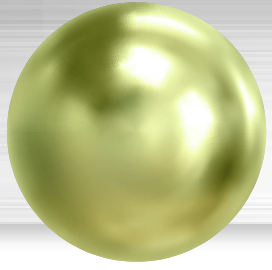




Development Course Catalog 2021



DEVELOPMENT

We believe people strive for improvement.

Our training is delivered in an interactive & informative format that is educational, retrainable engaging and applicable.

Our training process is *Uniquely Lucas*.

Training meets Federal, State and regional requirements in addition to company-specific guidelines.

4 Development Paths | Limitless Growth Potential

- Human Performance Improvement (HPI)
- Leadership Development
- Safety & Health
- Talent Development

A large, glowing blue wireframe graphic of a hand holding a gear, set against a dark background with a diagonal yellow line. The graphic is composed of interconnected points and lines, creating a mesh-like structure. The hand is positioned on the left, and the gear is on the right. The overall aesthetic is futuristic and technological.

DRIVING GROWTH

Human Performance Improvement



The framework of Human Performance is captured in five guiding principles: People are fallible, and even the best make mistakes. Error-likely situations are predictable, manageable and preventable. Individual behavior is influenced by organizational processes and values.

Lucas drives improvement for clients by supporting the learning of different tools and techniques in HPI. We support complete collaboration and transparency, working with clients to select the appropriate organizational modules, training and discovery practices that meet immediate needs and satisfy long-term expectations.

HPI Courses

HPI Tools and Techniques Workshop	4
Incident Evaluation and Causal Analysis Fundamentals	6
MINI Course: The BEST Observation	7
Cognitive Interviewing	8
HPI for Engineers and Knowledge Workers	8
Front Line Safety	9



Overview:

Organizations spend considerable time and effort recovering from undesirable events that too often are blamed solely on human error. A more productive effort is spent in advance of these events by planning for human error rather than reacting to it.

Participants are able to use the tools from the training course immediately in the workplace, having practiced and discussed various error prediction and reduction techniques and tools.

Course certified and accredited through Team Concepts Training and Consulting.

Training Goals: By the end of this course, participants will understand:

- The definition of latent organizational weaknesses, active errors, latent errors, error likely situations and other human performance improvement terms and conditions.
- The five basic principles of Human Error Management.
- 10 techniques and tools for “fixing the problem” not the person.
- HPI in work planning and project management (tools for accident-free routine and non-routine work).
- HPI Causal Analysis methodologies and corrective action planning (preventing the frequency and severity of similar events in the future).

Options:

8 hours In Person

Five 90-Minute Virtual Modules

On-Demand (Coming Soon!)

Revisit Options:

Following training, participants will receive a 2-Day, 2-Week and 2-Month pop quiz reminding participants of the vast opportunities to apply HPI tools.





Module One: Introduction: Human Performance Improvement (HPI)

Explores examples from various industries and organizations that have developed a sustainable mindset influencing the best actions and decisions in three areas: (1) work and project planning, (2) work execution and (3) learning from experiences. A brief history of HPI is illustrated through the error prevention practices developed over the past 50 years in a variety of operations.

Module Two: The Individual

Explains five mental biases that influence our behaviors and actions during work planning and execution, why we make mistakes and errors and specific tools at the individual level that can reduce the frequency and severity of unwanted incidents and events.

Module Three: The Organization

Demonstrates the tools and techniques used at an organizational (work team) level to reduce error likely situations. Team dynamics and a work group error reduction tools are covered using video case studies and discussion.

Module Four: Leadership

Various management and supervisory roles and responsibilities for fostering an error prevention mindset is explained using best practices from a wide variety of industries and organizations. Specific attention is devoted explaining positive and negative aspects of various incentive and reward programs, how to advocate on behalf of those who are unwilling or unable to express or identify concerns and issues and reinforcing the expectations that support the reduction of the frequency and severity of events.

