



THE PEOPLE INSTITUTE
Humanizing Business. Developing Relationships

**TRAINING
CATALOG**

2024-2025

ABOUT US



The People Institute (TPI) specializes in corporate training, focusing on a human-centered approach. Our tailored programs empower individuals and organizations to thrive in today's fast-paced business environment. Through personalized coaching and engaging learning solutions, we equip teams with the essential skills and insights for sustained success. Emphasizing genuine connections between our trainers and your learners helps to foster collaboration, open communication, and active participation. This approach leads to superior learning outcomes and enhanced performance levels.

NAVIGATING LEADERSHIP

Elevate your team's leadership potential with transformative leadership development training, guiding you to lead with purpose, inspire teams, and drive organizational success

- Change Catalyst: Adapting and Inspiring in Times of Change
- The Delegation Blueprint: Streamlining Workflows for Efficiency
- Leading from Within: Unlocking the Leadership Potential of Non-Supervisory Staff
- Leadership vs. Management: Unleashing the Power of Effective Leadership and Management
- Leading with Purpose: Defining and Aligning Leadership Priorities

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| <p>Change Catalyst: Adapting and Inspiring in Times of Change</p> | <p>In a rapidly evolving world, effective leaders must possess the skills and mindset to navigate and embrace change. This dynamic course equips participants with the essential tools and strategies to lead their teams and organizations through periods of transition, uncertainty, and transformation. By exploring the art of change leadership, participants will develop the ability to inspire, motivate, and guide others in embracing and adapting to change, fostering a culture of resilience and innovation.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understand the nature and impact of change • Developing a change-ready mindset • Master change communication • Build change resilience • Create a culture of innovation • Lead change collaboratively • Develop adaptive leadership skills • Sustain change momentum |
| <p>The Delegation Blueprint: Streamlining Workflows for Efficiency</p> | <p>In this half-day training, participants will embark on a transformative journey to master the art of effective delegation. This immersive program is designed to equip individuals with the skills and insights needed to delegate tasks strategically, foster team growth, and enhance overall workflow efficiency. Through interactive discussions, real-world examples, and hands-on exercises, attendees will craft their own delegation blueprint, ensuring successful task allocation and improved productivity.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understanding delegation principles • Identifying delegation opportunities • Crafting a delegation blueprint • Effective communication and clear instructions • Building trust and accountability • Overcoming delegation challenges |
| <p>Leading from Within: Unlocking the Leadership Potential of Non-Supervisory Staff</p> | <p>This course is a specialized training program designed to empower non-supervisory staff members with the knowledge and skills needed to embrace their leadership role when collaborating with peers and colleagues. This course equips participants with strategies to effectively approach, inspire, and motivate others, even in situations where direct authority is absent. By developing their leadership capabilities, participants will contribute to achieving successful results and fostering a positive work environment.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Discovering leadership identity • Leading by example • Problem solving and decision making • Emotional intelligence and empathy • Influence and persuasion • Initiative and ownership • Ethical leadership |

**Leadership vs. Management:
Unleashing the Power of Effective
Leadership and Management**

In today's dynamic and complex business environment, the roles of leaders and managers are often intertwined yet distinct. This course is a comprehensive training program designed to help individuals understand the similarities, differences, and synergies between leadership and management. This program equips participants with the essential skills, strategies, and mindsets required to excel in both roles and drive organizational success.

Learning outcomes:

- Distinguish leadership from management
- Strategic vision and goal setting
- Inspiring and motivating
- Empowering decision making
- Conflict resolution and collaboration
- Operational excellence
- Change leadership
- Employee coaching and development

**Leading with Purpose: Defining
and Aligning Leadership Priorities**

In this training, participants will embark on a transformative journey to discover the essence of purpose-driven leadership while effectively setting and aligning their leadership priorities. Through insightful discussions, self-reflection, and practical exercises, attendees will learn how to define their unique leadership purpose, set strategic priorities, and align them with organizational goals. This training empowers participants to lead with clarity, authenticity, and a deep sense of purpose, fostering a positive impact on their teams and the entire organization.

Learning outcomes:

- Understanding purpose driven leadership
- Defining personal leadership purpose
- Setting strategic leadership priorities
- Inspiring and motivating teams
- Decision making alignment
- Cultivating authentic leadership
- Creating a purpose driven culture
- Adaptability and resilience
- Impactful leadership legacy

CULTIVATING COLLABORATION

Unleash the power of teamwork with our dynamic team development training, fostering collaboration, communication, and excellence within your teams

- Raising the Bar Together: Team Building for High-Performing Teams
- Generations United: Harnessing the Power of Multigenerational Teams
- Leading Remote and Hybrid Teams: Navigating Virtual Leadership Success
- Transforming Toxic Workplaces: Cultivating a Positive Work Environment

Raising the Bar Together: Team Building for High-Performing Teams

In this course, participants will delve into the intricacies of fostering a collaborative and high-performing team environment. Through engaging activities, interactive discussions, and real-world examples, attendees will gain insights into building cohesive teams that excel in communication, problem-solving, and achieving collective goals. This training equips participants with the tools and strategies to nurture a culture of collaboration, synergy, and exceptional performance.

