



**Infinity Consulting
and Training Solutions**

Inventing the future by delivering results that endure

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2011 PROGRAMS, EVENTS, AND SERVICES CATALOG



Infinity Consulting and Training Solutions Programs and Events

Infinity Consulting and Training Solutions (ICTS) is your partner in providing comprehensive solutions to today's most pressing business issues. With a curriculum focused on achieving high levels of performance for individuals, teams, and organizations complemented by our consulting services, we help organizations all around the world achieve their goals. Our offerings include:

LEADERSHIP	MANAGEMENT	SALES AND CUSTOMER SERVICE
<p>5 Keys for Leading in a Hyper-Connected Global Economy</p> <p>*Expanding Our Leadership Skills</p> <p>*High Impact Change Management Strategies for Today's Leaders</p> <p>Leading People Through Change</p> <p>Fundamentals of Succession Planning: Developing the Next Generation of Leaders</p>	<p>How to Create Highly Effective Employee Development Plans</p> <p>How to Use Inclusionary Strategies to Reduce Operating Costs and Increase Employee Engagement</p> <p>5 Keys for Successfully Managing People During Challenging Economic Times</p> <p>*Mastering the Annual Employee Appraisal Process</p> <p>Developing Great Managers: High Impact Coaching for Performance Excellence</p> <p>Managing Multiple Generations in the Workplace</p> <p>From POW to WOW! 5 Keys for Developing an Effective Social Media Policy</p>	<p>Harnessing the Power of <i>The Brand Called You!</i> to Deliver Exceptional Customer Service</p> <p>The Power of Service: It's All About the Experience</p> <p>From Dilemma to Delight: Solving Problems to Close Sales in a Tough Economy</p> <p>The Road Map to Success: Strategies to Increase Profitability by Enhancing Customer Service Delivery</p>

BUSINESS AND PROFESSIONAL SKILLS	TRAINING AND HUMAN RESOURCES	NON-PROFIT MANAGEMENT
<p>High Impact Communication Skills for a Global Workforce</p> <p>3 Ways to Supercharge Your Communication Skills to Successfully Influence Others</p> <p>How to Deliver High Impact Executive Presentations</p> <p>How to Deliver A Kick #@\$! Presentation in 5 Easy Steps</p> <p>The Art of Influencing Others</p> <p>360° Conflict Management: Strategies for Managing Conflict with Anyone</p>	<p>Developing and Maintaining Effective Business Plans for Training and Development Programs</p> <p>Get Fired Up and Get More: 5 Secrets for HR Success in Challenging Economic Times</p> <p>The Bottom Line of Training: How to Successfully Link Training to the Bottom Line</p> <p>*High Impact Low Cost Experiential Exercises to Energize Any Training Program</p>	<p>Contract Management 101: How to Avoid Destroying Your Professional Association Chapter's Financial Stability</p> <p>A Road Map for Success: How to Increase Your Member Engagement and Successfully Grow Your Membership</p> <p>5 Surefire Ways to Attract and Retain High Performing Volunteer Leaders</p>

Infinity Consulting and Training Solutions Programs and Events

Each of the training programs we offer can be customized to meet your specific needs. We also offer the following professional services:

SPEAKING AND KEYNOTES

ICTS' dynamic and energetic speakers are worldwide experts on a variety of topics and bring an average of 15 years of industry experience to their engagements. In particular, Sardek Love, President and Founder of ICTS, is a highly sought after international speaker as is evident by his highly acclaimed repeat engagements with the Jamaica Customer Service Association in Kingston, Jamaica.



CONSULTING SERVICES

Our approach to management consulting combines deep domain expertise in operations management, strategy development, human capital management, analytics, and training and development with strong capabilities in working with clients all over the world. By leveraging both, ICTS consultants are highly capable of designing solutions that are cost effective and highly executable. Through our strategic partnerships with leading consulting firms Moody International Consulting and Training, Beacon Performance Group, and Serco-North America, we can deploy highly advanced expertise anywhere in the world. Our motto – you provide the metric, we'll provide the solution.



