership that propels individuals and organizations ahead?

Leadership Multiplier Effect at its simplest is about taking what you have and making something that much bigger and better. The end gains should be trust, accountability, productivity and business impact. Company Leaders will learn how to multiply leaders within the organization.

Objectives:

- Creating flexible work environments that thrives on communication and collaboration.
- Delegating projects that offer opportunities to learn, innovate, and grow.
- Providing on-the-spot feedback that makes a difference from performance to multiplier.
- Recognizing team members individual strengths and reinforcing positive behaviors.

Program Activities

- 2-Hour Workshop
- 1:1 Coaching Session
- 1-Hour Group Manager Mastermind Session
- Journal Entry & Coaching Assignments
Communication Skills

Effective Business Writing & Electronic Communication

Effective writing is a powerful tool in the business environment. Learn how to articulate your thoughts in a clear and concise manner that will allow your ideas to be better understood by your readers. Improve your business writing skills by learning to select and use appropriate formats for your audience, use the correct medium and adjust your writing style accordingly, as well as identify your objective and communicate it clearly.

Objectives:

- What to think about before sending your message?
- Elements of internal announcements and routine email requests.
- Responding to customer complaints and writing bad-news messages.
- Writing Emails & Other Electronic Communications
- Elements of a Proper Email
- Electronic Messaging Etiquette
- Importance of Properly Formatted Messages
- Review the Do’s & Don’ts of Electronic Communication

Strategies for Effective Communication

Managers and professionals at all levels must rely upon sound communication for effective working relationships. Through self-assessments, role-playing activities, and video simulations, this training course provides the communication skills in the workplace needed to handle all types of situations with a flexible, genuine, and self-confident approach, and build collaborative relationships based on trust and respect.

Objectives:

- Identify common communication problems that may be holding you back.
- Develop skills in asking questions that give you information you need.
- Learn what your non-verbal messages are telling others.
- Develop skills in listening actively and empathetically to others.
- Enhance your ability to handle difficult situations.
- Deal with situations assertively
Persuasive Communication Skills & Active Listening

This workshop is tailored to address all of the basic components of effective communication in the workplace and daily life. This workshop is an interactive course designed to give participants the tools to communicate more effectively with colleagues and clients, making your communication more impactful, persuasive and confident. The goal is to equip participants with a range of new techniques that will help them to:

Objectives:
- Listen carefully and speak more confidently to build rapport
- Analyze and use body language with purpose
- Lead conversations and influence people
- Enhance their professionalism at work
**Supervisory Skills**

**Critical Thinking & Problem Solving Strategies**

Successful organizations rely on critical thinkers and creative thought leaders who can generate inventive solutions to everyday problems. In this Critical Thinking and Creative Problem Solving training course, you gain the knowledge and skills needed to leverage left- and right-brain thinking, analyze problems, spur creativity, and implement innovative ideas in a practical way for your workplace.

**Objectives:**
- Recognizing business reasons for creative problem solving in the workplace
- Defining creativity vs. innovation
- Exploring the thinking process
- Pinpointing problems and their outcomes
- Applying outcome-based thinking

**Delegation Skills & Project Management**

People who are good at managing projects and daily tasks understand the value of delegation. They are able to balance workloads, focus on strengths, and develop others. This interactive workshop focuses exclusively on delegation skills. Participants will explore ways to delegate, follow delegation models, barriers to successful delegation, and a proven process for generating buy-in, confirming authority, monitoring tasks, and rewarding good performance.

**Objectives:**
- Describe the value of delegation.
- Recognize barriers to successful delegation.
- Explain the steps in effective delegation.
- Choose the right person for the right task.
- Delegate the correct level of authority.
- Use questions to generate buy-in, coach, and confirm understanding.
- Monitor delegated tasks.

**SMART Goals: How to Set Goals the S.M.A.R.T. Way**

SMART goal setting brings structure and trackability into your goals and objectives. In stead of vague resolutions, SMART goal setting creates verifiable trajectories towards a certain objective, with clear milestones and an estimation of the goal's attainability. Every goal or objective, from intermediary step to overarching objective, can be made S.M.A.R.T. and as such, brought closer to reality.

