

Quality Texas Foundation Training Opportunities 2021

The following customized Training Opportunities are provided to organizations to help with education, training, and funds distribution as shown. This catalog may enable organizations with a structured system of opportunities.

The following training events have been developed and can be tailored to fit your organization.

Organization Hosting: If an organization is interested in hosting for your own organization, please follow the steps below. Minimum of 25 class participants. Organizations may invite other organizations to reach the class minimum.

Step 1: Notify the QTF that you would like to schedule the class/seminar.

Step 2: Confirming the dates are available. If confirmed, Lin will load the class into the Cvent System.

Step 3: The organization will register individuals for the training.

Step 4: QTF will provide completion certificates to all participants.

Step 5: Surveys will be given to each participant and the results will be shared with the organization.

Instructor Bio: Dr. Mac McGuire, (LTC, Ret.) ARMY is the facilitator. His PhD is in Organizational Behavior and Leadership. His organization in the Army won the Chief of Staff Award for the best installation in 2000 (green Baldrige). He is also a Professor who has taught a variety of subjects at the University of Texas, the University of Mary Hardin Baylor, and Southern Methodist University. He has been the CEO of the Quality Texas Foundation since October 2014 and has three books to his credit.

Points of Contact: Quality Texas Foundation, (TX, PR, MO, KS, LA) www.quality-texas.org; Ms. Lin Wrinkle-McGuire, linwrinkle@quality-texas.org or drmac@quality-texas.org. 512-818-3901/512-656-8946

Summary of all training events are shown in this word template. More detailed descriptions follow in two tables.

Table 1 contains courses longer than one day. Table 2 has the one-day courses.

Table 1		
Training Title	Length of Time	Description Page #
Internal Coach/Examiner Training (IC/E) (Continuous Improvement Certification – CIC possible from UTEP)	3 days	4
Baldrige Pre-Examiner Course	3 days	5
Baldrige Writing Seminars	3 days	6
Introduction to Baldrige	Flexible to meet needs	7
Leadership Development Course I (7.0 version)	3 days	8
Leadership Development Course II (3.0 version)	3 days	9
Strategic Planning Course (3.0 version)	3 days	10
Customer Engagement Course (3.0 version)	3 days	11
Workforce Engagement Course (3.0 version)	3 days	12
Information Management, Analysis, and Knowledge Management Course (1.0 version). (Building a Learning Organization using metrics)	3 days	13

Table 2		
Training Title	Length of Time	Description Page #
Putting Your Strengths to Work	One day; 6 hours	14
A Leaders Framework for Decision Making & Problem Solving: How to Fix the Problem for Good!	One day; 6 hours	15
Executing with Strategic Speed: Getting it Done: Faster, Cheaper, Better Than Competitors	One day; 6 hours	16
Effective Life/Time Management: Self-management and Self-evaluation? Concentration of Effort! Add Energy!	One day; 6 hours	17
Strategic Planning in One Day!	One day; 6 hours	18
First Level Supervisor's Survival Course	One day; 6 hours	19
Mentoring, Coaching, and Counseling: When do you do which one and Why?	One day; 6 hours	20
9 Steps to Finishing First in a Learning Organization – How to become all you can become and more.	One day; 6 hours	21
Seven Models of Leadership: Which is best for you to adopt?	One day; 6 hours	22
The Role of Ethics in our Organizations	One day; 6 hours	23
Deliberate Process Improvement Steps; How to Fix the Problem for Good!	One day; 6 hours	24
Break All Your Rules That Are Holding Back Your Work And Creating Barriers	One day; 6 hours	25
How to be a more Valuable Employee and Enjoy Work!	One day; 6 hours	26
10 Commandments of Being an Effective Boss (Post-Covid)	One day; 6 hours	27
Commitment and Creating the High Performing Team: 12 Steps to Creating the All-Star Team – You Can Do It!	One day; 6 hours	28
Communication and Listening: How good are you at this?	One day; 6 hours	29
Top Reasons Why Employees Don't Do What They are Supposed to do	One day; 6 hours	30
Managing/Leading Change: The Proactive Approach Out in Front of the Change	One day; 6 hours	31
Dealing with Difficult People They are like Animals: What YOU Can Do About Them!	One day; 6 hours	32

Training Title: Internal Coach/Examiner Training (IC/E)

Curriculum Description: This course is designed to prepare the participant with the basic skills necessary to conduct an Independent Review, a Consensus Review, and a Site Visit.

