

AHREND COACHING & TRAINING

Ahrend Coaching & Training provides high quality, result-oriented training, coaching and consulting in the areas of Project Management, Leadership Development, Team Building, Communication Skills, Negotiation Skills, Conflict Resolution, Business Process Analysis, as well as career coaching services for professionals and college students. This document provides a description of the courses and services offered and outlines course content. Additionally, customized programs can be developed upon request. We are committed to helping you build a strong, resilient, and professional work force to meet your business challenges with confidence. Let us know how we can serve you and your organization.

Ahrend Coaching & Training

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“To Educate, Inspire, and Empower people to meet their challenges with confidence and to help them lead more meaningful lives through the development of their special talents and gifts.”

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PROJECT MANAGEMENT

Project Management Fundamentals: A Roadmap to Project Success

This course is intended for organizations that are serious about delivering successful projects to their customers and stakeholders. The course teaches the fundamentals of project management and covers the 10 knowledge areas and best practices of project management. **Knowledge areas include:**

- Project Integration Management
- Project Scope Management
- Project Human Resources Management
- Project Communications Management
- Project Stakeholder Management
- Project Quality Management
- Project Time Management
- Project Cost Management
- Project Risk Management
- Project Contract Management

Others topics to be covered include:

- Project constraints
- Project processes and project life cycles
- Project selection methods
- Project challenges
- The importance of lessons learned
- Scope creep
- Effective leadership
- Stages of team development
- Effective project teams
- Project documentation
- Project tools, techniques and strategies
- Best practices

Audience: Anyone who manages and coordinates projects including: engineers, project and program managers, project coordinators, managers of project managers, business analysts and others with project-related responsibilities.

Program Length: 2-3 days; can be delivered as a 1-day high-level overview. (PDU's awarded based on length of class.)

PMP® Exam Prep

This course is designed to prepare project managers to sit for and pass the Project Management Professional (PMP®) Exam administered by the Project Management Institute (PMI). Students will be provided a workbook, a PMP® Prep Boot Camp Manual with 560 sample test questions, and access to an on-line 200-question exam simulation.

Content includes:

- Review of the 10 Knowledge Areas
- Project management process groups
- Project life cycle
- Key terminology
- Inputs/outputs/tools and techniques
- Environmental factors and organizational influences
- Project documentation
- Project constraints
- Earned value management
- Cost and time estimating techniques
- Roles and responsibilities of project managers
- Leadership theories
- Professional and social responsibility (ethics, integrity, behavior)
- Study techniques
- Preparing to take the exam
- What to expect the day of the exam
- Registration procedures

Audience: Anyone preparing to sit for the PMP® Exam. Students can verify that they qualify to sit for the exam and complete the application process by visiting www.pmi.org/certification.

Program length: 5 days/35 hours (Meets the 35 hour education requirement to qualify for the PMP® exam)

Note: The prerequisites for the PMP® exam can be found on the Project Management Institute's website at www.pmi. The PMP® certification is the most widely and globally recognized and often required certification for project managers. With a 4-year degree the requirements include: 4500 hours leading and directing projects and 35 hours of project management education.

Stakeholder Engagement: Strategies for Delivering Successful Projects

Successful stakeholder engagement is essential to delivering a successful project. A project manager must have a clear understanding of their stakeholders' needs, requirements, priorities and the importance of building and managing relationships with key stakeholders. This course helps project managers identify and prioritize stakeholders and their needs and to develop strategies to successfully engage stakeholders so projects can be delivered within the project constraints to the satisfaction of their customers and other key stakeholders.

Content includes how to:

- Identify and analyze stakeholders
- Develop and understand the power/interest grid
- Identify stakeholder needs and priorities
- Use the consultative approach in gathering requirements
- Create realistic expectations
- Recognize and mitigate project constraints
- Invest in the “human factor”
- Influence key stakeholders
- Employ stakeholder engagement strategies
- Contract with the client
- Deal effectively with communication challenges
- Develop and deliver strategic communications
- Use successful problem solving and decision making techniques

Audience: Leaders, project managers, program managers, business analysts and others whose role is to gather and satisfy stakeholder needs for successful project management.