COACHING SERVICES

With thousands of coaches, how do you find the one that's best for you? Effective coaches employ a multi-dimensional approach: They are experienced in consulting, have extensive management experience, possess a deep understanding of organizational development, and have a firm understanding of the psychology of performance improvement. Through our strategic partnership with Executive Core, we offer a multi-dimensional approach built on an innovative coaching platform. Combine that with the fact that our coaches have worked for some of the most advanced consulting firms in the world including Booz Allen Hamilton and Lore International, we are able to deliver exceptional results in 1-on-1 or team coaching scenarios.



LEADERSHIP PROFILE FOR SARDEK P. LOVE



Sardek P. Love is the President and Founder of Infinity Consulting and Training Solutions (ICTS), a management consulting and customer service training provider to an array of global customers. A dynamic speaker and international business consultant, he possesses over 15 years of professional experience in leadership development, training and development, association management, customer service, management information systems, and production and operations management.

Prior to launching ICTS, Sardek managed and led high performing teams at Booz Allen Hamilton, MetLife Insurance Company, and Anthem Blue Cross Blue Shield. As a highly sought after consultant, Sardek has delivered training programs, Keynote speeches, seminars, and consulting services to clients throughout the United States as well as the following international locations:

Asia:

China, Indonesia, Malaysia, Singapore, and Thailand

Caribbean:

Jamaica

Europe:

United Kingdom and Germany

Middle East:

Kuwait, the United Arab Emirates, Saudi Arabia, and Libya

West Africa:

Angola and Nigeria

Sardek has an extensive and highly decorated track record serving in volunteer leadership positions for a variety of associations. Most notably, not only is he a former President of two American Society for Training and Development (ASTD) chapters, Sardek also has the unique distinction of being a two time member of the prestigious National Advisors for Chapters for ASTD. In 2003, he and his fellow advisors were awarded the prestigious ASTD Staff Partnership Award by Tony Bingham, ASTD's CEO. As a highly regarded expert in business, training, consulting, and association management, his contributions continue to shape the development of leaders as is evident by his appointment as 2010 Chair of the ASTD Leaders Conference Program Advisory Committee.

For more information regarding Infinity Consulting and Training Solutions products and services and to bring Sardek to your organization, contact us by phone, fax, or email:

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Facebook - search for Sardek Love
Twitter - www.twitter.com/splove1

How to Create Highly Effective Employee Individual Development Plans



Description	In today's fast-paced world, time dedicated to employee development has been reduced resulting in a shortage of high performing, high impact employees. This presentation will identify the steps managers as well as employees can use to create effective employee development plans.		
Who should attend	Managers and employees who want to maximize employee productivity.		
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Identify two primary reasons employee development plans are undervalued by managers and employees • Define the vision of success for any role • Apply 5 simple techniques to identify employee strengths • Determine the importance of a positive attitude and how to develop and maintain one • Use a simple assessment to maintain lifelong learning • Assess your Circle of Influence in order to build productive relationships and professional networks 		
Duration Options	1.5 hr Workshop 1.5 hr Webinar	½ Day Workshop	1 Day Program

*Mastering the Annual Employee Appraisal Process



Description	Do most of your employees find the annual performance review process to be mostly a waste of time? Do you find the annual performance review conversation to be challenging? Many managers would answer yes. This program provides you with a series of easy-to-adopt strategies that will reduce misunderstandings, maximize impact, and drive trust and respect in order to maximize employee productivity.		
Who should attend	Managers, supervisors, and team leaders who want to deliver highly effective, low conflict performance evaluations.		
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Utilize various communication approaches to achieve shared understanding of expectations • Apply a model of effective feedback that will improve performance • Identify various ways to deliver performance feedback year round • More confidently hold difficult performance discussions • Review the key components of highly effective individual development plans 		
Duration	1 Day Program		