This class also delves into how to help the participant to become an Internal Coach or Internal Consultant for their organization. A Continuous Improvement Certification is possible with this training event.

Who Should Attend: Individuals or Organizations desiring to learn more about the Baldrige Criteria and to Become a Trained Examiner.

Dates/Time and Length of Training (hours/days): 3 days.

Training Costs per Participant: \$750 online /\$800 if in person (to cover lunch meals and administrative costs).

Location: Online; Onsite option possible beginning July 2021; need 25 participants and will be able to personalize by teaching in your own organization for your own application.

Other Information: SPECIAL NOTE: Upon completion of the training, Independent Review, Consensus Review, and Site Visit, participants may be awarded a CONTINUOUS IMPROVEMENT CERTIFICATION (CIC) from the University of Texas at El Paso (tier 1 university).

Training Title: Baldrige Pre-Examiner Course

Curriculum Description: This course is designed to prepare the participant with the basic understanding of the Baldrige Criteria. It also gives a brief review of how to conduct and Independent Review, a Consensus Review, and a Site Visit.

This class also delves into each the Organizational Profile, The Baldrige Categories, The Baldrige Scoring Dimensions, and determining Scoring Band Descriptors.

This is intended to be a slow walk with plenty of time for questions.

Participants will be taught the intent of the Criteria, how to determine Strengths, Opportunities for Improvement, and the importance of Basis, Overall, and Multiple Items to Address.

Who Should Attend: Individuals or Organizations desiring to learn more about the Baldrige Criteria and to understand the Criteria intent.

Dates/Time and Length of Training (hours/days): 3 days.

Training Costs per Participant: \$750 online /\$800 if in person (to cover lunch meals and administrative costs).

Location: Online; Onsite option possible beginning July 2021; need 25 participants and will be able to personalize by teaching in your own organization for your own application.

Other Information: None.

Training Title: Baldrige Writing Seminars

Curriculum Description: This course is designed to prepare the participant with the skills and knowledge to write an application at certain levels. This seminar is a deep dive into the requirements of the Baldrige Criteria. This is intended to be a slow walk with plenty of time for questions.

If the applicant does not have a process, the instructor will draw a generic one they can use initially or fully develop and own.

This class also delves into each the Organizational Profile, The Baldrige Categories, The Baldrige Scoring Dimensions, and determining Scoring Band Descriptors.

Participants will be taught the intent of the Criteria, how to determine Strengths, Opportunities for Improvement, and the importance of Basis, Overall, and Multiple Items to Address.

Who Should Attend: Individuals or Organizations planning on submitting an application or seeing how the Baldrige Criteria may be used to improve the organization.

Dates/Time and Length of Training (hours/days): Days may be adjusted based on organizational maturity

- Organizational Profile and all Basic Questions addressed, Commitment Level - 3 days.
- Organizational Profile and all Basic and Overall Questions addressed, Progress Level - 4 days.
- Organizational Profile and all Questions addressed, Award Level - 5 days.

Training Costs per Day: \$4,500 per day (plus expenses if travel is in person); \$4,000 per day if a member of QTF at the \$5K Level

Location: Online; Onsite option possible beginning July 2021; allowing up to 30 participants and will be able to personalize by teaching in your own organization for your own application.

Other Information: None.

Training Title: Introduction to Baldrige

Curriculum Description: This course is designed for those individuals and organizations that are new to the Baldrige Framework. It features a walk through the Framework and all Categories, a review on the ROI for organizations who have won the state and national award, a look at various industries, and a question-and-answer session at the conclusion.

