



SKILLS TRAINING

GREATER IMPACT THROUGH CHANGED BEHAVIOR

ainingg. impact

experience. learning. impact.

Eagle's Flight is about sparking transformation. We're about creating flashpoints where change happens, where people are inspired to do their jobs better, and to lead more effectively – all through learning that is rooted in our proprietary experiential design. We don't just go through the motions of corporate training – we're dedicated to unleashing the promise that is present inside every participant, and to ensuring that they are inspired to take their learning with them and apply it.

EXPERIENCE THE IMPACT THAT WELL-DESIGNED,
WELL-DELIVERED, WELL-SUPPORTED LEARNING
CAN DELIVER.

THE SKILLS

PROCESS IMPROVEMENT.....	3
SERVICE EXCELLENCE.....	5
TEAMWORK.....	7
PROJECT MANAGEMENT.....	9
EFFECTIVE PRESENTATIONS.....	11
LEADING MEETINGS.....	13
DELEGATION.....	15
TAMING TIME.....	17
LISTENING, FEEDBACK, AND PERFORMANCE MANAGEMENT.....	19

OUR POINTS OF DIFFERENCE.....	21
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THE 2/17 PROCESS™

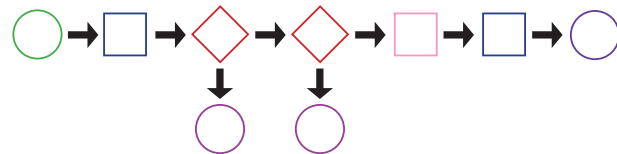
TWO PHASE/SEVENTEEN STEP APPROACH TO PROCESS IMPROVEMENT

Phase 1 - Process Identification

1. Review and analyze the business at present.
2. Identify possible areas for improvement and the potential impact of the improvements (consider speed, waste, quality, cost, rework).
3. Do a cost/benefit estimate to determine the potential impact and then rank order the opportunities.
4. Select one or more of these opportunities and then commit to making the improvement and achieving the foreseen benefit.
5. Develop your team by identifying a process improvement team, team leader, and executive sponsor.

Phase 2 - Process Improvement

1. Identify the process by its beginning and end points.
2. Flowchart with a team who touch the process.
3. Identify what you want to improve in the process.
4. Measure the existing situation.
5. Identify root causes for current results.
6. Brainstorm possible solutions.
7. Select a solution(s).
8. Flowchart the new process.
9. Present the solution for approval to senior management.
10. Implement the solution.
11. Measure the new results.
12. Assess the new process.



PROCESS IMPROVEMENT OPPORTUNITIES

1. Increase Speed
2. Eliminate Waste
3. Eliminate Rework
4. Improve Quality
5. Decrease Cost

Mandate A

Starting Cash: \$500

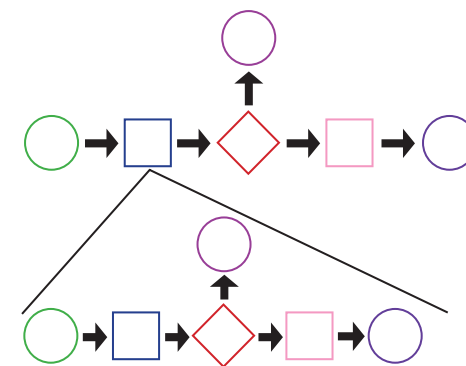


Techno-Band Specs

- Each techno-band requires a 10 inch cord
- Beads must be centered on the 10 inch cord
- Beads must not be too tight or too loose
- A quality check will be done at the Delivery Office
- All techno-bands must be individually packaged

SELECTED COURSE COMPONENTS

1. FLOW CHARTING



To enlarge one area of a flowchart and complete a chart within a chart

2. FIVE WHY ANALYSIS


3. GANTT CHARTING

4. BRAINSTORMING



PROCESS IMPROVEMENT

The Building Blocks of Service Excellence™



Strengthen Relationships
Build trust to create long-term relationships.

Respond Thoughtfully
Think before you speak and consider all options.

Communicate Clearly
Ensure they know what you mean.

Listen
Listen well! They know their need better than you.