How to Use Inclusionary Strategies to Reduce Operating Costs and Increase Employee Engagement



Description	When you drive, do you ever consider how many people were hurt or killed to produce the fuel that powers your vehicle? Very few people have. Yet the process of producing petroleum products is extremely dangerous. It requires workers from various locations, cultures, and languages to be able to effectively communicate under pressure, and respect cultural differences to minimize conflict and prevent injuries and death. In this highly interactive and thought-provoking session, you will develop a road map for using the DiSC profile to truly transform the way people work together.
Who should attend	Managers, supervisors, and project leaders who manage global and/or diverse employee teams that want to increase operational efficiency and reduce costs.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Describe how one industry successfully uses the DiSC profile to create awareness of behavioral preferences, improve respect, and enhance communication between employees • Explain the impact judgments and perceptions have on appreciating differences • Implement an easy-to-use process for setting clear and specific expectations
Duration Options	1.5 hr Workshop ½ Day Workshop

5 Keys for Successfully Managing People During Challenging Economic Times



Description	The current global economic downturn has increased the pressure for managers to demonstrate effective management and leadership abilities. Organizations are pressured by market dynamics to reduce expenses, suspend capital expenditures, and maintain or increase market share. In this program, managers will be exposed to 5 keys for managing successfully in challenging economic times.
Who should attend	Managers, supervisors, team leaders, and those who are being groomed for management roles.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Describe how trust and uncertainty impacts efficiency and cost in any organization • Apply an easy-to-use model which will consistently allow anyone to set clear and specific expectations regarding performance outcomes • Use a simple matrix to align employee strengths to job roles
Duration	1.5 hr Workshop ½ Day Workshop

Developing Great Managers: High Impact Coaching for Performance Excellence





Description	Less than 30% of all managers worldwide receive any formal training on coaching employee performance. Why? Most managers are promoted into management as a result of their technical expertise, and this dramatically increases their development time and potential for failure. Attendees to this program will determine the appropriate coaching approach, implement an effective development plan, and set performance objects for individuals and teams that are both specific and attainable.
Who should attend	Managers, supervisors, and team leaders who are responsible for maximizing employee productivity.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Recognize and apply the 5 approaches to coaching • Employ inquiry and advocacy skills when communicating • Implement the steps of effective coaching • Follow a 4 step preparation process for conducting a high impact coaching session
Duration Options	1 Day Program

Managing Multiple Generations in the Workplace



Description	Millennials (18-31 year olds) are already the largest generation (27% of US population), which is almost twice the size of the Gen Xers (15% of US population). Millennials operate, communicate, and collaborate very differently from the vast majority of current business leaders, who are mostly comprised of Baby Boomers (23% of US population). This sets the stage for a dramatic change in the way work gets done as the Boomers begin to retire. It also sets the stage for significant organizational change and high potential for loss productivity due to conflicts that will inevitably arise between the various generations in the workplace. Attendees to this workshop will identify the challenges of working with multiple generations, and learn techniques that foster respectful communication and positive interactions with all groups.
Who should attend	All levels of management and leadership and all future leaders who want to more effectively manage the different age groups represented in a rapidly changing work environment.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Describe the way the different generations are already causing the workplace environment to change • Identify the characteristics of the different generations in the workplace • Examine stereotypes associated with each generation • Define strategies for success in managing a multi-generational workplace
Duration	1.5 hr Workshop ½ Day Workshop 1 Day Program

<h2>*High Impact Change Management Strategies for Today's Leaders</h2> 	
Description	No matter how large or small, by all estimates, 70% of all change initiatives fail. This is a costly mistake to make. Successful change efforts require advanced Leadership skills and a deep understanding of how organizational culture and the flow of communication reaffirm the desired change or reaffirms status quo. This program is designed to immerse the leader in a series of experiences that will enhance the skills necessary for change management success.
Who should attend	Leaders who are overseeing change initiatives that require collaborative, knowledge-sharing practices to be adopted to achieve results.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Articulate the Leadership skills required to effectively manage change • Identify and develop strategies to overcome the top 8 reasons change initiatives fail • Use a change model to develop an effective change management road map • Integrate monitoring approaches that will allow managers to measure change at a behavioral level
Duration	½ Day Workshop 1 Day Program