Who Should Attend: Leaders at all levels; Potential Leaders; Leaders refresher.

Dates/Time and Length of Training (hours/days): 1½ hour - \$1,000; 3 hours - \$2,500; 6 hours - \$4,000 (plus expenses if on site)

Training Costs per Organization: See above.

Location: Online; Onsite option possible beginning July 2021; need minimum of 25 participants

Other Information: None.

Training Title: Leadership Development Course I (7.0 version)

Curriculum Description: This course is designed for leaders at all levels. The foundation of the class is grounded in the Baldrige Framework. It includes the latest research from Harvard Business School, MIT/Sloan School, and the latest business books (30). It has case studies, YOUTUBE videos, leadership quotes, a leadership personality test, and a listening evaluation.

Topics discussed include trust, empowerment, strategic planning, customer engagement, teambuilding, communication techniques, meeting management, generational differences, and the 5 Cardinal Sins of Leadership.

Breakout Rooms are used to promote small group discussion and learning. A book "*Beacons of Light on Leadership*" is also a part of the training (mailed hard copy).

Who Should Attend: Leaders at all levels; Potential Leaders; Leaders refresher.

Dates/Time and Length of Training (hours/days): 3 Days; may be conducted in half day or full day increments as requested by customers.

Training Costs per Participant: \$750 online /\$800 if in person (to cover lunch meals/administrative costs).

Location: Online; Onsite option possible beginning July 2021; need minimum of 25 participants

Other Information: May be personalized to fit your organization with a focus on your priorities or by your industry such as healthcare, education, for profit, NFP, manufacturing, faith-based institution as requested by customers.

Training Title: Leadership Development Course II (3.0 version)

Curriculum Description: This course is designed for leaders at all levels. The foundation of the class is grounded in the Baldrige Framework. It includes the latest research from Harvard Business School, MIT/Sloan School, best MBA schools in the nation, and the latest business books (18). Topics include:

Day 1 - Taking Charge: How to Maximize Group Effort and Prioritize Work. This day plus includes short discussions about

- How to Take Charge of your position in the organization, empowerment, meeting management, how to gain expertise, finding mentors, how to maximize group effort and prioritize work, developing a leadership philosophy, and 5 most prominent leadership styles (Lewin) pros and cons.
- How to Develop Trust, 13 Behaviors of High Trust: Character based, Competency based, and both Character and Competency based. Requirements to be a good teacher, rarely solve problems, good communicator issues, managing your time, trusting your intuition, remove people for cause, taking care of your subordinates, peers, and supervisors, providing a clear, compelling direction for work, organizational goals before personal goals, how to run meetings, and some other topics.

Day 2 - 10 Steps to Developing You as a Leader. This day plus will highlight the four distinct types of leaders: leading, learned, latent, and limited, the art of influencing others, differences between a boss and a leader, keys to effective leadership, and finally the Five Levels of Leadership (position, permission, production, personal development, and finally personhood) and how to move to the next level to be promoted, Leaders 7 Deadly Sins, and how to create positive change.

Day 3 - Understand Three Critical Tools of a Leader – Mentoring, Coaching and Counseling: When do you do which one and WHY! Improving your BRAND and Future Value for the organization. This included the definition of mentoring, coaching and counseling, Five Misconceptions of all three, Top 10 Reasons not to do any of the top three, specific counseling steps, 5 Steps to modifying behavior in you and others, and why employees don't do what they're supposed to do and what to do about it

This final day has significant case studies of actual events in the life of a leader, how to be a great mentor and mentee, how to coach many employees at the same time, how to provide a solid game plan for success, key rules of counseling, and how to drive to be number 1 in your field.

All of the three days have YOUTUBE videos, leadership quotes to promote interactivensess. Breakout Rooms are used to promote small group discussion and learning.

Who Should Attend: Senior Leaders, Leaders at all levels; Supervisors of Supervisors, Potential Senior Leaders; Leader's refresher.

