Reynolds Consulting Overview of Services

Communication - Collaboration - Change

As global competition intensifies, visionary companies are investing in a pipeline of emerging leaders who can help secure a competitive edge. Reynolds Consulting helps your organization coach, develop, and grow its internal talent into skilled and knowledgeable leaders. Our strategies enable participants to leverage their strengths to better lead and influence their team.

Reynolds Consulting uses a customized manager and executive leadership development approach integrating your organization’s culture, leadership competencies, and goals. We use these factors to create business leadership skills and tools that your leaders will begin using at once.
Employee Development

Managing Upwards - 1 day
Most of us face one great challenge at work; balancing our own priorities with those of our manager. Understanding what is important to our manager, and knowing how they prefer to work and communicate allows us to work more effectively and provide a greater number of opportunities.

Managing Upwards will provide your participants with the tools and techniques required to effectively influence and work with their managers. The content will help them adapt their own approach to work in such a way that they can develop a positive work relationship with their manager, which in turn will improve their personal skills and make them a more effective employee.

Decision Making - 1 day
Decision making plays a fundamental role in both our business and personal lives. At work, it is a key component of problem solving which is a challenge that is constantly faced. Those employees that are able to master the skill of making decisions are the very people who take the business forward and, in doing so, develop their own career.

Making decisions and solving issues is made much easier when we have a set of tools and processes at our disposal. This training gives your employees the skills that will help them to understand decisions, define problems, evaluate options and make the best choices.

Influencing Skills - 1 day
Influencing other people is a crucial business skill. So learning how to influence is an essential development skill for any employee, no matter what their role in the organization. Whether you’re trying to up-skill lower level employees, middle management or senior leaders, Influencing Skill gives your employees the ability to influence others.

The purpose of these influencing skills is to help participants focus on understanding, developing and adapting influencing styles to best suit individual situations.

The skills and models discussed will help your employees with managing workload and performance, developing those around them, influencing people other than their own team and influencing people more senior than them.

Situational Self Leadership – 1 day
What group spends their days working with customers and making your business run? It’s your individual contributors. They are the silent majority of your organization and without their motivation and commitment, nothing happens. Our Self Leadership development program
teaches individuals the mindset and skillset they need to become empowered, proactive self-leaders who take control of their own success and are committed to getting results for your organization.

Supervisors, Team Leaders and First Time Managers Programs

Expectations of a Frontline Leader – 1 day
Every day, managers solve difficult problems, turn organizations around, and achieve astonishing performance. To be successful, every organization needs good managers.

Expectations of a Frontline Leader is suitable for anyone that works in a management or leadership role. They will be provided the perfect foundation for new managers to develop and grow, while giving existing managers the chance to review their current skills and build on their performance.

Effective Communication Skills - 1 day
Effective communication skills are the cornerstone to success in the business world today. Every job, no matter what it is, requires excellent communication capabilities. If you want to progress in your role, you need to be able to both express yourself clearly and be able to listen and understand the needs, wants and intentions of others when they communicate.

This training course will help develop your communication skills and ensure you understand others when they communicate, while getting your own message across clearly and in a way that fosters positive relationships. You’ll learn what it takes to be a successful communicator and how best to communicate confidently with people at all levels.

Correcting Unacceptable Behavior and Performance – 1 day
The modern work environment places many demands on the Manager, not the least of these, the need to treat ‘difficult’ employees with the same care and respect afforded to those who are less demanding. Recognizing and understanding the cause or causes of this behavior, and the Manager’s self-awareness of their own behavior and its impact, are vital in the fight to create a working environment where everyone is treated equally and are afforded the same opportunities.

This training session will provide you with both the knowledge to appreciate the reasoning behind what we might consider difficult behavior as well as the tools to manage and overcome difficult behaviors in the workplace.
Planning for Change - 1 day
Anyone in a position of managing or leading others will benefit from the message delivered by these Change Management training course materials.

Planning for Change provides your managers with a series of straightforward techniques that, if followed correctly, will give you a different way of discussing the future changes at your organizations, to help make them a success not only for the individuals attending the training course, but for their teams and customers too.

Managers and Executives

The EQ Leader – 1 day
The emotions that control our behaviors in life can be described as our ‘map of the world’ and it is how you view this map that affects your behavior. No two people have an identical map of the world, but if we can make ourselves more aware of the reasons for our map we can begin to understand others better and even start to manage our actions and feelings.

Emotional intelligence is the ability to recognize and manage emotions. Those who understand emotional intelligence are more likely to avoid miscommunication, reach consensus, lead and address conflicts effectively and manage their stress and the stress of others.

This workshop sets out to provide you with the fundamental knowledge required to develop your awareness of EI and in doing so help you to perform more effectively and relate better to those you lead.

Building a Winning Team - 1 day
Everybody has a different way of doing things. Many times our differences are accepted; sometimes they even complement each other. Unfortunately, there are times where teams find their differences can cause confusion or frustration.