Learning outcomes:

- Understanding high-performance teams
- Effective communication
- Building trust and collaboration
- Synergy in diversity
- Problem-solving excellence
- Goal alignment and focus
- Conflict resolution skills
- Empowerment and accountability
- Effective team meetings
- Continuous improvement strategies

Generations United: Harnessing the Power of Multigenerational Teams

In this all-day training, participants will embark on a transformative journey to explore the dynamics of multi-generational workplaces. Through immersive discussions, case studies, and interactive activities, attendees will gain a deep understanding of the diverse values, communication styles, and work preferences of different generations. This training will equip participants with tools to bridge generational gaps, enhance teamwork, and foster a harmonious and productive work environment.

Learning outcomes:

- Generational insights
- Communication mastery
- Conflict resolution
- Collaboration and team building
- Leadership across generations
- Knowledge sharing
- Mentoring and reverse mentoring
- Flexibility and adaptability
- Innovation through diversity
- Creating an inclusive culture

Leading Remote and Hybrid Teams: Navigating Virtual Leadership Success

This training empowers leaders to excel in the unique challenges of managing teams in remote or hybrid work environments. Through dynamic discussions, practical strategies, and case studies, participants will gain the skills needed to foster strong team connections, maintain productivity, and drive results in virtual settings. This training equips leaders with the insights and tools necessary to navigate the intricacies of remote and hybrid team leadership with confidence.

Learning outcomes:

- Mastering virtual leadership
- Building trust in distance
- Effective communication in virtual settings
- Goal setting and performance management
- Cultivating team collaboration
- Time management and productivity
- Adapting leadership styles
- Virtual conflict resolution
- Empowerment and autonomy
- Maintaining team morale

Transforming Toxic Workplaces: Cultivating a Positive Work Environment

This training is designed to address the challenges of toxic workplace cultures and provide strategies for creating a healthier and more productive work environment. Through interactive sessions, real-world case studies, and practical exercises, participants will gain insights into recognizing, addressing, and preventing toxic behaviors, fostering effective communication, and cultivating a positive workplace culture.

Learning outcomes:

- Identify signs of toxic behaviors in the workplace.
- Understand the negative impact of toxic workplace cultures on individuals, teams, and organizations.
- Implement effective strategies for addressing and preventing toxic behaviors.
- Enhance communication and conflict resolution skills to promote a healthier work environment.
- Develop techniques to build trust, respect, and collaboration among team members.
- Create an action plan for promoting a positive workplace culture.
- Recognize their role in influencing workplace dynamics and culture.
- Apply learned skills to real-world scenarios through case studies and role-playing exercises.

PATHWAY TO EXCELLENCE

TRAINING FOR ALL AUDIENCES

Elevate your team's potential with other comprehensive skills development training, designed to empower your leadership and team for success in every aspect of your journey

- The Master Communicator using the DISC Method
- Engagement Unleashed: Propelling Workplace Success through Engagement
- The Service Blueprint: Building a Foundation of Customer Excellence
- DISC Personality Indicator Assessment and Training
- Navigating Emotions: Unleashing the Power of Emotional Intelligence at Work

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| <p>The Master Communicator using the Maxwell DISC Method</p> | <p>This half-day training is a dynamic program designed to enhance the communication skills of general staff members. Through interactive discussions, practical exercises, and real-world scenarios, participants will develop a deep understanding of effective communication strategies. Attendees will learn to navigate workplace interactions with clarity, empathy, and confidence, fostering stronger relationships and contributing all using techniques of the DISC communication method.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understanding effective communication • Verbal and nonverbal skills • Active listening • Clear and concise messaging • Feedback and constructive conversations • Conflict resolution communication • Collaboration and team communication • Adapting communication styles |
| <p>Engagement Unleashed: Propelling Workplace Success through Engagement</p> | <p>This half-day training is a dynamic program designed to equip participants with the strategies and tools needed to cultivate a highly engaged workforce. Through interactive discussions, real-world examples, and hands-on activities, attendees will explore the key drivers of employee engagement and learn how to create a workplace culture that fosters motivation, satisfaction, and commitment.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understanding employee engagement • Identifying engagement factors • Creating a positive work culture • Effective leadership for engagement • Measuring and evaluating engagement • Action planning for engagement |
| <p>The Service Blueprint: Building a Foundation of Customer Excellence</p> | <p>Exceptional customer service is the cornerstone of successful organizations. This course is a comprehensive training program designed to equip participants with the knowledge, skills, and strategies necessary to create and sustain a culture of customer excellence. Through this course, participants will delve into the key elements of a service blueprint, explore effective service delivery processes, and learn how to align organizational goals with exceptional customer experiences.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understanding the service blueprint • Design seamless customer journeys • Create customer personas • Implement customer-centric processes • Foster and customer-focused culture • Train and empower service champions • Measure and monitor customer excellence • Address customer complaints and challenges • Develop a service excellence roadmap |