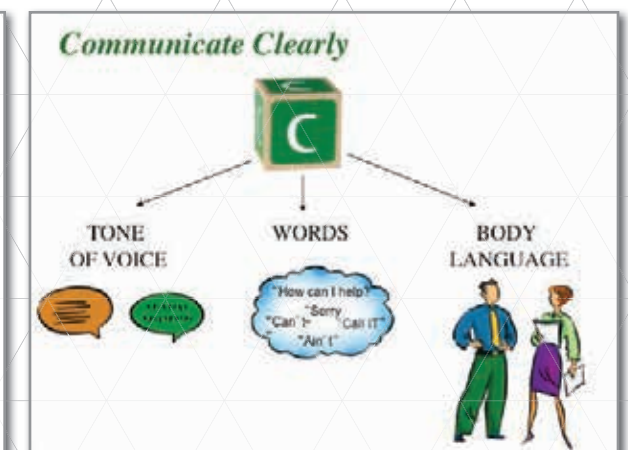
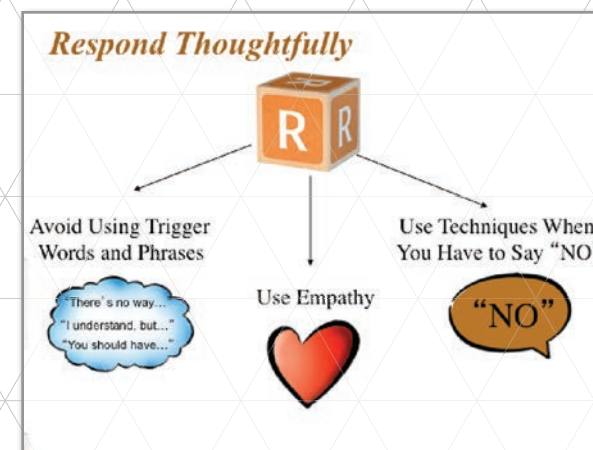
Service Mindset
Make the choice to be intentional.

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SELECTED COURSE COMPONENTS

SERVICE EXCELLENCE IS A JOURNEY NOT A DESTINATION



SERVICE EXCELLENCE

THE SEVEN CORNERSTONES OF TEAMWORK



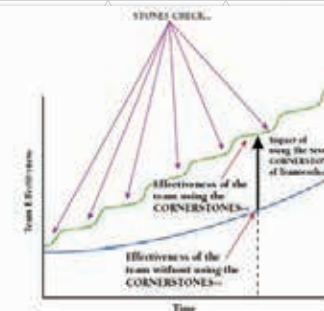
-  Leadership
-  Unanimous Focus on a Common Goal
-  Clearly Defined Roles for Subgroups
-  Shared Resources
-  Effective and Frequent Communication
-  Consistent, United, and Enthusiastic Effort
-  Periodic and Temporary Suppression of the Ego



Fira Tora Transit Corp.
AN UNDERGROUND PEOPLE TRANSPORT SYSTEM



SELECTED COURSE COMPONENTS



WHAT DO YOU BELIEVE ARE THE BEHAVIORS OF A WORLD-CLASS TEAM?



"PERFORMANCE OF THE GROUP IS THE REAL PROOF OF LEADERSHIP"

MAX DEPREE

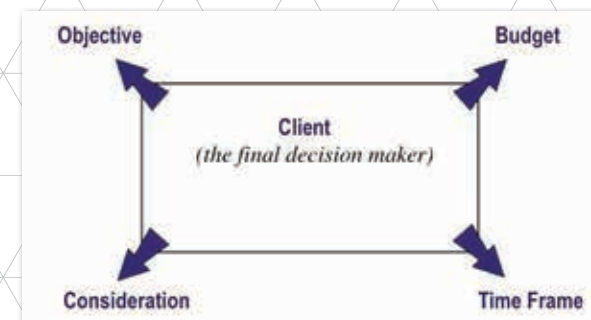
TEAMWORK

CONTENT SUMMARY

EXPERIENTIAL LEARNING IN ACTION



SELECTED COURSE COMPONENTS



Contingencies
a) What do we have to do to ensure failure?

Legend Options

Communication: How?