Module Five: Error Prevention Techniques & Tools

A final recap of the various error prevention techniques covered during the previous four modules with additional practice using case studies and instructor led discussion.



Overview:

The consequences and costs associated with a less than adequate, ineffective or inaccurate incident analysis process can be significant. Missed opportunities to uncover organizational and individual weaknesses can lead to process losses, increased costs, personal injuries and environmental insults. This course presents effective analysis tools and techniques that provide a more accurate picture of why performance fails to meet expectations.

Options:

- 8 hours In Person
- Two 4-Hour Virtual Modules
- On-Demand (Coming Soon!)

Training Goals: By the end of this course, participants will:

- Learn the importance and method for crafting a defined problem statement.
- Discuss the biases and filters that hinder an adequate and effective analysis process.
- Gain a working knowledge of event-conditions charting, cause and effect trees and cross-level conditions timeline to determine collective significance in lower level 'practical drift' events.
- Practice the use of four common analytical techniques: Barrier Analysis, Change Analysis, Causation Staircase and HPI Task Reviews (simple and complex)
- Create impactful and measurable corrective actions based upon the SMART criteria.
- Develop a meaningful, well written incident analysis and corrective action management report.



USED TO REINFORCE ORGANIZATIONAL GOALS AND INDIVIDUAL RESPONSIBILITIES RELATING TO CREATING AND SUSTAINING A SAFE, PRODUCTIVE WORK ENVIRONMENT.

Overview:

Formal inspections serve an important function in assuring safe, compliant and efficient operations; however, hazardous conditions can still be overlooked if the organization relies only on this type of assessment and audit to uncover latent organizational weaknesses and individual performance issues. A well-written checklist used by an experienced inspector is an important part of the total observation and feedback process, but a complimentary informal observer process can capture underlying conditions more readily and usually at a less threatening risk level. Managers, skilled crafts persons and other professionals should be observers 100% of the time, not just when they don a badge, vest and clipboard.

Options:

2-4 hours In Person

2-4 hours Virtual Module

On-Demand (Coming Soon!)

Training Goals:

Using a 90-second process, field tested for years by trained observers from a diversity of industries working in a wide variety of settings (manufacturing, construction, service and administrative), participants will learn how to eliminate mental biases, determine organizational and individual areas of improvement and provide constructive, meaningful feedback during the observation.

Using the BEST observation process, participants will learn to recognizing conditions and behaviors that lead to unsafe acts and performance issues, while developing a greater sense of safety awareness personally.



HUMAN PERFORMANCE IMPROVEMENT

HPI for Engineers and Knowledge Workers

Overview: The Department of Energy (DOE) Standard Handbook 1028-2009 states, engineers and other knowledge-based workers contribute differently than first-line workers to facility events. Design and design change problems are a factor in 81% of the events involving human error.

Options:

- 4-Hour Virtual Module
- On-Demand (Coming Soon!)

Training Goals: By the end of this course, participants will:

- Understand the H.E.A.R.T. Analysis
- Design with the mind in mind
- Resolve user-designer gap with forcefield countermeasures analysis



HUMAN PERFORMANCE IMPROVEMENT

Front Line Safety: Line Manager's Roles Responsibilities and Opportunities

Overview: Supervisors and lead workers are the only organizational bridge that reduces the gap between what employees want and what the organization needs. Course materials are customized based upon a personal assessment of each individuals.

Options:

- 4-Hour In Person
- 4-Hour Virtual Module
- On-Demand (Coming Soon!)

Training Goals: By the end of this course, participants will understand:

- How to guide and organize work to ensure quality and safety
- How to management performance and relationships
- How to develop people via a variety of supervisory techniques

Participants will have an action plan designed for their own continued improvement.



Leadership

“What you do has a far greater impact than what you say.” | Stephen Covey

Leaders are the most important organizational bridge, filling the gap between what employees want and what the organization needs. Leadership skills are learned & practiced to be perfected.

Our uniquely Lucas methods will provide real-world applications for the development of leadership skills in people a company promotes and seasoned managers.