<h2>Leading People Through Change</h2> 	
Description	The ever increasing amount of data and speed at which that data can be communicated will be a major driver of change, and this will place increasing pressure on organizations to be led by leaders who can manage in very fluid environments. Yet the methods managers have used to transform their companies are inadequate as they routinely fail. In this program, managers will be taught to identify the different reactions to change, design a plan to help others deal with change, and apply that plan to better meet the needs of the employees experiencing the change.
Who should attend	Leaders who are overseeing change initiatives that require collaborative, knowledge-sharing practices to be adopted to achieve results.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Define what change looks and feels like • Identify the different reactions to change • Evaluate how change affects people in your organization • Recognize resistance to change and explore various sources of resistance • Recognize and avoid the 8 mistakes organizations make during change initiatives
Duration	1 Day Program

Fundamentals of Succession Planning: Developing the Next Generation of Leaders



Description	<p>Fact - Baby Boomers overwhelmingly dominate the Leadership positions in most organizations. Fact – they possess significant knowledge and experience, and the pace at which they transition into retirement or pursue other professional endeavors will accelerate, creating huge gaps in leadership for most organizations. This places a great deal of pressure on organizations to develop leaders for the future to ensure key posts will be filled with capable people who can manage in a highly complex global business environment. This program will show attendees how to conduct a Gap analysis to identify current and future needs, how to create pipelines of potential top leadership, and how to bring selection systems, reward systems, and management development into alignment with the process of leadership renewal.</p>
Who should attend	Managers who are tasked with developing strategic, human capital plans of an organization and creating operational, performance-oriented plans to execute the plans.
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Identify high-potential employees • Conduct a Gap analysis to identify current and future needs • Develop a pool of successors at several levels within your organization • Use Employee Development Plans (EDPs) as a tool for leadership development • Identify pitfalls of poor planning or no planning • Measure, evaluate, and refine your succession management program
Duration	1 Day Program

5 Keys for Effectively Leading in a Hyper-Connected Global Economy



Description	<p>In any economic or business downturn, organizations are pressured by market dynamics to reduce expenses, eliminate capital expenditures, and maintain market share. The current global economic downturn has been of historic proportions resulting in a dramatic increase in the need for managers to demonstrate effective management and leadership abilities. Unfortunately, many managers myopically focus on financials and inadvertently begin to disregard the care of their most important asset – the employees – and this will eventually cause a mass exodus of the best talent.</p>		
Who should attend	Managers, supervisors, and team leaders who want to increase employee engagement, reduce voluntary attrition, and increase competitive advantages in the marketplace.		
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Discuss the cost of trust (or lack of trust) in your organization • Identify the top 5 management behaviors that cause employee disengagement • Apply the Hear/See/Do © communication model to set clear and specific expectations • Discuss the 8 norms of Millennials in the Workforce 		
Duration	1.5 hr Workshop 1.5 hr Webinar	½ Day Workshop	1 Day Program

***Expanding Our Leadership Skills**



Description	As a result of true globalization and increasing power of emerging markets, it is no longer acceptable to lead solely from a U.S. or European centric mindset. Success as a leader now requires a willingness to work in ambiguous situations, deal with complex problems, think strategically, engage others, and drive change. This program is designed to immerse leaders from all levels of an organization in a highly interactive, experienced-based learning environment.
Who should attend	Managers, supervisors, and project leaders who want to develop high performance Leadership competencies.
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Define your leadership strengths and identify the challenges you are facing as leaders • Examine the impact of Trust on Leadership effectiveness • Increase influence by building high impact professional networks • Engage employees at all levels and in all locations • Describe your communication style and how it impacts your ability to lead • Effectively manage conflict and increase collaboration
Duration	2 Day Program