Dates/Time and Length of Training (hours/days): 3 Days; may be conducted in half-day or full day increments as requested by customers.

Training Costs per Participant: \$750 online /\$850 if in person (to cover lunch meals and administrative costs). Special organizational discounts may be granted for classes over 30.

Location: Online; Onsite option possible beginning January 2023; need minimum of 25 participants

Other Information: May be personalized to fit your organization with a focus on your priorities or by your industry such as healthcare, education, for profit, NFP, manufacturing, faith-based institution as requested by customers.

Training Title: Strategic Planning Course (3.0 version)

Curriculum Description: This course is designed for leaders at all levels. The foundation of the class is grounded in the Baldrige Framework. Includes the latest research from Harvard Business School, MIT/Sloan School, and the latest business books (21). Topics:

First 2 Days – How to determine your vision, mission, values, core competencies, goals, strategic objectives, and action plans. Also included are discussions around how to create a purpose-driven organization, strategic planning in one slide, levels of change management, and how to develop your own three to five year organizational and personal balanced scorecard.

Day 3 – Personal Strategic Planning. Topics are focused on: Quotes, Johari Window, Maslow Hierarchy of Needs, (HON), Personal Strategic Planning in one slide, Discovering your Strengths, 5 Ways to Develop Your Strengths, Seven Areas of Concern, Words to describe you, Obstacles to Building Strengths, and finally, your personal fifteen-year strategic plan.

It has case studies, YOUTUBE videos, leadership quotes to promote interactivenss. Breakout Rooms used to promote small group discussion and learning.

Who Should Attend: Leaders at all levels; Potential Leaders; Leaders refresher.

Dates/Time and Length of Training (hours/days): 3 Days; may be conducted in half day or full day increments as requested by customers.

Training Costs per Participant: \$750 online/\$800 if in person (to cover lunch meals and administrative costs).

Location: Online; Onsite option possible beginning July 2021; need minimum of 25 participants

Other Information: May be personalized to fit your organization with a focus on your priorities or by your industry such as healthcare, education, for profit, NFP, manufacturing, faith-based institution as requested by customers.

Training Title: Customer Engagement Course (3.0 version)

Curriculum Description: This course is designed for leaders at all levels. The foundation of the class is grounded in the Baldrige Framework. It includes the latest research from Harvard Business School, MIT/Sloan School, and the latest business books (13). Topics include:

First Day has Customer Service Data/Information/Statistics, Seeing Customer Service Strategically, Baldrige Framework for Organizational Improvement; Customer Service Refinement; and 9 Keys to Great Customer Service in Education.

Second Day has information on the 12 Customer Service Tips For Healthcare Professionals, 7 Steps to Successful Government Customer Service, 6 Customer Service Tips For NFPs and Stakeholders/Donors, Keys to A Customer Centered Culture (Toister, The Customer Service Handbook).

Third Day has the Importance of Convenience (Hyken, The Convenience Revolution), Strategic Customer Service – Goodman, and 12 Key Tenets-Great Customer Service.

It has case studies, YOUTUBE videos, leadership quotes to promote interactiveness. Breakout Rooms are used to promote small group discussion and learning.

Who Should Attend: Leaders at all levels; Potential Leaders; Leaders refresher.

Dates/Time and Length of Training (hours/days): 3 Days; may be conducted in half day or full day increments as requested by customers.

Training Costs per Participant: \$750 online /\$800 if in person (to cover lunch meals and administrative costs).

Location: Online; Onsite option possible beginning July 2021; need minimum of 25 participants

Other Information: May be personalized to fit your organization with a focus on your priorities or by your industry such as healthcare, education, for profit, NFP, manufacturing, faith-based institution as requested by customers.