**Objectives:**
- Importance of Setting Goals
- What SMART Goals Look Like
- SMART Goal Process
- Your SMART Goals
- Follow-Up Steps for Success
Coach to Empower: Level Up Your Coaching & Mentoring Skills

This workshop is designed to address the fundamental coaching skills needed to sustain a harmonious, focused, and energized team. Participants will gain essential skills needed to facilitate coaching situations, which encourage learning and development, promotes a positive work culture, and increases management satisfaction through capacity building techniques.

Participants will leave with a better understanding of the power of coaching and its important role in the workplace. Skills learned in this workshop can be immediately applied to start improving the interactions between team leader and team members.

Objectives:
- Coaching for Success in the Workplace
- Applying Active Listening Skills
- Keeping Teams Focused & Energized
- Recognizing & Providing Feedback
- Securing Trust in Your Team

Organizational Effectiveness: Create Systems to Help You Stay Organized

Staying organized is the key to becoming effective in the workplace and stay true to the company mission. Participants will learn how to prioritize tasks, ideas to get organized, gain control when you are feeling overworked, overcommitted, and overwhelmed.

Objectives:
- Explore ideas and create an action plan for reducing clutter and increasing effectiveness.
- Understand and demonstrate the use of to-do lists and prioritization.
- Techniques for using calendar systems, managing emails and voicemails, and reducing time wasters

Self-Care & Resilience Training Techniques - Causes & Symptoms of Burnout

This program is designed to help participants regain control and build resilience at work by developing self-care habits for the mind and body. This program helps participants how to handle stress and find ways to minimize stress in others.

Objectives:
- Understand the connection between stress and physical or emotional problems.
- Learn a variety of techniques for stress reduction and self-care.
- Appreciate the role of positive thoughts and belief systems.
- Learn the importance of healthy eating, restorative sleep and physical activity.
Conflict Resolution: Getting Along in the Workplace

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a hockey game. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict.

What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work for mutual benefit.

Objectives:
- Understand what conflict is and how it can escalate
- Be able to recognize the five most common conflict resolution styles and when to use them
- Increase positive information flow, through non-verbal and verbal communication skills
- Develop effective techniques for intervention strategies
- Strengthen staff trust and morale
- Become more confident of your ability to manage conflicts to enhance productivity and performance

Developing Personal Leadership & Emotional Intelligence

There are a lot of smart and technically brilliant professionals who have trouble managing others and collaborating on a team. In most cases, what they lack is a critical level of Emotional Intelligence (EI) and the ability to manage their own emotions and others’ when they are under pressure. This program will teach company leaders how to handle their own emotions under pressure while increase personal leadership by learning how to manage your emotional brain in your most difficult moments. Company leaders will learn how to engage with their employees in a meaningful way.

Objectives:
- Learn the brain science of emotions that drives your behavior under pressure
- Increase your awareness of the situations that put you at risk of having your emotions lead to unskillful behavior and poor decisions
- Learn practical strategies to help you respond more skillfully as pressure, tension and complexity increase
- Identify patterns, triggers and emotional habits that either drive or derail your performance
- Learn to suspend judgment – become ‘more curious and less certain’ – to effectively engage and influence others
- Understand how to be an effective coach and help others develop the skills to perform under pressure
- Practice techniques through interactive exercises and develop an action plan to put those strategies into practice
**Team Builders**

**Attitude is Everything: How to Develop a Positive Attitude**

Participants will learn that their attitude equals their altitude. The power of attitude impacts every area of their life. They will discover the morale killers in the workplace: gossip, secrets, lack of communication, unclear goals and directives.

This training is geared to improve morale. It will highlight the responsibilities of managers and frontline teams to keep morale high. Bad manager attitudes roll down hill and stinky attitudes from the frontline rise up.

**WOW Your Customers & Deliver 5-Star Customer Service**

This workshop is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time.

**Objectives:**
- Defining Customer Service
- Meeting & Exceeding Customers’ Expectations
- Communication Skills for Excellent Customer Service
- Fundamental Techniques for Handling Difficult Situations
- Tools for Dealing with Difficult Customers
- Understand the Problem Solving Process

**Building a Great Team for Success**

This program is designed to identify the role of team members in contributing to the overall success of the company. We will discuss where and how good teamwork will improve team communication and identify obstacles to success. Participants will engage in fun activities to stimulate conversation and critical thinking.