Program Length: 3 days (22.5 PDU's awarded: 10 Technical, 8.5 Strategic and Business Management and 4.5 Leadership)

Juggling Priorities: Critical Success Factors for Project Managers

Project managers are required to wear many hats, juggle numerous and competing priorities and manage numerous stakeholders with differing interests. This course will address the critical success factors to help project and program managers successfully prioritize and manage differing interests, delegate and manage day-to-day project responsibilities, avoid scope creep and meet time commitments.

Content includes:

- Consequences of poor planning in a project environment
- Frequent time wasters
- Quadrant approach to time management
- Prioritization systems
- How to delegate effectively and manage day-to-day responsibilities
- How to empower others and establish accountability
- The importance of a clear and compelling vision
- Strategies for prioritizing stakeholder needs
- How to avoid scope creep
- Planning tools and techniques

Audience: Project managers, program managers, project coordinators, managers of project managers, business analysts and others with project-related responsibilities.

Program length: 1 -2 days; can be part of another related course. (PDU's awarded based on length of class.)

LEADERSHIP/COMMUNICATIONS/TEAMBUILDING

Compelling Leadership: From Effective to Exceptional

This course prepares team leaders to deal with the challenges of leading diverse teams and covers topics critical to understanding what it takes to be a compelling leader, a leader people want to follow.

Content includes:

- Leadership expectations
- An understanding of positional leadership vs. servant leadership
- Overview of the 5 Levels of Leadership
- Strategies to build and lead high performing teams
- What's required to build trust and rapport
- How to create an environment for project success
- How to creating a compelling vision to achieve project objectives
- How to think and plan strategically
- How to create accountability
- A model for engagement
- Strategies and approaches for empowering others
- Effective communication techniques
- How to resolve conflict effectively while strengthening relationships
- Change management strategies
- Tools for decision-making and problem-solving

- Lessons learned
- Professional development plan

Audience: Team leaders, managers of manager, project and program managers. The content of this course is geared toward more experienced leaders who want to increase their effectiveness and probability of leading high-performing teams for project success.

Program length: 3 days (22.5 PDUs awarded: 15 Leadership and 7.5 Strategic and Business Management)

Leading Through the Storm: Leadership Strategies for Building High Performing Teams

Developing a group of individuals into a high-performing team takes knowledge, skills and strategy. In this course we will explore the stages of team development; *forming, storming, norming* and *performing*; and how to successfully transition from one stage to another. **Some of the questions to be answered include:**

- What leadership skills are required to build a high-performing team?
- What are the natural and inevitable stages a team will go through to becoming high performing?
- What are the challenges a team will face in each of the stages?
- How does a leader determine the stage their team is in; what behaviors can be identified? How does the leader manage behaviors for positive outcome?
- How does a leader develop and gain competence and commitment from team members?
- What do the team members need from the leader in each of the stages?
- What critical things must be done to help individuals move from *forming* and *storming* to the development of a team identity and productivity?
- What strategies, leadership styles, tools and techniques can be used to meet challenges with confidence and achieve maximum performance as quickly as possible?
- What happens if appropriate strategies are not employed? What are the consequences?
- How to effectively manage conflict?

Audience: Anyone who leads a team: project team, virtual team, and/or functional teams.

Program length: 2-3 days (PDUs awarded based on length of class.)

Leadership and Effective Teams

This is an introductory workshop into leadership and team building. This workshop will lay the foundation for more in-depth studies on leadership and what it takes to build a successful, productive team.

Content includes:

- Leadership defined
- Characteristics of an effective leader
- Building trust and rapport
- Stages of team development
- Leadership styles
- Developing effective teams
- Lessons learned

Audience: Anyone new to a leadership position or anticipating moving into a leadership role

Program Length: 1 day. (7.5 PDUs awarded: 5.5 Leadership and 2.0 Strategic and Business Management)

Communication that Connects: Building Bridges Through Effective Communication

Effective communication is key to building high performing teams, meeting customers' and stakeholders' needs and expectations, and creating organizational success. **Communication that Connects** looks at the obstacles to effective communication and the characteristics of communication that connects peoples' interests and builds bridges. This course identifies opportunities to tear down walls and connect with stakeholders including team members, senior management, internal and external customers, suppliers, vendors, and other key stakeholders.