Training Title: Workforce Engagement Course (3.0 version)

Curriculum Description: The foundation of the class is grounded in the Baldrige Framework Category 5. It includes the latest research from Harvard Business School, MIT/Sloan School, and the latest business books (13). Topics include:

First Day – Definition of Workforce Engagement, By Products of Workforce Engagement, Developing Critical Thinking Skills, Top 10 Drivers of Workforce Engagement, Several recent HBS EE Studies, 9 Reasons to Rethink your Workforce Evaluations, and 13 Best Ways to Improve Your Workforce Evaluations.

Second Day – Top 10 Reasons Employees Leave Their Organizations and What to do About It, 8 Steps Supervisors Can Take To Make Employees Quit, Hiring and Promoting for Talent, How to be Successful at Delegation and Empowerment, Work Life Balance Starts with Leaders, Working Remotely, and Leaders Need to Stop Being Scary to the Workforce.

Third Day – Workforce Environment Factors, Defining your Culture, Hire leaders for what they can do and not what they have done, Reskilling Workers Is a Central Part of Corporate Social Responsibility, How an Organization Can Fight Burn Out Collectively, and finally How to Remove some Stress – Constantly Feeling Overwhelmed.

It has case studies, YOUTUBE videos, leadership quotes to promote interactiveness. Breakout Rooms are used to promote small group discussion and learning.

Who Should Attend: Leaders at all levels; Potential Leaders; Leaders refresher.

Dates/Time and Length of Training (hours/days): 3 Days; may be conducted in half day or full day increments as requested by customers.

Training Costs per Participant: \$750 online/\$800 if in person (to cover lunch meals and administrative costs).

Location: Online; Onsite option possible beginning July 2021; need minimum of 25 participants

Other Information: May be personalized to fit your organization with a focus on your priorities or by your industry such as healthcare, education, for profit, NFP, manufacturing, faith-based institution as requested by customers.

Training Title: Information Management, Analysis, and Knowledge Management Course (1.0 version). Includes how to Build a Learning Organization using the appropriate metrics.

Curriculum Description: This course is designed for leaders at all levels. The foundation of the class is grounded in the Baldrige Framework. It includes the latest research from Harvard Business School, MIT/Sloan School, and the latest business books (10).

Topics include: How do we know we have the right measures – 9 Steps Using the Balanced Scorecard and Reasons for Failure, 9 Steps to Finishing First in a Learning Organization, 7 Learning Disabilities, and Systems Thinking.

It has case studies, YOUTUBE videos, leadership quotes to promote interactiveness. Breakout Rooms are used to promote small group discussion and learning.

Who Should Attend: Leaders at all levels; Potential Leaders; Leaders refresher.

Dates/Time and Length of Training (hours/days): 3 Days; may be conducted in half day or full day increments as requested by customers.

Training Costs per Participant: \$750 online/\$800 if in person (to cover lunch meals and administrative costs).

Location: Online; Onsite option possible beginning July 2021; need minimum of 25 participants

Other Information: May be personalized to fit your organization with a focus on your priorities or by your industry such as healthcare, education, for profit, NFP, manufacturing, faith-based institution as requested by customers.

Training Title: Putting Your Strengths to Work

Curriculum Description: This seminar is designed to have the participants evaluate if you are using your particular strengths at work.

Topics to be covered include: Discovering your Strengths (Talent test); Talent Defined; Words to Describe YOU; Required Organizational Competencies; Organizational Assumptions/Madness; Obstacles to Building Strengths; Developing YOUR SWOT/C; Developing your Personal Strategic Improvement Plan for YOU; and finally, Looking at the beginning of your Successful Life/Work Plan

Who Should Attend: Anyone who wants to determine their strengths and get into assignments to maximize those strengths.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: A Leaders Framework for Decision Making & Problem Solving: How to Fix the Problem for Good!

Curriculum Description: This seminar is designed to have the participants evaluate decision making and problem-solving skills at work.

Topics to be covered include: Ten Commandments of Problem Solving; The Role of the Real Change Leader and Problems; 7 Traits of Real Change Leaders; and 12 Steps to Solving Problems

Who Should Attend: Anyone who wants to sharpen their problem-solving skills at work or at home as the same principles apply.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Executing with Strategic Speed: Getting it Done: Faster, Cheaper, Better Than Competitors.