Leadership Courses

Leadership by Design I: Supervisory Skills Development	11
Leadership by Design II: Continuing Education for Program/Process Managers	12
Generational Shift: Myths & Realities of our Multi-Generational Workforce	13
Safety Culture Leadership	14
Safety Culture: Organizational Habits and the Erosion of Practice	15
Developing Safety Teams and Champions	15
Safety Advocacy: Roles, Responsibilities and Techniques	16
Series of Yellow Lights: Situational Thinking	16
Supervisor 101 Fundamentals Course: A HPI Focus	17
Project Management Professional Development	17



Overview: Designed to introduce communication and priority management techniques to new and seasoned supervisors.

Training Goals: By the end of this course, participants will understand:

- Management Gaps between work as planned and work as performed
- Near-Miss reductions by reinforcing safe personnel work habits
- The potential for significant events resulting in negative outcomes
- How to motivate and empower individuals to invest in their own performance

Options:

8 hours In Person

Four 2-Hour Virtual Modules

On-Demand (Coming Soon!)

Module One: What is a safety culture?

Supervisor and foreman roles and responsibilities to create and sustain a successful safety culture (an overview)

Module Two: Ensuring work as planned is work as performed

Observation and feedback techniques
Leading by questioning to increase engagement

Module Three: Work planning and safe execution

Identifying and reducing or eliminating errors and unsafe acts and conditions (hazard awareness, recognition and controls)

Module Four: Managing and monitoring performance

Crucial conversations and confrontations: defining accountability
Recognizing the significance of an issue before it turns into a consequence or negative outcome



Overview: In-depth discussion, a series of hands-on competitive activities and case studies will further develop the competencies & skills of today's professional manager.

Course materials are customized based upon a personal assessment of each individuals.

Training Goals: By the end of this course, participants will understand:

- How to improve their working knowledge and skills in six leadership-management areas

Module One: The 21st Century Organization
Accelerating learning and transition

Module Two: Leadership/Management Profile
Six key competency assessments

Module Three: Manager's Guide to Behavioral Economics
The science of improving motivation and ability

Module Four: Decision Making and Discussions
Two major career-ending or enhancing paths toward reward or regret

Module Five: Team Leadership Styles
Issues management communications styles and project team leadership traits

Module Six: Delegation and Priority Management
Defined accountability and shared responsibility

Options:
16 hours In Person
Due to the nature of this course, in person training is recommended.



Overview:

Though people who live at the same time in the same era typically experienced the same significant emotional events, we were NOT similarly shaped by them.

Course materials are customized based upon a personal assessment of each individual creating a personality profile. These profiles are used to breakdown and work through two major myths:

1. There are only four generations working today
2. Our age determines our generational era

Effectively working through these myths aids in communication, reducing conflict.

Options:

2 hours In Person

2-Hour Virtual Module

On-Demand (Coming Soon!)

Training Goals: By the end of this course, participants will understand:

How to improve their working knowledge and skills in six leadership-management areas

Module One: The 21st Century Organization

Accelerating learning and transition

Module Two: Leadership/Management Profile

Six key competency assessments

Module Three: Manager's Guide to Behavioral Economics

The science of improving motivation and ability

Module Four: Decision Making and Discussions

Two major career-ending or enhancing paths toward reward or regret

Module Five: Team Leadership Styles

Issues management communications styles and project team leadership traits

Module Six: Delegation and Priority Management

Defined accountability and shared responsibility



Overview:

There is a common misconception that an organization must choose between productivity and doing work safely. With proper planning, execution and maintenance, a safety culture will result in an increase of both productivity and safety.

Options:

8 - 24 hours In Person

Fully customized course

Training Goals:

Using research based, fact-driven HPI techniques and tools, students will learn to predict when and where errors will occur, and how to eliminate “the undesirable event” - whether it is a failure to meet a customer’s need, meager conformity with regulatory requirements or poor productivity and less than adequate safety performance in the workplace.