**DISC Personality Indicator
Assessment & Training**
(John Maxwell Method)

Every facet of life is influenced by our unique personality. This underscores the importance of gaining insight into our personality and understanding what motivates us innately. By acknowledging strengths and weaknesses, leaders can empower team members to operate at their optimum level while collaborating effectively. This self-awareness not only fosters personal growth but also enriches interactions with others, enabling mutual development and success.

Learning outcomes:

- Their DISC communication style.
- The communication style of others and how to connect to them.
- The ideal environment where they can bring their best forward.
- Their strengths in seven key areas of influence.
- How using this information can grow to their potential.

**Navigating Emotions:
Unleashing the Power of
Emotional Intelligence at
Work**

This course is a transformative training program designed to equip professionals with the essential skills and mindset to leverage emotional intelligence in their work environment. Focusing on developing self-awareness, understanding and managing emotions, fostering empathy, and building effective relationships. By enhancing emotional intelligence, participants will enhance their interpersonal skills, navigate conflicts, and cultivate a positive and productive workplace culture.

Learning outcomes:

- Developing self-awareness
- Understanding how to use and manage emotions in the workplace
- Cultivating empathy and understanding
- Using EI to enhance communication skills
- How to navigate conflict and challenges

SPECIALTY TRAINING PROGRAMS

- Board Development for Nonprofits
- Succession Planning for Nonprofit Leaders
- The Tapestry of Cultural Competency: Building an Inclusive Workplace
- Workforce Development Training for Job Coaches in Social Services

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| <p>Board Development for Nonprofits</p> | <p>Effective governance is crucial for the success of any organization, and a high-performing board is at the heart of it. This training is an introductory training program designed to equip board members with the fundamental knowledge, skills, and tools necessary to excel in their roles and contribute to the strategic direction and oversight of the organization. This training provides a comprehensive overview of board governance principles, best practices, and the key responsibilities of board members.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understand the role of the board • Enhance governance knowledge • Develop strategic thinking skills • Understand financial oversight • Foster effective board dynamics • Embrace ethical and legal responsibilities • Develop effective board meeting practices • Strengthen board/staff relationships • Embrace continuous improvement |
| <p>Succession Planning for Nonprofit Leaders</p> | <p>Strategic succession planning is not just a corporate practice—it's a vital strategy for nonprofits to effectively transition leadership and sustain mission-driven impact. In this comprehensive class, nonprofit leaders will learn the essential principles and practical strategies for developing and implementing a robust succession plan tailored to the unique needs of nonprofit organizations.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understanding of succession planning and why its important • Learn how to assess skills that will help identify leaders ready to move to the next level • Developing leaders to create a pipeline of future leaders within your nonprofit organization • How to create a succession plan tailored to your organization’s mission, values, and goals • Using your stakeholders to garner support in the process |

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| <p>The Tapestry of Cultural Competency: Building an Inclusive Workplace</p> | <p>This class offers a comprehensive exploration of the importance of fostering inclusivity and an understanding of cultural competency in the workplace. Through interactive discussions, case studies, and practical exercises, participants will gain a deep understanding of the benefits of an inclusive culture and learn strategies to cultivate an environment that values and celebrates all members. This training equips attendees with the tools to create a harmonious and thriving workplace where every voice is heard and respected.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Recognizing unconscious bias • Creating an inclusive culture • Effective communication in diverse teams • Empathy and active listening • Conflict resolution in culturally diverse settings • Fostering allyship and advocacy • Inclusive leadership • Measuring and evaluating inclusivity |
| <p>Workforce Development Training for Job Coaches in Social Services</p> | <p>This specialized workforce development training is meticulously designed for job coaches operating within the social services sector. The course delves deep into the intricacies of job coaching, equipping participants with the essential tools, techniques, and insights to guide individuals towards meaningful employment. Through a blend of interactive simulations, real-world case studies, and hands-on practice, participants will develop the expertise needed to foster job readiness, build vocational skills, and empower clients to achieve sustainable employment outcomes.</p> | <p>Learning outcomes:</p> <ul style="list-style-type: none"> • Understanding job coaching principles • Assessment and goal setting • Vocational skill development • Job search strategies • Building workplace relationships • Accommodation and advocacy • Conflict resolution and problem solving • Financial literacy and independence • Transitioning to employment • Continuous improvement |

**WANT TO CUSTOMIZE A
PROGRAM?
CONTACT US.**



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