Curriculum Description: This seminar is designed to have the participants evaluate how they execute their plans and how they can prioritize and speed up decisions by building in certain time-tested tenets.

Topics to be explored are: The Need for Speed (Strategic); Role of the Climate/Environment/Culture in Execution Speed; Role of Leaders; Differences between Fast and Slow organizations; Strategic Planning (Direction); Leaders and Strategy; and the Key People Factors for Speed.

Who Should Attend: Anyone who wants to stop the firefighting we all experience and focus on the major areas of concern while adding speed to their organization.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Effective Life/Time Management: Self-management and Self-evaluation?
Concentration of Effort! Add Energy!

Curriculum Description: Do you find yourself focusing on work too much. Are you not doing what you really want to do?

Topics to be discuss include: Work/Life Balance; Are You a Workaholic; Add Energy to your Life Journey; Ten Key Principles of Time Management; Time Management and Daily Activities; Meeting Management - Types of Meetings; Rules of Followership; Danger Signs of Your Impending Failure; Stress and Time Management; Your Personal Strategic Plan; and some Final Thoughts.

Who Should Attend: Open to all who struggle with managing not only their work but life as well; Work/Life Balance is necessary.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Strategic Planning in One Day!

Curriculum Description: This is a crash course in Organizational Strategic Planning.

It includes the following topics: Definitions of Strategic Planning; Factors in Strategic Planning; Strategy and Ethics; Crafting and Executing Strategy (Implementation); Thinking Differently; Importance of Vision and Mission; Critical Nature of Values; Types of Strategic Planning Models; Proposed Framework (Generic); and Levels of Change.

Who Should Attend: Open to all who would like to view the new way to conduct organizational strategic planning after COVID-19.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: First Level Supervisor's Survival Course

Curriculum Description: The First Time Supervisor's Survival Course has been carefully designed to maximize teaching strategies and increase the possibility of success in a leadership position. This course will highlight first level supervisor problems from over 100 books and over 54 years of experience of the instructor.

The use of real-world case studies will drive home the key teaching points. The primary focus of this course is two-fold. First, keep the participants from making the same mistakes as others have made in the past. Second, allowing experiential learning to overcome the most often mistakes made by leaders at the front line.

Participants in this workshop will be able to: Understand the relationship to character and leadership; The need to exhibit ethical behavior; Discuss how to build Charisma; Determine the true definition of Commitment; Learn how to improve office communication; Support the Boss – Good or Bad; Building blocks of how to construct an effective team; Criticality of Mentors in development; Learn how to pick your battles; Continue to build your brand; and, Importance of positive attitude.

Who Should Attend: Anyone finding themselves in a first level supervisor role for the first time or for a refresher for those in a first level supervisor role.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Mentoring, Coaching, and Counseling: When do you do which one and Why?

Curriculum Description: This course is designed to allow the participants to discuss with the lecturer about the difference between the three leadership/management tools and decide when to use which one. This course also highlights why you should use each one. This class interweaves organizational and personal experiences with the appropriate tools.

Mentoring is the process of forming/maintaining an intensive and lasting developmental relationship. The four phases of mentoring will also be discussed.

Coaching has evolved into a directive process to train and orient employees.

Counseling, a lost art, will be discussed at length. It is a supportive process to assist an employee in defining work and success on behalf of the organization and the individual.

This class is taught in an interactive setting, using real case studies, and with time to discuss the topics in class.

Who Should Attend: Anyone finding themselves in a quandary about which leadership tool would best fit various situations; role playing is used in the breakouts to give the participants real problems with actual case studies.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: 9 Steps to Finishing First in a Learning Organization – How to become all you can become and more.