Harnessing the Power of the *Brand Called You!* to Deliver Exceptional Customer Service



Description	Ask any customer to describe a recent customer service experience, and you're likely to be inundated with specific examples of negative experiences peppered with downright sarcasm. The reason? Too many companies are focused on what Fred Reichheld calls "bad profits" – boosting short term earnings while burning out employees and alienating customers. This session examines ways to successfully engage all employees so that every customer interaction is a great experience.
Who should attend	Managers and employees who are charged to create and maintain a competitive advantage from their service model by consistently delivering a great customer service experience.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Identify the financial benefits of delivering exceptional customer service • Apply the Organization Capability Model © to assess your service capability • List effective management strategies that enable the delivery of great customer service • Use the concepts of branding to instill a culture of great service in every employee
Duration	1.5 hr Workshop ½ Day Workshop

The Power of Service: It's All About the Experience



Description	The current economic recession has increased the risk in the high stakes game of business in a global economy. Organizations that survive and thrive will be those that consistently create incredible customer experiences at every touch point. In this session, you will be taught a deceptively simple and incredibly powerful strategy to consistently create positive, memorable customer experiences, which will lead to increased sales, profits, and customer loyalty.
Who should attend	Managers and employees who are charged with consistently delivering a great customer service experience.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • List the 4 elements of the customer service experience • Understand the importance of customer perceptions to repeat business and word of mouth advertising • Use questioning and listening techniques to uncover customer expectations • Use a 4 step approach to consistently create great customer experiences
Duration	1.5 hr Workshop ½ Day Workshop

From Dilemma to Delight: Solving Problems to Close Sales in a Tough Economy




Description	Are you struggling to gain new business in these challenging times? Has repeat business from very loyal customers seemingly evaporated? If you answered yes to either question, you're not alone. In this session, you will examine some simple ways to identify the critical issues facing organizations, and apply a model that will increase the chances your client will purchase your product or service.
Who should attend	Managers, salespeople, and customer facing employees who are charged with increasing revenue and customer loyalty.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • List 3 economic factors that influence companies in a challenging economy • Use 3 specific questions that will uncover sales opportunities • Qualify prospects using the Competitive Position Matrix • Use targeted communication techniques to compel decision-makers to action
Duration	1.5 hr Workshop ½ Day Workshop


The Road Map to Success: Strategies to Increase Profitability by Enhancing Customer Service Delivery

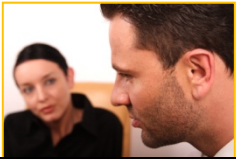



Description	Customer service in America is consistently perceived to be poor, and in a competitive global marketplace where customer service in other countries is phenomenal, American business is quickly losing a competitive advantage. A great example of this is in the airline industry where Singapore Airlines is widely considered one of the best airlines in the world, and U.S. based airlines cannot come close to emulating the customer experience Singapore Airlines creates. This program will identify the realities, barriers, and constraints to delivering exceptional service while providing proven strategies to increase your organization's profitability using service as a cornerstone business strategy.
Who should attend	Managers and employees who are charged to create and maintain a competitive advantage from their service model by consistently delivering a great customer service experience.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Identify strategies of highly successful managers and leaders • Assess the impact of organizational culture on service delivery • Create highly effective employee development plans for customer service employees • Develop distinctive, measurable, and sustainable value propositions from your customer service delivery • Utilize strategies to move your customer service from good to great
Duration	1 Day Program