Course content includes:

- How to gather and understand stakeholder requirements
- Understanding relational vs. substantive issues
- Identifying and focusing on interests vs. positions
- How to engage in "collaborative speak"
- Reframing a situation for a positive outcome

- How to remove obstacles and build bridges
- Best practices of communication that connects
- Lessons learned

Audience: Anyone in a leadership role, project managers, program managers, business analysts, managers of managers, supervisors

Program Length: 2 days (15 PDUs awarded: 10.0 Strategic and Business Management, 3.5 Leadership, 1.5 Technical)

NEGOTIATIONS/CONFLICT RESOLUTION

Negotiation Skills: A Collaborative Approach to Problem Solving and Resolving Conflict

There are two basic approaches to resolving conflict, compete or collaborate. One creates walls and damages relationships; the other builds bridges and enhances relationships. One approach focuses on the positions of each party and the other on the interests of both parties. One creates obstacles to success; the other removes obstacles. This course focuses on how to build long-term relationships through a collaborative approach to problem solving and decision-making.

Content includes:

- The two major approaches to resolving conflict
- Stages of negotiations
- Key terminology
- An understanding of the problem vs. the people
- How to invest in the human factor
- Basic elements of a collaborative negotiations
- Planning the negotiations
- Understanding and addressing barriers to cooperation
- Employing breakthrough strategies for a successful negotiation
- Lessons learned

Audience: Anyone in a problem solving and decision making role including leaders, team members, supervisors, managers, project managers, program managers, business analysts.

Program Length: 2-3 days; the 3-day version includes an assessment tool that will enhance the participants' ability to communicate and navigate personal relationships more effectively. A 1-day high-level overview is also available upon request. (PDUs awarded based on length of class.)

Have a Nice Conflict 😊

Conflict...

- Is inevitable
- Is predictable
- Helps us to be more creative
- Helps us make better decisions
- Is desirable

Conflict is a natural part of our day-to-day life and if understood and managed properly can help us be more productive and build stronger relationships. If misunderstood and mismanaged conflict can be destructive and damage our personal and professional relationships. The goal of conflict resolution should be to resolve the differences in a positive and respectful way that maintains the relationship. Although conflict itself is neither good nor bad, the process of gaining agreement can be very stressful and even uncomfortable and can often lead to anything but resolution!

“**Have a Nice Conflict**” is a workshop that helps participants better understand motivation and behavior, perceptions, assumptions, filters and other factors that can lead to either productive or destructive conflict. The **Strength Deployment Inventory (SDI)***, is used to explore and understand:

- Relationship Awareness Theory
- Motivational Value Systems
- Portrait of personal strengths
- Self-worth model
- Conflict model

The **expected outcome of the workshop** is:

- Self-awareness of strengths, weaknesses and personal filters
- Better understanding of the values and motives of others that drive behavior
- An understanding of our conflict triggers and our perceptions
- More effective way to manage conflict for a productive end result

Audience: Anyone who works in a team environment; this is a great team building exercise and is recommended for retreats, conferences, and project team kickoffs.

Program length: 1 day (7.5 PDUs awarded: 4.5 Strategic and Business Management and 3.0 Leadership)

* Strength Deployment Inventory: Understanding Personal Strengths in Relating to Others by Elias H. Porter, Ph.D. (Personal Strengths Publishing)

(**Note:** This workshop can be paired with Negotiation Skills: A Collaborative Approach to Problem Solving and Resolving Conflict and/or a leadership or team building workshops.)

OTHER TRAINING

Creative Problem Solving

When you think about it, businesses exist because of “problems.” **Successful businesses are successful problem solvers!**

How can we get our products into the customers’ hands faster? How do we reduce cycle time and increase productivity? How do we improve our customers’ experience? How can we gather the information we need in a cost-effective, efficient manner without undue aggravation to our clients? How can we get lost luggage reunited with its owner as quickly as possible? How can we keep our potato chips from crumbling? How can we streamline our process to create greater value for our customers? How can we ensure that our guests’ needs are met and exceeded – that we totally WOW them? Someone will eventually come up with answers to our problems, challenges and opportunities.