Course Topics:

- Learn principles, evolution, definition and attributes of a successful safety culture.
- Understand the mechanics and methodologies for maintaining an effective incident analysis and corrective action planning program.
- Demonstrate the working knowledge and skills necessary to provide safety advocacy for an individual who is unwilling or unable to do so.
- Learn how to set and manage safe work performance expectations.
- Discuss how to utilize the appropriate tools and techniques for safety improvement, including:
 - BEST Observation and Feedback Process (the 90-second observation safety walk)
 - Defense in Depth Strategies: Choice, Control or Constraint?
 - Questioning Attitude: Structured Mental Framework for Eliminating/Reducing Incidents and Near Misses
- Learn how to leverage organizational influencers in order to create a sustainable safety culture and a passionately proactive workforce.



LEADERSHIP

Safety Culture: Organizational Habits and the Erosion of Practice

Overview: Sustain a successful safety culture: understand how behavior fits into an organization. Gain an understanding of how cultural norms are formed & eroded and can be improved.

Training Goals: By using five key error reduction techniques Individuals will learn to recognize the drift into failure caused by shortcuts, the specific questioning attitude and mental tools to employ in routine and non-routine situations and how to avoid common mistakes and biases that lead to unsafe acts and conditions.

Options:

4 hours In Person

4-Hour Virtual Module

On-Demand (Coming Soon!)



LEADERSHIP

Developing Safety Teams and Champions

Overview: This course will help team members develop skills required for defining, developing, and following a reliable process that leads to consistent results.

Training Goals: During the one-to-two-day course, participants will:

- Understand obstacles & challenges facing change agents and safety champions.
- Understand strategic planning, safety improvement plan development, measuring & monitoring results and communicating up, down & across the stream to garner cooperation and reduce conflict.
- Be able to identify causes of lagging and leading safety indicators, and how to impact the organization toward continuous safety improvement.
- Develop meaningful, well-written goals, supporting objectives and defined responsibilities.
- Learn their own team strengths and limitations by completing an individualized effectiveness assessment and subsequent action plan for improvement.

Options:

8 - 16 hours In Person

8 - 16-Hour Virtual Module

On-Demand (Coming Soon!)



Overview: Advocacy is a skill that must be taught, learned, applied and practiced. An advocate can prevent a company from falling victim to a consequence driven culture which hides near-miss events.

Training Goals: During this workshop presentation, participants will learn the non-verbal cues that trigger the need for advocacy, how to advocate on someone else's behalf, and how to communicate and manage conflicts in order to achieve the mutual best interest of the individual and the organization.

Options:

2-4 hours In Person

2-4 Hour Virtual Module

On-Demand (Coming Soon!)



Overview: People rarely have a problem with the green and red light decisions. It's the yellow lights—the moments of intuitive decisions & automatic reflex that cause the greatest number of near misses to severe losses. Yellow light moments represent the biases that influence our actions & decisions, which, if predicted, can be used to eliminate errors that result in accidents.

Training Goals: Using case studies, hands-on activities and group discussions, participants will be introduced to a set of mental tools and practical techniques in order to manage their own yellow light moments.

Individuals will recognize the specific yellow light traps present in their policies, procedures and work practices and how to eliminate these traps in order to improve safety and performance.

Options:

2 hours In Person

2-Hour Virtual Module

On-Demand (Coming Soon!)



Overview: Managing performance is very different than performing the work yourself. When the most proficient and proven employees are promoted, training the supervisory skills gap is essential for success in their new role.

Training Goals: By the end of this course, participants will understand:

- Their current level of strengths and vulnerabilities
- Communication and decision making skills
- How to set clear expectations
- How to personally support the learning within the organization

Options:

2 4-Hour Virtual Modules

On-Demand (Coming Soon!)