<h2>High Impact Communication Skills for a Global Workforce</h2> 	
Description	As emerging markets continue to drive opportunity and promise, many organizations see international markets as prime opportunities for future growth. Communicating with a culturally diverse workforce requires not only traditional communication skills but an increased willingness to respect difference and deal with ambiguity. In this session, you will explore the 5 major challenges to successful communication with an international workforce and identify ways to overcome them.
Who should attend	Managers and employees who work with a culturally diverse workforce.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Identify the barriers to effective communication present within your organization • List the 5 major challenges to successful communication with an international workforce • Create an action plan that will allow you to improve your communication style
Duration	½ Day Workshop

<h2>3 Ways to Supercharge Your Communication Skills to Successfully Influence Others</h2> 	
Description	Communicating effectively is one of the most underrated and underused skills in the workplace. The cost of ineffective communication is high because it leads to increased conflict, reduced trust, and decreased individual and team collaboration. In this session, you will be immersed in activities and thought-provoking conversations that will enhance your awareness and application of effective communication techniques.
Who should attend	Individuals who want to increase productivity and become more successful on the job by improving the quality of working relationships with peers, employees, supervisors, customers, and others.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Use a 3 step model to enhance your ability to collaborate and influence others • Identify the impact your personal judgments have on your behavior • Discuss the impact of fear, inaction, and trust in communication breakdowns • Apply an easy-to-use communication model to consistently communicate clear and specific expectations
Duration	1.5 hr Workshop ½ Day Workshop

<h2>The Art of Influencing Others</h2> 	
Description	<p>Would you like to have more of your ideas and suggestions consistently implemented? Do you want to be considered a "key" person that must be consulted before decisions are finalized? Do you want to increase buy in and reduce rejections and delays? If you answered "yes" to any of these questions, this program is for you. In this highly interactive program, you will develop creative ways to establish rapport and build relationships. You will also develop and learn to apply skills that improve your effectiveness when marketing your ideas.</p>
Who should attend	<p>Professionals who want to expand their personal influence, learn how to overcome obstacles, and discover influencing strategies to help build collaborative relationships.</p>
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Build rapport to develop relationships of influence • Improve your communication skills to be more effective with others • Recognize the key barriers to effective communication • Understand and use communication styles to tailor your communications • Resolve conflicts amicably
Duration	<p>1 Day Program</p>

<h2>360° Conflict Management: Effective Strategies for Managing Conflict with Anyone</h2> 	
Description	<p>Conflict is inevitable, but if left unchecked, it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. As a result, you will develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations</p>
Who should attend	<p>Professionals interested in learning how to effectively resolve conflict.</p>
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Understand the 2 types of conflict • Recognize 4 approaches to conflict • Implement the basic steps of conflict resolution • Minimize conflict using effective communication techniques • Respond effectively to challenging people
Duration	<p>1 Day Program</p>

<h2>How to Deliver High Impact Executive Presentations</h2> 	
Description	<p>Did you know only 3% of executive presentations are considered “stimulating” and only 29% of executive presenters receive “good” to “excellent” ratings? Yet presentation skills are considered 3 times more important for career advancement than writing ability. This program is designed to maximize the presentation strengths of the executive presenter while equipping the presenter with the ability to effectively read his / her audience in order to meet the audience’s needs and interests.</p>
Who should attend	<p>Mid and senior leaders who want to improve the quality and impact of their briefings and presentations.</p>
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Identify what you currently do that is different from what you want to do • Assess your communication style using the DiSC assessment • Use the 4 components of an effective presentation to create high impact presentations • Practice delivering an engaging presentation
Duration	<p>1 Day Program Note: This program is also offered as an 1-on-1 executive coaching session</p>