Successful problem solvers use a process to identify, create, and implement solutions to meet their challenges; this workshop will examine that process and introduce tools for creative problem solving. This workshop is very interactive so be prepared to bring some of your business problems with you!

Audience: Anyone engaged in problem solving; great for project managers, team leaders, and team members. A great team building workshop where team members will walk away with tools and strategies to increase their ability to “think outside the box.”

Program Length: 1 day (7.5 PDUs awarded: 4.5 Strategic and Business Management and 3.0 Leadership)

Business Process Analysis: How to Streamline Your Processes and Create Value for Your Customers (Available 2nd quarter, 2020)

An organization's greatest assets are its people and its products and services. However, having good products and good people are not enough to keep an organization competitive. The **real competitive advantage** is determined by the **core processes** an organization has in place. If your processes are bloated and inefficient it will impact your ability to deliver "value" to your customers in a timely and cost-effective way.

If your customers do not find "value" in the products and services you provide they will search for it elsewhere. Past successes do not guarantee future successes. Because we are so "busy" we too often neglect the primary thing that keeps us competitive and that's our processes!

Do your current processes enable you to deliver products and services to your customers **faster, cheaper, better**? Are your current processes causing you to lose business to your competitors? Are your processes filled with value-added work that serves your customers' needs or are they filled with non-value-added steps and waste that cause you unnecessary time, cost and effort? This course will address those questions and many others that are critical to your on-going success in the marketplace.

Business Process Analysis will ensure participants understand the importance of having streamlined processes and how to streamline their existing processes to keep them ahead of the competition. Topics addressed in this hands-on, interactive course include:

- Why on-going process analysis is critical to organizational success
- Symptoms of a bloated, inefficient, ineffective, and outdated process
- Understanding "efficiency" and "effectiveness"
- Analyzing the current "As Is" process
- Determining the value-added, non-value added, waste and essential steps in a process
- Creative problem-solving techniques to address how to streamline an inefficient, ineffective process
- Developing the "To Be" process
- Challenges you will face in implementing "change"
- Leadership strategies for implementing new processes
- Strategies to communicate the changes
- Tools, techniques, and best practices

Audience: Anyone responsible for organizational change and ensuring their organization's success in meeting customers' needs. This course is ideal for working with an intact team responsible for streamlining existing processes. It can also be delivered in a public (open) session.

Program length: 2-3 days; this is a very interactive, hands-on course that includes approximately 20% lecture and 80% application using either case studies or actual company processes if delivered for an intact team. (PDU's awarded based on length of class)

Lights, Camera, Action: Discover Your Passion

This workshop gives participants the opportunity to explore their passion and purpose in life. Mark Twain once wrote, *“The two most important days in your life are the day you are born and they day you discover why.”*

While some people grow up knowing what they are passionate about, many are still searching. **“Lights, Camera, Action”** outlines steps and strategies to discover your *“why.”* Instead of allowing others to write the script for your life, participants will have the opportunity to write their own script to live the life they chose.

Objectives of the workshop include:

- Increasing self-awareness
- Creating opportunities for personal success
- Exploring the life you want to live
- Writing the script for the life you desire
- Creating an action and implementation plan
- Setting goals for personal “profit”

Audience: Anyone who lacks motivation and excitement in their current job; anyone in transition and trying to decide what to do next; anyone trying to figure out what they want to do when they grow up; anyone who wants to be an active participant in their life rather than a passive observer.

Program Length: 1-2 days

COACHING/TEAM BUILDING INSTRUMENTS

Myers-Briggs Type Indicator (MBTI) – The MBTI is a personality assessment that measures personal preferences. This instrument was developed originally as a tool to help people select careers for which they are best suited. The MBTI is helpful for anyone who wants to have a better understanding of their preferences, the preferences of others, and how to build stronger relationships. It

is a valuable tool in team building, leadership, effective communication, and in resolving conflict and negotiating successfully. (The Myers-Briggs Company)