**Overview:**

Lucas's Project Management Training is provided by Project Management Skills, LLC – Project Management Institute (PMI®) Registered Education Provider (R.E.P.) #3884. To earn the R.E.P. designation, a provider must meet or exceed rigorous standards for quality and effectiveness as defined by PMI. PMI carefully reviews all R.E.P.s every three years to ensure they meet quality criteria.

Course Materials and Resources: The course materials are produced by Velociteach, a PMI award-winning R.E.P. Among other awards, Velociteach was honored with the 2012 PMI Continuing Professional Education Provider of the Year Award. Each student receives the following resources:

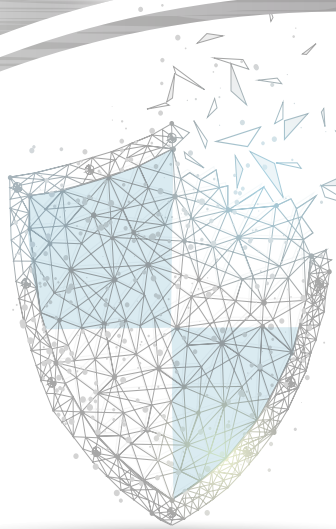
- The exclusive Velociteach Exam prep manual, The PMP® Exam: How to Pass on Your First Try, including 425 practice exam questions
- A course workbook (containing all course slides) with room for notes and fill-in-the-blanks to help remember key ideas
- 3-month access to InSite, the Velociteach proprietary online study aid with approximately 800 additional practice exam questions, 35 hours of PMP exam instructional lessons, and much more
- The PMP Exam Flash Card set containing 250 flash cards covering the 10 Knowledge Areas and the key definitions/terms needed for the exam
- The Quick Reference Guide, an easy-to-use summary resource for all important exam content
- Conversations on the PMP® Exam (6-CD audiobook) – this informative, candid and engaging audiobook is packed with insight one won't get elsewhere, touching on the 47 processes contained in the 5th Edition PMBOK® Guide
- Expert tips on passing the exam, feedback from previous students on exam strategies that work, assistance in completing the exam application



- Instruction:** The course is a face-to-face, instructor-led format that is made up of 17 modules. All sections of the PMBOK® Guide are covered as well as Professional Responsibility (ethics).
- Current events, newspaper articles, short video clips and personal experiences are all used in the instruction to help make difficult and complex ideas easier to remember
 - Small group and individual exercises are used for some sections
 - A 25-question quiz is taken after most modules and then discussed to ensure the PMI philosophy is understood and common themes are recognized
 - Each morning, activities include a review of material covered the previous day to optimize retention
 - The proprietary online study aid (an additional 800 practice questions, 35+ hours of PMP exam prep video training, a media center with exercises, templates, and formulas) is covered thoroughly in class so students can immediately begin using it
 - A mock exam is taken at the end of the course R.E.P.s every three years to ensure they meet quality criteria.

Follow Up: A course evaluation is completed at the end of class. All students are requested and encouraged to provide the instructor feedback after they've taken the exam (pass/fail, what worked well for them, what advice they have for future students). Prior student feedback is provided during each class. Students can contact the instructor after class with any questions related to the certification process.

Options: Course times determinate upon client's requirements and accommodations.



Safety & Health

We've untangled the red tape of safety regulations.

Lucas delivers safety training helping educate employees at all levels on the most current Occupational, Safety and Health Administration (OSHA), Centers for Disease Control and Prevention (CDC) and Department of Labor and Industry (L&I) regulations, as well as other agencies that oversee workplace safety and health. Our training materials meet federal, state and regional requirements in addition to company-specific guidelines.

Safety & Health Courses

Safety Conscious Work Environment	21
Skills & Techniques Workshop	21
Safety Auditor & Assessment Training	22
Introduction to Causal Analysis & Corrective Action Planning	23
Incident Evaluation	23
Advanced Causal Analysis Techniques Workshop	24
Causal Analysis & Corrective Action Management	24
Conduct of Reliability Operational Excellence	25
CPR/AED & First Aid Certification	26
CPR/AED & First Aid Certification Refresher Course	26
Fire Extinguisher Training	26



Overview:

Most Safety Culture training is primarily designed to improve the motivation of individuals, in order to inspire and educate them on the importance of performing work safely. However, most workers already understand this - it's not the motivation that generally needs improvement, it's the ability to actually perform successfully that requires continuous improvement through greater working knowledge and skills development.