- Person to person
- Group meeting
- Voice mail
- Email
- Newsletter
- Social media

Gantt Charting: Essential Elements

- Checkpoints
- Deadline
- Approval required at this point before proceeding
- Go/No Go
- Budget review
- Budget reporting
- Training required here
- Infusion (resources, ideas, direction)
- Recognition event - celebrate success!
- Red flag

PROJECT MANAGEMENT

CONTENT SUMMARY

EXPERIENTIAL LEARNING IN ACTION

You're On!
Mastering the Skills of Effective Presentations

An effective presentation satisfies two criteria:

1. Understood
2. Remembered

Content + Delivery = Effective Presentation

What you choose to say + How you choose to say it = How you put it together

Images

**Presentation Exercise 1
Balloon Exercise**

VIDEO PRACTICE AND ANALYSIS

SELECTED COURSE COMPONENTS

1. Teach Less, Learn More

Remember, you are probably a subject expert compared to your audience.

- Avoid an "information dump" of details
- Select a few key supporting points (and Teach Less)
- Your audience will focus on those points, remember the central pillar (and Learn More)

2. HOW THE AUDIENCE THINKS

3. CREATING AND USING VISUALS

"Know your material... Cold!"

"Failure to prepare is preparing to fail."

"Practice, practice, practice!"

EFFECTIVE PRESENTATIONS

The Seven Principles for Running an Effective Meeting

1. Know the objective of the meeting.
2. Get input from all participants.
3. Ensure there is clarity between fact and opinion.
4. Recap periodically over the course of the meeting.
5. Make decisions.
6. Assign tasks to individuals.
7. Commit to following up after the meeting or at the next meeting.

LEADING MEETINGS



SELECTED COURSE COMPONENTS

The Seven Principles for Running an Effective Meeting

Principle #3
Ensure there is clarity between fact and opinion.
Know if a statement that is made is a personal opinion or is a documented fact.

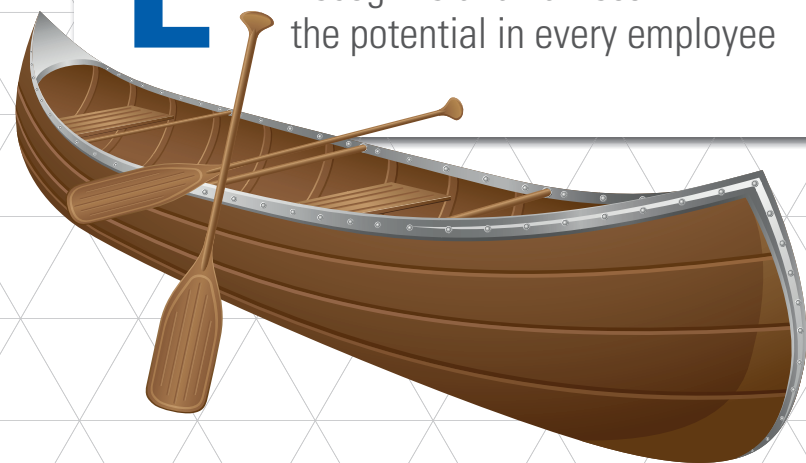
- Sort out facts from opinions
- Explore and analyze information appropriately
- Link conclusions drawn to original fact/opinion

The Seven Principles for Running an Effective Meeting

Principle #6
Assign tasks to individuals.
Individual accountabilities need to be detailed and written down – include expectations and timeframes.

- Ensure decisions result in specific individual actions/accountabilities
- Specify deliverables and outcomes expected
- Decide on deadlines and follow-up dates

- C** **CLARITY**
Provide a clear line of sight from the path to the goal and subsequent expectations
- A** **ACCOUNTABILITY**
Provide a clear "Sandbox" size that allows appropriate freedom of action
- N** **NUDGE**
Informal, in the moment coaching to improve a result or avoid a problem
- O** **OWNERSHIP**
Ensure personal ownership is taken to deliver on commitments
- E** **ESTEEM**
Recognize and harness the potential in every employee