Strength Deployment Inventory (SDI) – The SDI is an instrument that helps people build productive relationships and manage conflict by providing insight into the motivation that drives behavior. It looks at situations where things are going well and when we are under stress and in conflict and is based on the following four premises: 1) Behavior is driven by motivation 2) Motivation changes in conflict 3) Personal weaknesses are overdone strengths and 4) Personal filters influence perception. (Personal Strengths Publishing)

DiSC – Is a leading personal assessment tool used to improve interpersonal communication, enhance individual and team performance, reduce destructive conflict, increase productivity, and improve work results. It is a model of human behavior that looks at four basic dimensions or styles of thinking, feeling, and acting. The goal of the instrument/assessment is to provide self-awareness, other-awareness, and situation-awareness. (Wiley/Inscape Publishing)

All of these tools can be used for a variety of situations including understanding more about **leadership, effective communication, team building, building stakeholder relationships, dealing with stress and conflict, problem-solving, increasing productivity, and delivering better results**. The instruments can be used as stand-alone or as part of one of the courses listed on the previous pages. Course length varies depending on client's need from ½ day to 1-day workshops.

CONSULTING SERVICES

Ahrend Coaching & Training offers **consulting services** working with organizations and individuals to help them meet their business challenges with confidence. **Consulting is offered in the following areas:**

Project management
Leadership development
Team building
Performance improvement
Process analysis and redesign

COACHING SERVICES

Ahrend Coaching & Training offers coaching services to individual contributors, leaders, teams, executives, and to those in transition. We also provide college to career coaching, helping students determine career paths, select majors, build essential business and life skills, and prepare for their transition from college to their careers.

Team coaching
Executive coaching
Career coaching
Career transition services*
College2Career coaching

* **Career transition services** include: job search and communication strategy, resumes, cover letters, marketing plans, interview prep, networking, negotiating compensation, and social media.

SPEAKING ENGAGEMENTS

Kerry Ahrend is available to deliver keynote speeches and other speaking engagements and to deliver **Mastermind Sessions** of John C. Maxwell books including:

- **The 21 Irrefutable Laws of Leadership**
 - **The 15 Invaluable Laws of Growth**
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PRICING

Contact **Ahrend Coaching & Training** for pricing information. Pricing is dependent on a number of factors including the number of days, any customization required, number of participants, and the number of sessions delivered.

CUSTOMIZATION

Ahrend Coaching & Training can also develop customized course material and workshops to meet your specific needs as it relates to project management,

leadership development or any of the other topics covered above. Contact Kerry Ahrend at **919-801-6152** to discuss your specific needs.

PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

Course completion certificates will be awarded and include the number of Professional Development Units (**PDUs**) or Continuing Education Units (**CEUs**) earned.



Mission Statement

“To educate, inspire, and empower people to meet their challenges with confidence and to help them lead more meaningful lives through the development of their special talents and gifts.”

Kerry Ahrend, M.S., PMP is an international trainer, speaker, coach, and business consultant specializing in project management, leadership, organizational development, and business coaching. She has a Master’s Degree in Human Resources Training and Development and is a certified Project Management Professional (PMP®) Kerry has 20+ years of experience delivering the best practices of project management and developing leaders in the private and public sectors as well as for non-profits. She has worked with clients in over 22 different countries.

Some of the organizations she has delivered training to include: AT&T, HP, Cisco, ABB, Qualcomm, SAS, IBM, Exxon-Mobile, Total Oil Company, Chevron, Ford Motors, Volvo, Boeing, Turkish Aerospace Industry, Wachovia, Banco de Puerto Rico, Brasil Telecom, Century Link, American Red Cross, US Club Soccer, Census Bureau, National Institute of Health, Department of Transportation, Department of Homeland Security, Marine Corp Intelligence, Department of the Navy and World Bank. She has delivered coaching services at N.C. State, Duke, UNC and numerous corporate clients.

Kerry is a regular speaker at Colonial Job Seekers in Cary, North Carolina, and volunteers at Corral Riding Academy as a mentor and coach to “at risk” girls ages 11-18. Additionally, Kerry is an animal advocate and fosters and fundraises for several local rescue groups including Neuse River Golden Retriever Rescue and Triangle Beagle Rescue. She is also a certified coach for North Carolina Special Olympics with whom she has coached athletes in golf and alpine skiing for the past 17 years.

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