This course will prepare individuals with the knowledge and skills necessary to predict, manage and prevent incidents and accidents associated with work planning and execution. It will also provide staff with the skills and mental tools necessary to appropriately identify specific controls for 'elevated at-risk' conditions and error-likely situations.

Options:

8-16 Hour In Person

Training Goals: By the end of this course, participants will be able to:

- Define and characterize a safety conscious work environment and indicators of a chilled work environment.
- Create conditions that lead to improved error prediction, error prevention and safe execution of work management.
- Demonstrate a working knowledge of observation and feedback tools at all levels of the organization.
- Conduct constructive conversations in order to reinforce expectations and to change undesirable behaviors that lead to unsafe acts and unsafe conditions.



Overview:

This course provides instruction for performing effective formal and informal safety audits, known as walkabouts. Safety audits and assessments are an important part of every organization's continuous safety improvement process. Companies that perform effective walkabouts detect process errors and hidden hazards that can lead to consequential events. Organizations that only audit after an incident are forever destined to experience a history of avoidable and preventable accidents and injuries.

Options:

8 hours In Person

8-Hour Virtual Module

On-Demand (Coming Soon!)

Training Goals: During the one-day course, participants will:

- Learn the importance and method for crafting a well-defined audit and assessment checklist.
- Discuss the biases and filters that hinder an adequate and effective audit and assessment process.
- Gain a working knowledge of auditor and assessor tools and techniques, including the four phases of effective interviewing and vital conversation skills used to reduce conflict while identifying important issues.
- Learn how to drill down beyond obvious deficiencies to uncover the true underlying causes of non-compliance or non-conformance issues or deficiencies.
- Identify and discuss the six phases of the auditing process.
- Develop a meaningful, well written audit and assessment management report.



Overview: If an organization experiences repeat, adverse events despite a thorough analysis, the process is wrong. Effective analysis and corrective action reduces the frequency and severity of similar issues.

- Training Goals:** By the end of this course, participants will understand:
- How the four common causal analysis tools should be used to separate correlations and coincidences from genuine causes
 - Which corrective actions best fit the performance deficiency or error-likely situation
 - How to select & implement the appropriate methodology & techniques in order to assure the proper causal factors are identified and subsequent corrective actions are developed.

Options:
4 hours In Person
4-Hour Virtual Module
On-Demand (Coming Soon!)



Overview: A variety of challenges await the incident investigator when interviewing observers and eyewitnesses, preserving the scene, gathering relevant documents and establishing a timeline.

- Training Goals:** By the end of this course, participants will understand:
- How to conduct a proper interview with a focus on continued improvement, not culpability
 - How to obtain & record evidence - separating fact from assumption
 - How to produce a time and condition chart

Options:
4 hours In Person
4-Hour Virtual Module
On-Demand (Coming Soon!)

**Overview:**

This training supports the requirements of DOE Order 232.2, Occurrence Reporting and Processing of Operations Information and DOE 422.1, Conduct of Operations.

Options:

8 - 16 hours In Person

In order to protect the public, personnel and property, the DOE requires contractors to categorize and analyze causal factors relating to opportunities for improvement, low threshold deficiencies and minor and significant events. This process is more formal and rigorous than most industry-based causal analysis processes and requires specific training on interviewing and data collection skills, creation of timeline and conditions charts, the appropriate use of a variety of analytical methodologies and tools and appropriately written reports.