Fortunately, there is a solution. The DISC System addresses three common challenges that teams face: motivation, conflict, and communication. Once we have a framework to make sense of our differences, we can learn what to expect from one another. DISC provides teams with simple, intuitive ways to make lasting improvements in a team's effectiveness.

Building Trust – 1 day
Trust is at the heart of every relationship, and it's especially critical in the workplace. In fact, the primary factor affecting employee turnover is whether or not a trusting relationship was developed between the manager and the employee. Our Building Trust workshop teaches your managers how to build trust to increase engagement, creativity, and commitment.
Situational Team Leadership® - 1 day
Team initiatives often fail to accomplish their goals due to a lack of shared purpose, unclear goals and roles, a lack of mutual accountability, and ineffective leadership. Our Situational Team Leadership training program teaches your managers how to apply the right leadership style based on the team’s development stage to improve communications, increase productivity, drive higher performance, and successfully lead team initiatives.

Coaching Skills for Leaders - 1 day
The most effective managers and leaders have the qualities of a great coach. Leaders who use coaching skills can improve morale, retain their key people, provide better customer service in their organizations, and experience higher productivity overall.

Coaching Skills for Leaders is a skills-based training program that focuses on helping leaders integrate coaching into their leadership style by developing core coaching skills and applying new behaviors to help develop employees, colleagues, and teams. The program focuses on drawing out ideas and solutions, collaborating, partnering, and developing people by using directive and supportive behaviors to drive business results.

Situational Leadership® - 1 or 2 days
The Situational Leadership® II model is an easy-to-understand, practical framework that helps your managers diagnose the needs of their people and then provide the appropriate leadership style to meet those needs. Your managers learn the four stages of development, from enthusiastic beginner (D1) to self-reliant achiever (D4), and how to apply the appropriate directive and supportive behaviors, from directing (S1) to delegating (S4), to match the development needs of their people.

Building Capacity in Others (Mentoring Program) - 1 day
Mentoring is a learning support mechanism where an experienced person provides guidance, knowledge and advice to someone who is in development or has less experience in a given topic or function.

The role of mentor is a very important one and whether the relationship is formal or informal, the fact is that a good mentor can be instrumental in the development of not only a mentee’s skills and knowledge, but also their behavior, attitude and social outlook.

Building Capacity in Others will help your participants to develop their skills as a mentor, increase their awareness of the role and responsibilities as a mentor and highlight how the role of mentor might personally benefit their own development.
Executives and Teams

My Leadership Story - 1 day
Our stories and life experiences make us who we are. They inform others of our values, principles, and approaches. Our experiences teach us things, inform our conclusions about life, and ultimately crystallize our points of view. Everyday life experiences present us with defining moments that shape us as leaders. These defining moments also become the backdrop of the stories we tell.

My Leadership story links who you are as a person, the sum total of your experience, your personality, your beliefs and values, with how you lead and manage, i.e. how you relate to colleagues and followers in terms of your thinking and subsequent actions.

By creating a framework and vocabulary for discussing and analyzing your leadership story, you will begin your personal journey through understanding how your stories shape your life, gain greater awareness of how you see yourself and how you may be viewed by others, the impact of values on your authenticity, develop a strategy for more effective decision making and to integrate who you are with your organizational outcomes.

Team Chartering - 1 to 2 days
The Team Charter is a set of agreements that clearly states what the team wants to accomplish, why it is important, and how the team will work together to achieve results.

The Team Charter provides a preliminary delineation of roles and responsibilities, outlines the project objectives, identifies the main stakeholders, and defines the authority of the project manager. It serves as a “GPS” to give reference of authority and direction for the future of the project.

Leadership Coaching for Executives – 3 to 6 months
Executives are the key influencers in their companies, yet rarely have access to objective, ongoing feedback. Leadership Coaching provides top leaders with a confidential and neutral sounding board to discuss challenges and opportunities.
Ongoing Development for High Potentials, Supervisors, Managers and Executives

Coaching Services - 3 to 6 months
Leadership coaching is a personal development process designed to enhance a leader’s success in achieving his or her professional objectives within the context of an organization’s values and business goals.

The role of the coach is to help the client maximize performance. We do this by analyzing the leader’s strengths and development opportunities, clarifying goals, developing action plans, addressing new skill needs and eliminating obstacles that stand in the way of success.

We offer 3 types of Coaching

- **Coaching for Learners** - Coaching to support learning reinforces training and development programs by helping learners apply the knowledge and skills acquired. It provides for focused, one-on-one discussions about how to apply new concepts and internalize their learning to maximize the benefit for the learner and the organization.

- **Leadership Coaching for Development** - High potential, fast-tracking managers work on goal setting for self and others, team leadership, relationship building, and other skills needed for their professional development.

- **Leadership Coaching for Executives** - Executives are the key influencers in their companies, yet rarely have access to objective, ongoing feedback. Leadership Coaching provides top leaders with a confidential and neutral sounding board to discuss challenges and opportunities.