

Custom Staff Development Training

- **The Goals we identified:**
 - Create a safe workplace
 - Decrease harmful gossiping
 - Create an emotionally safe workplace
 - Create a more cohesive work environment
 - Reduce the sense of fear in the workplace
 - Increase staff's comfort level and feeling of belonging
 - Help people to not take things personally
 - Increase discernment about when to speak up and when not to
 - Help all to realize the impact of their actions on others
 - Increase contributions in work environment
 - Enhance and increase "productive behaviors"
 - Reduce harmful behaviors
 - Increase intrapersonal (self) awareness
 - Increase interpersonal (others) communication skills
 - Help staff understand the proper use of power

- **Some difficulties we identified in the workplace:**
 - Gossiping
 - Misunderstandings about what is respectful
 - Hard time dealing with unique or difficult people
 - Fear of sharing job description
 - Concern of downsizing rather than making job easier
 - Difficulty communicating problems in an effective, compassionate and safe way
 - Difficulties working as a team
 - Some staff doesn't feel safe enough to talk
 - Thinking someone's difficult rather than using power in a harmful way

- **What impact solving these problems will have on the organization**
 - Improve Morale
 - Reduce Stress
 - Reduce Gossip
 - Decrease sick time
 - **Financial savings**
 - Increase compassion and ease in work environments
 - Increase employee retention
 - **Financial savings**
 - Saving large financial outlay
 - Hiring, retraining and down time
 - Increase Productivity
 - Either in contacts/ revenue in sales
 - **Increasing revenue / sales**
 - Reaching set quotas easier
 - **Increasing revenue /sales**



- Increasing quotas
 - **Increasing revenue / sales**
- Other measured productivity increases

Many organizations have learned the hard way that it's usually cheaper to retain and retrain than to fire and rehire...

In a major study of training practices and outcomes of 575 U.S.-based publicly traded firms during 1996, 1997 and 1998, ASTD (American Society for Training & Development) found that companies that invested \$680 more in training per employee than the average company in the study improved their total return the next year by 6 percentage points.

Researchers found similar patterns when looking at gross profit margin, income per employee and price-to-book ratios (a measure of how expensive a stock is). **Firms in the top quarter** of the study group that **invested an average of \$1,595** per employee in training **experienced 24 percent higher gross profit margins**, 218 percent higher income per employee and 26 percent higher price-to-book ratios than firms in the bottom quarter that invested on average \$128 per employee.

HR Magazine, Jan 2001 by Susan J. Wells

Training to be provided by Paul Figueroa of Peace Enforcement LLC, expert in the field.

INITIAL PROPOSALS

“Helping you solve problems.”

(Achieved impact will vary depending upon option chosen)

Delivery Method 1

Provide day training for upper management to use with staff (based on group of 30 people)

No follow up \$14,238

Delivery Method 2

Provide day training for upper management to use with staff (based on group of 30 people)

One ½ day follow up for attending upper management (30 people - 6 weeks after initial training)

One two hour Conference Call (12 weeks after initial training)

Two ½ day trainings with focused groups needing most help

Two ½ day follow up trainings for focused groups needing help \$32,228

Delivery Method 3

Two day training for upper management (30 people)

Two ½ day follow ups with upper management

Two 2 hour follow up conference calls

Two day trainings for remaining staff – 14 groups (420 people)

Two ½ day follow ups with remaining staff

Two 2 hour follow up conference calls \$359,026.00

Delivery Method 4

2 Day Compassionate Leadership Training Management (group of 30)

Two ½ day follow ups for Management

Two 2 hour conference calls

1 day training all staff (Remaining 420 groups)

One ½ day follow up training all staff

Two 2 hour conference calls \$198,026.00

Delivery Method 5

2 Day Compassionate Leadership Training for Management (30 people)

Two ½ day follow ups with upper management

Two 2 hour follow up conference calls

One day trainings for remaining staff (420 people)

Two ½ day follow ups with staff

Two 2 hour follow up conference calls \$254,026.00

Other Ideas to Consider:

Paul Figueroa available for:

Monthly conference calls

Once a month in person group follow ups

Large audience presentations

Other support as agreed upon

Events so far:

- September 18th, 2007: Spoke with Julie briefly re: types of services I provide.
- October 18th, 2007: Discussed general ideas of ways to improve the workplace as two new processes are going in.
- November 15th, 2007: Discussed more in depth ideas and ways to problem solve workplace solutions.
- Week of November 26th, 2007: Refined ideas as to how to benefit Aegon's work environment, improve productivity and revenue.
- November 27th, 2007: Prepared proposal with solutions.