Curriculum Description: The Goal is to develop an understanding of the role of continuous organizational and personal learning and its relationship to organizational change and personal and organizational success. Topics to be covered include a discussion of the following topics:

Seven Learning Disabilities that stop organizations from being Great; and the 9 Steps include:

Step 1: Clear Vision, Mission, and Values – short-term and long-term strategic planning;

Step 2: Personal Mastery – capability and capacity;

Step 3: Reevaluate Mental Models Currently Held – let go of the past;

Step 4: Process Evaluation – how we do work;

Step 5: Customer Focus – define customers completely;

Step 6: Internal Training – very deliberate and intentional toward specific job;

Step 7: Organizational Learning – collective toward teambuilding and building of relationships;

Step 8: Systems Thinking – connectedness; and finally,

Step 9: Adopting a World-Class Framework – Baldrige Quality Award—Simply the best of the best—world-class in every respect

Who Should Attend: Any organization or leader who really desires to build a learning organization with a World Class Framework.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Seven Models of Leadership: Which is best for you to adopt?

Curriculum Description: This course highlights the top leadership models in the last fifty years and what they tell us about skills, knowledge, and talents needed in the future.

Traits, skills, style, situational approaches along with transactional, transformational (charismatic) and servant leadership models are discussed.

Participants are encouraged to discuss each at length during regularly scheduled breakouts during the day. It is through a review of these models that participants understand which model compliments their own individual strengths.

Who Should Attend: Any leader who really wants to take an MBA type class and review the most successful models for Leadership.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: The Role of Ethics in our Organizations

Curriculum Description: This seminar is designed to inform and highlight the need for a discussion with everyone in your organization about the role of Ethics in accomplishing work.

Topics to be addressed include: Business Ethics Definition; What is Managerial Ethics and how has it changed in the last ten years; Where do the ethical standards originate; Criteria for Ethical Decision Making; Management Morality; Do organizations need strategies to be ethical?; Managing Ethical Conduct: Four Approaches to Managing Business Ethics, and Crafting a Social Responsibility Strategy.

Who Should Attend: Any individual or organization concerned about the role of ethics in the way they treat customers and the workforce.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Deliberate Process Improvement Steps; How to Fix the Problem for Good!

Curriculum Description: This seminar acquaints the participants with a deliberate, intentional, and disciplined process improvement process.

It includes: Getting Oriented; Getting Started; Defining the Issue; Why Selected; Value-Exchange; Current Status; Analysis; Actions; Results; Standardization; Problems Remaining; Future Plans; and a Formal Presentation of the Process.

Who Should Attend: Any individual or organization struggling to define and describe a simple but effective process improvement process.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Break All Your Rules That Are Holding Back Your Work And Creating Barriers

Curriculum Description: This class is designed to have participants evaluate what internal rules may be restricting work accomplishment.

Topics include: 12 Ways to Measure Human Capital; Required competencies of Fortune 500 companies; Four Keys to Leading; Skills, Knowledge, and Talents – What is the difference; Seven Most Basic Components of an Effective Lesson; The Art of Interviewing for Talent; Performance Management – Great Managers and Leaders; and The Art of Influence - Become Their Navigator.

Who Should Attend: Any individual or organization wishing to look at what barriers the organization has created to limit effectiveness and efficiency.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: How to be a more Valuable Employee and Enjoy Work!

Curriculum Description: This seminar is designed to help all types of employees from the front line to the senior leaders take a hard look as what is required today to be a valuable employee.

Topics discussed in some detail include: 1. Attitude is Everything; 2. Be Proactive and not Reactive; 3. Put the Most Important Things First; 4. Continually Improve your Skills; 5. Overcome Empowerment Problems; 6. Overcome Communication Problems; 7. Practice Continual Improvement; and 8. Become a Team Player.

Who Should Attend: Any individual or organization desiring to become more valuable at work or to review what they should be like at work.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: 10 Commandments of Being an Effective Boss (Post Covid)

Curriculum Description: This seminar may enable the participants to understand what employees really expect of their boss and how bosses can become more effective by following some key principles discussed.