<h2>How to Deliver a Kick #@\$! Presentation in 5 Easy Steps!</h2> 	
Description	<p>Did you know when asked to list their greatest fears, people ranked public speaking higher than death? The fact of the matter is, most presentations are poorly done because of the universal fear of talking in front of peers and potential critics. The reality is this - just about anyone can give a decent presentation with a little practice. By following a proven process, you can deliver a presentation that is both memorable and achieves its goal of conveying its message. In this session, you will learn the tricks of the trade to deliver an impactful presentation.</p>
Who should attend	<p>Any individual who wants to improve the quality and impact of their presentations.</p>
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Identify the key elements of an effective presentation • List the barriers to engaging presentations • Organize presentation content using a proven structure • Use a variety of proven facilitation techniques to engage your audience • Demonstrate appropriate body language, eye contact, and verbal techniques to maximize your presentation • Use the art of storytelling to bring your presentation to life • Practice delivering an engaging presentation
Duration	<p>1 Day Program</p>

Developing and Maintaining Effective Business Plans for Training and Development Programs





Description	In every organization, it's a given that most business units are required to develop business plans that detail strategies for the next 1-2 years. Unfortunately, many training programs fail to do the same, and this creates a significant lack of alignment and credibility for the training professional. ASTD's competency model includes applying business skills as one of the foundational competencies, and this program is designed to provide a high level overview for developing an effective business plan.
Who should attend	Managers, supervisors, and team leaders who are responsible for creating training programs that are aligned to client needs.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • List the benefits of creating business plans • Explain the difference between Strategic plans, Business plans, and Operational plans • Identify the potential audiences for a business plan and how that affects the content included in the plan • Review the key components of a business plan and begin developing a plan to market the value of your training program
Duration	½ Day Workshop

Get Fired Up and Get More: 5 Secrets for HR Success in Challenging Economic Times

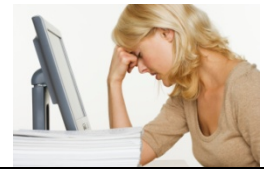


Description	In any economic or business downturn, organizations are pressured by market dynamics to reduce expenses, eliminate capital expenditures, and maintain market share. Unfortunately, many managers myopically focus on financials and inadvertently begin to disregard the care of their most important asset – the employees – and this will eventually cause a mass exodus of the best talent.
Who should attend	HR and Training managers, supervisors, and team leaders who are charged to increase employee engagement, reduce voluntary attrition, and employ proven human capital strategies within their organizations.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Discuss the cost of trust (or lack of trust) in your organization • Identify the top 5 management behaviors that reduce employee engagement • Discuss the importance of using an effective employee development model • Identify the tools available to assess employee strengths • Demystify the annual performance appraisal process
Duration	1.5 hr Workshop ½ Day Workshop 1.5 hr Webinar

The Bottom Line of Training: How to Successfully Link Training to the Bottom Line 	
Description	Cost reductions and profitability reign king, therefore it is critical that training programs demonstrate a clear linkage to organizational business objectives. This can be accomplished by measuring performance that positively impacts key business metrics. During this very interactive session, you will actually begin the development of a performance measurement process designed to establish the critical link and improve the impact / visibility of any training program.
Who should attend	Managers, supervisors, and team leaders who are responsible for creating training programs that are aligned to client needs.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Determine sources and identify the key business metrics in your organization • Determine how well your training program is aligned to your organization's business strategy • Utilize the 5 levels of learning in evaluating trainee performance • Implement a 5 step process to measure performance and create alignment between training and business strategy
Duration	1.5 hr Workshop ½ Day Workshop 1 Day Program 1.5 hr Webinar

*High Impact Low Cost Experiential Exercises to Energize Any Training Program 	
Description	How can the content of your training programs be brought to life in a manner that your audience will experience the skills in action in a fun and highly engaging manner? It's easier than you think. In this extremely engaging session, we will share with you a variety of high impact low cost experiential exercises that we've used in Leadership training all over the world with great success. You will experience the activities firsthand and be provided a playbook that will allow you to immediately implement them into your training programs.
Who should attend	Managers, trainers, consultants, facilitators, and team leaders who facilitate meetings, retreats, training programs, and workshops.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Apply the variety of experiential exercises to increase participant engagement and learning • Utilize the "facilitate to a purpose" facilitation technique to effectively link the experiential exercises to the key lessons being taught • Implement these exercises immediately in your training programs
Duration	1.5 hr Workshop ½ Day Workshop