**Objectives:**
- Components for Effective Teamwork
- How to shape a common purpose
- Establishing performance goals and metrics
- How to define a common working approach
- How to establish mutual accountability
- How to build trust and inspire teamwork
- How to maximize employee buy-in
- How to create a team identity
- How to expand team capabilities
- How to make the most of team diversity
- How to overcome resistance to change
Executive Coaching

Company leaders are very involved with both the day-to-day operations and the organization’s big picture. They are constantly thinking about their work which can lead to difficulty making healthy decisions. It is extremely important for a company leader to be able to discuss the operations and issues of the organization with someone who has no link to the organization and can be supportive when needed.

This will allow the company leader to really see everything from a distance and provide a holistic perspective about problems and brainstorm solutions.

An Executive Coach can be incredibly beneficial:

- Assistance with overcoming workplace challenges
- Accountability and motivational support
- Guidance with goal setting & task management
- Provide learning assignments in each session
- Improved decision making abilities
- Increased confidence levels

We recommend Executive Coaching sessions be a part of the Leadership Academy offerings; however, organizations can still hire our Executive Coaching services as needed. Coaching sessions are scheduled in advance and can be conducted virtually or in-person.

Manager Masterminds

Monthly meeting scheduled with key managers to discuss monthly goals and strategies. These sessions are the next level to the leadership academy. An Executive Coach will host a monthly meeting with your managers to teach them how to facilitate effective meetings, clarify any objectives managers have, and demonstrate how to resolve challenges with managers and their employees.

The Executive Coach will bring a table topic discussion to encourage learning on any area identified as a need in the group such as employee retention strategies, working with small groups, delegating assignments, or performance reviews.
Strategic Planning

Organizations who take their success seriously also take their strategic planning just as seriously. All companies, at one point or another, will get to a position where they are planning to make strategic changes that are going to impact the direction of their organization. Often times, senior leaders in an organization may be either lost on what avenue to take or may have significantly different views about what the strategic direction they should take is. Deciding on an approach to take and developing a plan and process for strategic change and management is essential. There are many times that hiring a strategic planning consultant is very beneficial to a company.

Having someone to work with you and your team on your strategic plan will allow for:

- Everyone to participate in the meeting. (If you’re leading, you can’t participate)
- More focus, because there is a structured agenda, and a person who’s main job is to keep you on time, and keep the conversations on track.
- Better execution, because you’ve built the strategy on a framework that is proven to be effective.
- NOTE: Whether you work with us or someone else, a strategic planning facilitator has a process, and it's their only job: to lead strategic planning.
- You COULD do it, but if it's not something you are used to doing, then you have to spend more time learning how to do it, and practice doing it well.
- The facilitator will provide notes and an implementation plan. If you do this, then you have to take time out from your normal day to day activities.
- Accountability to do something instead of having a plan that doesn't move forward

We organize full day strategic planning retreats for groups of 5 or more. We will create the agenda, facilitate the entire meeting, and provide you with a written plan within two weeks.

A typical agenda would look like this:

- Arrival & Networking Time
- Icebreaker Activity
- Review Previous Years’ Strategic Plan
- Part 1: Developing the Strategic Plan
- Break
- Part 2: Developing the Strategic Plan
- Learning Session
- Close

Each plan will have the following sections:

- Purpose Statement
- Mission Statement
- Values Statement
- Vision Statement
- Current Status and Reflections
- Objectives Outline
- Considerations
- Challenges
- Strategic Goal Breakdown with Strategies, Timing, Lead Contact, and Measurement for Success

To get started, we schedule an evaluation meeting to discuss the goals of the organization and go over any preliminary logistic action items. We will submit and invoice to your organization to confirm the date of your strategic planning retreat.
Bilingual Communication

Workplace English training is intended to increase the effectiveness of your non-English speaking employees to communicate with supervisors, management, co-workers and customers in the English language. It will also help to better interact with English-speaking guests by closing the communication and cultural gaps, resulting in improved service and understanding of your company’s operations.

Participants will:
- Be able to “get their point across” with English phrases and vocabulary designed to meet your company’s specific language needs
- Become more productive and reliable employee
- Not have to worry about Daycare or Transportation – Classes are at Your Company
- Learn in an energized, non-threatening environment where participants can thrive
- Receive resource materials and handouts customized to facilitate learning outside of the classroom

Company impact:
- Increase productivity, improve morale and increase retention
- Improved Customer Satisfaction
- Improved Operational Efficiencies
- Improved Workplace Safety
- Increased Profitability
- Increased Diversity in Leadership Positions
Desktop Training

Our desktop training classes help your employees develop marketable skills and turn business goals into practical results. We will train your team to utilize Microsoft programs such as Microsoft Excel, PowerPoint, Word or Outlook with real-world examples and integrate on-the-job applications to implement what was learned as soon as class is over.