Topics include such as: Discussion of Situational Leadership; 13 Fatal Errors Managers Make and How to Avoid Them; 10 Commandments of Being an Effective Boss; How to Overcome YOUR Blind Spots; and Leadership and You (Big Bumper Sticker).

Who Should Attend: Any individual or organization wishing to improve the leadership while creating improved effectiveness and efficiency.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Commitment and Creating the High Performing Team: 12 Steps to Creating the All-Star Team – You Can Do It!

Curriculum Description: This seminar is designed to highlight the requirements to create an All-Star Team at work.

Topics addressed include: Why do we need teams; What influence tactics can we utilize; What types of power do you have; What are the most prevalent leadership styles; and What are the 12 Steps to Creating a High Performing Team?

Who Should Attend: Any individual or organization wishing to look at how to create a high performing team focused on the right priorities.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Communication and Listening: How good are you at this?

Curriculum Description: This seminar focuses on our communication and listening skills.

Topics include: Communication/Listening Methods; Distortions/Barriers to Communication/Listening; Barriers to Communication/Listening; Responses that Block Effective Communication and Listening; The Role of Feedback is Critical to Effective Communication and Listening; Utilization of the Johari Window; Model To Improve Communications/Listening; 10 Commandments of Good Listening; and the ABCD of Communication/Listening.

Who Should Attend: Any individual or organization desiring to improve their communication and listening skills.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Top Reasons Why Employees Don't Do What They are Supposed to do

Curriculum Description: This seminar focuses on the reasons employees most often do not follow the directions of the leader.

Topics covered include: Do they know their priorities, how to do the job they have, and know your priorities, are there penalties for failure, are they rewarded for doing it wrong, and several other topics to evaluate your workforce capability and capacity both organizational and individually.

Who Should Attend: Any individual or organization desiring to improve leader to employee direction, communication and focus.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Managing/Leading Change: The Proactive Approach Out in Front of the Change

Curriculum Description: This seminar focuses on the Top Twenty Rules for Leading Change.

Topics covered include: Do Good Work, Be Supportive, Not Competitive, Get Involved (Network), Performance Appraisals done right, and Observe Boss's Style, along with several others.

Who Should Attend: Any individual or organization who has an organization going through a lot of changes and having to plan for the future.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Other Information: None.

Training Title: Dealing with Difficult People They are like Animals: What YOU Can Do About Them!

Curriculum Description: This seminar focuses on the similarity of Difficult People and Farm Animals. This is a somewhat humorous look but has great content. You know some of these people.

Topics covered include: Lens of Understanding – How to identify the Difficult People, Dealing with the Bulls and Mean Cows - Controlling People, Dealing with the Horses & Jackasses – Dominant People, Dealing with the Dogs & Sheep – Interactive People, Dealing with the Hogs & Pigs – Stable People, Importance of Attitude – Crucial in dealing with the animals of your life, and Communication and becoming smarter than they are!

Who Should Attend: Any individual or organization who wants to identify the difficult people and plan how to deal with them successfully.

Dates/Time and Length of Training (hours/days): One day seminar; 6 hours; zoom class with breakouts occurring about 2 times per hour for deeper understanding.

Training Costs per Participant: \$300 per person on-line

Location: Online; Onsite option possible July 2021; need a minimum of 25 participants

Information for All Training:

Instructor Bio: Dr. Mac McGuire, (LTC, Ret.) ARMY is the facilitator. His PhD is in Organizational Behavior and Leadership. His organization in the Army won the Chief of Staff Award for the best installation in 2000 (green Baldrige). He is also a Professor who has taught a variety of subjects at the University of Texas, the University of Mary Hardin Baylor, and Southern Methodist University. He is the CEO of the Quality Texas Foundation and has three books to his credit.

Points of Contact: Quality Texas Foundation (TX, PR, MO, KS, LA), www.quality-texas.org;

Ms. Lin Wrinkle-McGuire, linwrinkle@quality-texas.org or drmac@quality-texas.org.

512-818-3901/512-656-8946.

Other Information: None.