Training Goals: During this one-to-two-day course, participants will:

- Learn the importance and method for crafting a defined problem statement
- Discuss the biases and filters that hinder an adequate and effective analysis process
- Gain a working knowledge of event-conditions charting, cause and effect trees and cross-level conditions timelines to determine collective significance in lower level 'practical drift' events
- Practice the use of four common analytical techniques: Barrier Analysis, Change Analysis, Causation Staircase, and HPI Task Reviews (simple and complex)
- Create impactful and measurable corrective actions based upon the SMART criteria
- Recognize the elements of good report writing based upon DOE O 232.2 and technical writing best management practices



Overview:

Organizations are either consequence-driven or operationally disciplined. Since the implementation of the first Conduct of Operations Order (5480.19), used primarily to

improve rigor and formality of operations within a Nuclear Hazard Category facility, many private sector companies and non-nuclear public contractors have witnessed and embraced the improved safety and performance a Conduct of Reliability process can provide.

This training supports the Conduct of Reliability principles and practices associated with High Reliability Organizations, HPI, Quality Management and Operational Discipline as well as requirements of DOE Order 422.1, Conduct of Operations.

Options:

8 - 16 hours In Person

Training Goals: During this one-to-two-day course, participants will:

- Learn to utilize a graded approach to improving performance and operational assurance through the implementation of specific Conduct of Reliability requirements and associated Good Operating Practices.
- Review the Five Key Principles of Conduct of Reliability using specific industry-related examples.
- Improve management and worker risk competency through the identification and use of error reduction techniques in planning and executing work.
- Gain the working knowledge and skills necessary to predict, prevent and manage changing conditions using error reduction techniques, including a questioning attitude, STAR process, verification methods, tripwires and proper use of Human Performance aids.
- Specialized courses include First Line Supervisors Conduct of Reliability Fundamentals, Work Management System Reliable Performance and Control Area Code of Conduct and Professionalism.



Overview:

The purpose of the courses in the First Aid/CPR/AED program is to help participants recognize and respond appropriately to cardiac, breathing and first aid emergencies to know to give immediate care to a suddenly injured or ill person until more advanced medical personnel arrive and take over.

Training Goals: By the end of this course, participants will:

- Recognize an emergency and prioritize tasks to render aid
- Recognize a cardiac event and perform CPR
- Understand when defibrillation is needed, take necessary precautions and use an AED

Options:

6.5-Hour In Person Course
Requires class participation and active engagement.



Overview:

Offers current certificate holders renewed skills competency, exercises and refresher training for recertification credentials as a CPR/AED and First Aid Provider. The class is built upon the MEDIC First Aid BasicPlus CPR, AED and First Aid for Adults training program.

Options:

4-Hour In Person Course
4-Hour Virtual Module



Overview:

Required by OSHA 29 CFR 1910.157 for anyone that will use a fire extinguisher in the workplace. Following successful completion, students will properly use a fire extinguisher without injury.

Options:

2-Hour In Person Course

Talent Development



We've untangled the red tape of safety regulations.

Lucas delivers safety training helping educate employees at all levels on the most current Occupational, Safety and Health Administration (OSHA), Centers for Disease Control and Prevention (CDC) and Department of Labor and Industry (L&I) regulations, as well as other agencies that oversee workplace safety and health. Our training materials meet federal, state and regional requirements in addition to company-specific guidelines.

Talent Development Courses

Train the Trainer Course: The ADDIE Model	28
Train the Trainer Course: DOE - 426 SAT Model	29
Training for the Non-Trainer	30
Facilitation Skills Workshop	30
Effective Leadership Presentation Skills	31

**Overview:**

From instructional design and classroom delivery to the instructor evaluation, each step of the ADDIE (analysis, design, development, implementation and evaluation) process must

Options:

24 hours In Person

be applied to assure that training is an investment, rather than a cost to the organization. In addition to learning through an in-depth review and demonstration of the ADDIE process, participants will personally experience the best training practices by presenting a selected topic twice during the course. Each participant will also receive a variety of training aids and a list of online training design and development sites.