Our goal is to train employees with patience and understanding as they learn new skills and develop their digital literacy through Microsoft programs.

Using Microsoft Excel can really take your work and manual records to the next level. You know how to work a computer but could really find a way to organize your data and create calculations that make sense for you. This class teaches you the fundamental framework of Excel so you can feel confident to create awesome spreadsheets.

This class covers:

- Navigate the Excel User Interface
- Create and Save a Basic Workbook
- Performing Calculations
- Modifying a Worksheet
- Add Borders and Colors to Worksheets
- Apply Number Formatting
- Apply Basic Conditional Formatting
- Preview and Print a Workbook
- Manage Workbook and Worksheet Views

Levels provided: Beginner, Intermediate and Advanced. We have a separate catalog for these course available on our website. WWW.COMPASSCBS.COM
Training Agreement

This agreement is entered into this ______________ __, 2019 between Compass Computer and Business School, LLC (hereinafter “Training Provider”) and ___________________ (hereafter “Company”) at ____________________________.

1) Services: Training Provider agrees to provide contract training services for The Company as described above. The Training Provider is responsible for the submission of all rosters, evaluations, and any other class completion documents required by the Company. The Company shall be responsible for providing equipment such as training space and audio/visual set up. Invoicing will be conducted monthly and payments for training are due within 5 days.

2) Cancellations: If Company cancels, terminates or reschedules for any cause less than ten (10) business days from the class dates listed are to commence, Company will pay Training Provider 50% of total instructional service fees and 100% of non-refundable travel expenses incurred. If Company cancels, terminates or reschedules for any cause less than five (5) business days from the class dates listed in Paragraph 2 are to commence, Company will pay Training Provider 75% of total instructional service fees and 100% of non-refundable travel related expenses incurred. In the event the Training Provider cancels this agreement with less than 10 business days notice, the Training Provider will be responsible for any additional costs for professional fees and travel related expenses the Company incurs in the securing of a replacement Training Provider. Neither the Training Provider nor the Company shall be held responsible for cancellations due to State of Emergency Conditions, inclement weather related conditions, or other circumstances beyond the reasonable control of the parties.

3) Confidentiality: During the term of this agreement, and thereafter for a period of five years, the Training Provider shall not, without the prior written consent of the Company, disclose to anyone other than attorneys, accountants, employees, or financial advisors any Confidential Information of the Company. For the purposes of this agreement, “Confidential Information” shall include the Company’s proprietary and confidential information including, but not limited to, coaching sessions, participant activities, the terms and scope of this agreement, client lists, marketing materials not readily available to the public, and any non-public financial information.

4) Independent Contractor: Nothing in this agreement shall in any way be construed to constitute Training Provider as an agent, employee, or representative of the Company. Company is not responsible for withholding or paying federal, state, or local income tax, FICA, unemployment, or other similar taxes nor liability, workman’s compensation or other similar insurance.

5) Controlling Law: This agreement shall be governed by the laws of the state listed as the address of the Company. Any disputes arising out of this agreement shall be settled in the state and county of the Company’s address, as stated in this agreement.

6) General Provisions.

a) Notices. Any notices required or permitted to be given under this Agreement shall be sufficient, if in writing and personally delivered, Faxed, or sent by certified mail, return receipt requested, to the addresses listed above, or to such other address as either party may designate to the other party in the manner above provided.

b) Entire Agreement. This agreement, including the exhibits hereeto, contains the entire agreement and understanding between the parties as to the subject matter of this agreement. No prior or contemporaneous obligations, conditions, warranties, or representations shall create binding obligations upon either party except for those expressly set forth herein.

This agreement may not be changed or altered except by a written agreement signed by both parties.

c) Survival. The provisions of this agreement which by their nature ought to survive the termination or expiration of this agreement, shall so survive.

7) Severability: If any provision of this agreement shall be determined to be null and void or otherwise legally unenforceable, the remaining provisions of this agreement shall remain in full force and effect.

_____________________________  _____________________________
Representative, Compass CBS  Company Representative

_____________________________  _____________________________
Date  Date
Company Contact Information

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