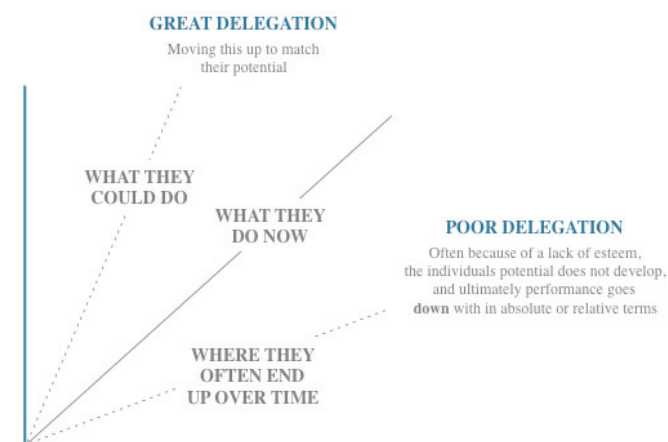


DELEGATION



SELECTED COURSE COMPONENTS

ESTEEMING OTHERS

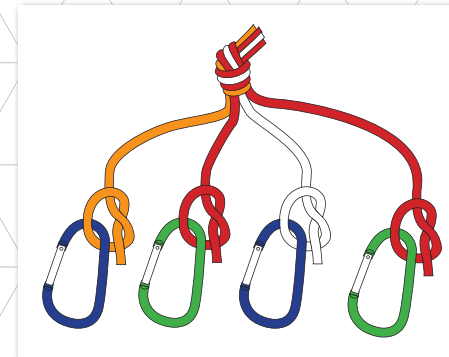


CONTENT SUMMARY

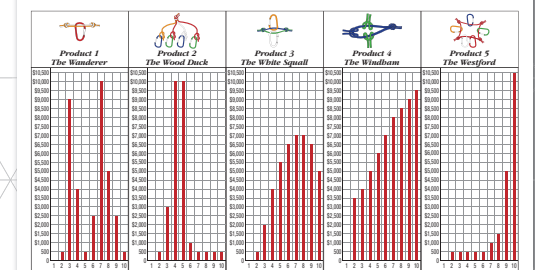
1. COURSE CORRECT FREQUENTLY FOR OPTIMUM EFFICIENCY
2. ELIMINATE NONPRODUCTIVE WORK (THE GOOD, THE BAD, AND THE UGLY)
3. CREATE TASK LISTS
4. SEE THE BIG PICTURE
5. DETERMINE PRIORITIES EFFECTIVELY
6. MAJOR ON THE MAJORS
7. REMEMBER TO INCLUDE A FUTURE FOCUS
8. USE THE "UATC" FILTERS
9. "DIAGNOSING" FAILURE TO AVOID SIMILAR FUTURE BEHAVIOR

TAMING TIME

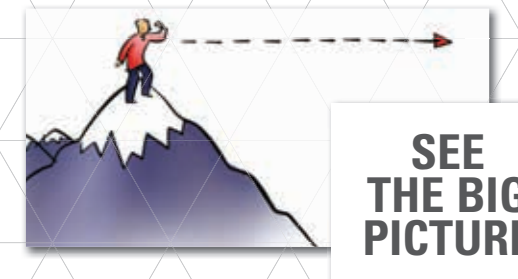
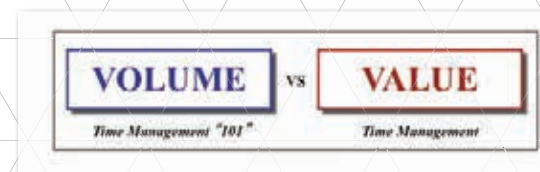
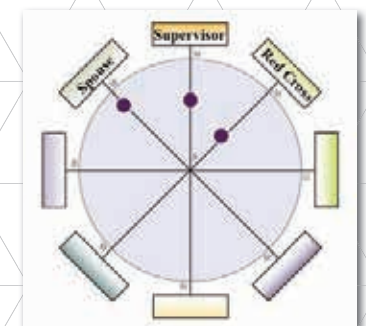
EXPERIENTIAL LEARNING IN ACTION



Windjammer - Market Value Graph



SELECTED COURSE COMPONENTS



LISTENING

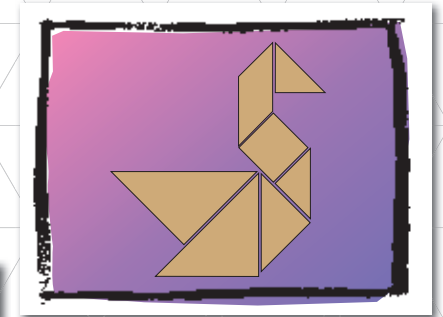
1. Establish Common Language
2. Misunderstanding vs. Missed Understanding
3. Confirming Clarity
4. Perception vs. Reality
5. Avoiding Interruption