Contract Management 101: How to Avoid Destroying Your Professional Association Chapter's Financial Stability



Description	A chapter is nearly forced into bankruptcy for failing to cancel an event with a hotel by a deadline. Another chapter inadvertently assumes all of the financial risk when partnering with a sister organization to host a networking event. These are all too common mistakes with potentially devastating financial implications. Why? Many local chapters of professional associations are managed by volunteer leaders who are not aware of the potential for financial mismanagement that can occur as a result of using poor contract management practices. In this session, you will be introduced to a variety of situations to help increase your knowledge of basic contract management.
Who should attend	Any individual who serves in a volunteer leadership position that has the potential to incur financial risk on behalf of the organization.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • List the sources of revenue for your organization • Understand the importance of having effective Business-to-Business (B2B) agreements in place • Conduct a B2B vulnerability assessment • Understand the difference between a Contract, Teaming Agreement, and a Memorandum of Understanding • Apply the skills and knowledge to develop effective B2B agreements
Duration	1.5 hr Workshop 1.5 hr Webinar

A Road Map for Success: How to Increase Your Member Engagement and Successfully Grow Your Membership



Description	How can you excite current members about your chapter and keep them engaged? What are some ways to grow your current membership and keep members coming back? This session will provide proven strategies designed to result in quick wins in increasing member engagement. It will enable you to develop a basic brand strategy for managing the member lifecycle and a simple framework that can be used to evaluate the effectiveness of your branding strategy.
Who should attend	Volunteer leaders and staff of professional associations.
Benefits of attending	As a result of attending, you will be able to: <ul style="list-style-type: none"> • Use Value Propositions to identify and evaluate the competition for your local chapter's members • Create a basic brand strategy for managing the member lifecycle • State specific actions that, when taken on a consistent basis, will result in quick wins in increasing membership engagement
Duration	1.5 hr Workshop 1.5 hr Webinar

5 Surefire Ways to Attract and Retain High Performing Volunteer Leaders



Description	Do you have high turnover on your board? Are you constantly asking new members to join the board of directors? Do you avoid removing poor performing volunteer leaders because having somebody in the role is better than nobody at all? If you answered yes to any of these questions, this session is for you. Based on years of experience leading and coaching other chapter leaders of the American Society for Training and Development (ASTD), this program will expose you to proven strategies for attracting and retaining the very best leaders in your local market.
Who should attend	Volunteer leaders and staff of professional associations.
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Craft a compelling story using the volunteer leader value proposition strategy model • Describe how trust impacts efficiency and cost in any local chapter • Apply an easy-to-use model for consistently setting clear and specific expectations for performance • Use a simple matrix to align volunteer leader strengths to Board positions
Duration	1.5 hr Workshop ½ Day Workshop

From POW to WOW! 5 Keys for Developing an Effective Social Media Policy



Description	<p>A whopping 20% of the 1.7 billion internet users use Facebook including 35% of all Americans. Facebook is growing at an estimated 5% per month, Twitter at 6 million per week (6%). Social media has and will remain as a major communication channel, yet most companies still have not developed a social media policy. Ineffective policies focus on restrictions as opposed to engagement, and this leads to employees feeling like Prisoners of Work (POWs). In this thought-provoking session, we will examine the 5 keys for developing an effective strategy that provides guidance for employees of any organization.</p>
Who should attend	<p>Managers, supervisors, and team leaders who are seeking guidance in developing a social media policy for their organization.</p>
Benefits of attending	<p>As a result of attending, you will be able to:</p> <ul style="list-style-type: none"> • Describe how to create an effective social media policy that engages employees as opposed to restricts their activity • Use a variety of resources to develop the right type of social media policy for your organization • Apply what you've learned to immediately begin construction of an effective policy
Duration	<p>1 hr Workshop 1 hr Webinar</p>



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