Training Goals: During this three-day course, participants will:

- Learn the best presentation principles associated with the differences between platform presenters (keynotes), facilitators, classroom and on-the-job trainers and evaluators.
- • Learn various training analyses used to create measurable objectives and evaluation standards.
- • Practice the communication skills required to properly facilitate workshop activities, classroom discussions and on-the-job training responsibilities.
- • Develop a working knowledge of the ADDIE process in creating and delivering memorable training sessions.
- • Discover their personal accelerated learning style to create meaningful activities and interactive training aids that engage all learning modalities.
- • Review the techniques associated with effective visual aids, avoiding the 10 most common slide development errors and shortcuts presenters use to increase visual attention.
- Learn the five key principles for dealing with a variety of student attitudes and beliefs, including the late arriver, the wallflower, the dominator and the overly “participating” non-participant.



Overview:

The DOE requires federal and contractor employees at nuclear facilities to receive knowledge, skills and abilities through training developed using a Systematic Approach to

Training process. From instructional design to classroom delivery and instructor evaluation, each step of the ADDIE process must be applied to assure that “what gets taught, gets measured”. In addition to learning through an in-depth review and demonstration of the ADDIE process, participants will present a selected topic at least three times during the course in order to practice the applicable DOE training standards. Each participant will also receive a variety of training aids, DOE Standards guides and a list of online training design and development sites.

Options:

5 Days In
Person

Training Goals: During this five-day course, participants will:

- Learn the best presentation principles associated with the differences between platform presenters (keynotes), facilitators, classroom and on-the-job trainers and evaluators.
- Learn various training analyses used to create measurable objectives and evaluation standards.
- Practice the communication skills required to properly facilitate workshop activities, classroom discussions and on-the-job training responsibilities.
- Develop a working knowledge of the DOE training standards relating to the ADDIE Process, including required and recommended audit-able training documents and guides
- Discover their personal accelerated learning style to create meaningful activities and interactive training aids that engage all learning modalities
- Review the techniques associated with effective visual aids, avoiding the ten most common slide development errors and shortcuts presenters use to increase visual attention
- Learn the five key principles for dealing with a variety of student attitudes and beliefs, including the late arriver, the wallflower, the dominator, and the overly ‘participating’ non-participant.



Overview: Designed for subject matter experts, i.e. line managers, safety professionals, environmental professionals, non-traditional trainers will be more equipped to address just-in-time and on the job training.

Training Goals: By the end of this course, participants will: :

- Learn the essentials for developing and delivering a message
- Become more comfortable & adept at conducting briefings, presentations and topical overviews

Options:

- 4 hours In Person
- 4-Hour Virtual Module
- On-Demand [Coming Soon!]



Overview: This course is designed to give you the skills and techniques to be able to facilitate any activity in which you are the one responsible to make it successful. Attendees will learn about tips for each stage of being a facilitator.

Training Goals: By the end of this course, participants will:

- Determine accurately what the problem or opportunity is – crafting a problem statement
- Prepare for the actual facilitation, whether it is for a meeting or for a full-blown, two-day workshop
- Guide the activity with proper questioning techniques
- Interview people correctly to get the right details needed
- Diffuse difficult situations and/or difficult attendees – room management

Options:

- 4 hours In Person
- 4-Hour Virtual Module
- On-Demand [Coming Soon!]



Overview: Participants of this course will develop a working knowledge of effective virtual presentation skills.

Training Goals: By the end of this course, participants will:

- Recognize your current leadership communication style using a personal inventory to discover areas of strengths and opportunities for improvement when developing and delivering presentations
- Discuss the five elements on effective storytelling that increase engagement
- Identify the techniques used to improve retention when using data analytics during a presentation
- Recognize the key differences between conducting in-person presentations versus virtual presentations including audio, visual and memorable content construction tips and techniques
- Practice the presentation of various topics in breakout rooms with other participants to improve learning through observation and feedback

Options:

4 hours In Person

4-Hour Virtual Module

On-Demand (Coming Soon!)



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