FEEDBACK

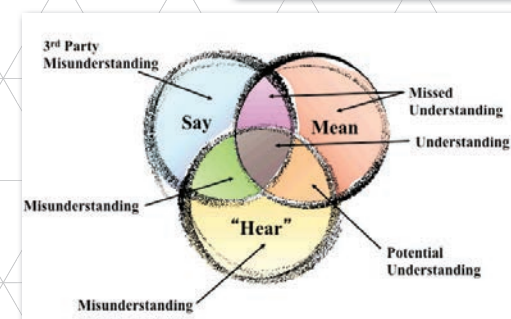
1. React: Speak the Truth
2. Respect: Speak with Tact
3. Results: Speak about Consequences

PERFORMANCE MANAGEMENT

1. Performance Management vs. Coaching
2. Adapting Comments to Performance Level
3. Ensuring Clarity of Messages
4. Handling Difficult Situations
5. Next steps



SELECTED COURSE COMPONENTS



“THE LEADER OF THE PAST WAS A PERSON WHO KNEW HOW TO TELL. THE LEADER OF THE FUTURE WILL BE A PERSON WHO KNOWS HOW TO ASK.”

THE LEADER OF THE FUTURE - MARSHALL GOLDSMITH

LISTENING, FEEDBACK AND PERFORMANCE MANAGEMENT

OUR POINTS OF DIFFERENCE

PRAGMATIC

Practical principles and tools immediately applicable back on the job.

EXPERIENTIAL LEARNING

Engaged participants learning through participants and personal discovery.

FACILITATOR EXCELLENCE

World-class facilitators who bring the learning to life that creates immediate relevance.



WHY EAGLE'S FLIGHT?

A WORLD LEADER IN EXPERIENTIAL LEARNING

Eagle's Flight pioneered experiential learning in 1988 and has been the recognized leader in the field ever since.

A RECOGNIZED LEADER IN CUSTOMIZATION

Since 1998, Eagle's Flight has been creating customized solutions explicitly tailored to the culture, values, requested 'look and feel,' and desired learning outcomes for many of the world's best known companies.

A RESULTS-BASED SOLUTION PROVIDER

Our clients often migrate away from other training providers to a more exclusive engagement with Eagle's Flight as they realize that partnering with us is a competitive advantage.

WORLD CLASS FACILITATORS

The rigorous solution and training process employed by Eagle's Flight in the building of our facilitation team has been repeatedly recognized as among the very best in the industry.

A COLLABORATIVE PARTNER

Whether delivering an off-the-shelf or custom solution, Eagle's Flight's Account Management Model ensures the level of partnership and engagement that occurs is consistent with the client's expressed wishes.

GLOBAL IN SCOPE

Because our content is licensed to 55 professionals in 45 countries, we are able to serve the global community, and reflect their indigenous languages, cultures and values in our training programs.

QUALITY MATERIALS AND DESIGN

Our in-house art team and print shop create only the highest quality learning materials to ensure participant engagement. Clients consistently rate us 'second to none' in bringing learning to life.

STEVIE AWARD WINNER

Since 2005, Eagle's Flight has won eight Stevie Awards, including Best Product Development Team, Distinguished Honoree for Most Innovative Company of the Year in North America and Distinguished Honoree for Executive of the Year in North America.



ABOUT EAGLE'S FLIGHT

WHAT WE DO

Eagle's Flight is an innovative leader in the development and delivery of practical training programs for the global business community. Through the use of experiential learning, we assist organizations of all sizes in gaining a competitive edge by significantly strengthening their workforce.

Our offering of training programs includes team and training experiences as well as leadership development and learning, all supported by our significant expertise in optimizing relevance and impact. Within each of these business segments, our point of difference remains the same – a focus on results, driven by our unique experiential approach and brought to life by our dynamic people.

Globally, our programs are offered in more than 25 languages and represented by international licensees in over 45 countries. Our worldwide team is consistently rated as exceeding client expectations, delivering more than 200 programs per month to groups ranging in size from 10 to over 2,000 participants. Our global structure also enables us to work with large multinational companies to provide them with consistent training messages and methods around the world.

CONTACT US

Eagle's Flight has offices throughout the United States and Canada, and is represented by global licensees around the world. Within the United States, our main office is located in Minnesota. Within Canada our main office is located in Ontario.

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SOCIAL NETWORKING





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