

2018

Leadership and Management Programs 2018

Nova Southeastern University

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LEADERSHIP AND MANAGEMENT PROGRAMS 2018-2019

Advanced Leadership Program

1 Week | 3 CEUs

This program is an excellent opportunity to examine and prepare for the dynamic challenges facing today's companies and organizations. This intensive program will help **refine management and leadership capabilities** and broaden your managers' and executives' **understanding of up-to-the-minute business theory and practice**.

Program Description

The Advanced Leadership Program sessions focus on key concepts, tools, and techniques needed to help you manage and lead in today's challenging business environment. Modules include:

~ Developing a Leadership Mindset

Understand the foundation to: **empower yourself and your staff**; begin the journey to develop your leadership skills; become more effective at influencing others; learn how to work with groups and teams to accomplish organizational objectives; learn the importance of embracing change; understand how to **become effective in an ambiguous environment**; and develop the skills necessary to move from a manager or supervisor to a leader.

~ Managing Talent

Organizations that prefer to be at the top of the charts spend time and energy managing their organization's talent. They know that **better business results are attained when talent is appropriately managed**. They understand that each organization and its talent are different, but there are approaches that any organization can use. This module will address the essential question: **what are you personally doing about your opportunity to get the most out of your people?** These are people who know that talent management is an ongoing process.

~ Strategic Thinking

This module offers a management perspective that focuses on the "big picture." This perspective helps organizations perform better because actions that the organization takes are **grounded in a vision of the future**. This session helps executives combine the systemic system with the day to day operational requirements. It creates a **framework for determining a clearer direction for the company that is aligned with the realities of the marketplace**.

~ Leadership for High Performance

Explore the importance of leadership in your organization, and its role in creating and sustaining a high performance culture. This session **evaluates high performing organizations**, their characteristics, and the role of leadership in a high performance environment. During the session, participants will: discover the **effect of leaders on followers**, evaluate the issues facing all groups and teams, participate in exercises to demonstrate inter-group dynamics, and understand management.

~ Executive Coaching

Coaching is an advanced form of communication, that when used properly, can **increase performance, improve motivation and retention, reduce stress and create better working relationships**. This is a practical session that gives executives the skills they need to be effective coaches in their organizations. Growing and developing their staff and managing change are some of the most important tasks for a manager. Coaches are skilled at both.

~ Building and Leading Successful Teams

One way leaders add value to the organization is through a **higher level of team building**. This session addresses a number of the factors that lead to team success. Analysis of individual team behavior will be stressed. Extensive **reflection of team principles and practices** will occur.

~ Leading Change

Change is inevitable and constant. We must not only be able to manage change, but to **lead our subordinates in coping with and perhaps even embracing change**. This program is designed to provide participants with a broad understanding of the **change management methodology** and concepts, along with a complete toolbox of managing transition methods and simulations.

~ Executive Decision Making and Problem Solving

This session guides participants in making **clear, informed and effective decisions** that are in line with the organization's core values and philosophies and that support the organization's short-term and long-term strategies. It will address the full spectrum of **framework and models used in decision making**.

~ Fostering Creativity and Innovation

Innovation is the fuel that drives business. The many aspects of creativity are the building blocks. The blocks are used to build the "house" for alternative ways to manage people, technology and other resources. **Creativity helps managers generate more options and alternatives for increasing results**. Creativity and innovation provide perspective and structure to make it easier to find a better way.

~ Ethics, Values, and Drive

Executives and senior level managers are self driven. Often this drive for accomplishment and recognition comes into direct conflict with corporate and personal ethics and values. We must **understand how ethics and values govern our business**. Our drive to win is essential to our success and that of our business, but it must always be ruled by ethics and positive values, and this **requires courage and understanding**.

Audience

The Advanced Leadership program is designed for managers, directors and professionals who are helping to lead their organizations; business owners and executives that hold leadership positions in high-performance organizations, and business leaders with active roles in creating and sustaining a high performance culture.

Delivery

Any of the executive education programs offered by the Hudson Center of Entrepreneurship and Executive Education (HCEEE) can be delivered to your organization at your location Please [contact us](#) for more information.

Program Fee

Program fee varies based on the size of your group and includes tuition, instructional materials and lunch. Please [contact us](#) for more information.

Instructor

Bryan J. Deptula, Ph.D., M.B.A.

Dr. Bryan J. Deptula is an Assistant Professor of Leadership and Management at Nova Southeastern University. He holds a Ph.D. from Florida Atlantic University, a M.B.A. from Suffolk University, a BA in Economics from University of Delaware, attended INSEAD University in France for Corporate Education (CEDEP), and served as a member on the Executive Panel for Alumni Council at Suffolk University.

Bryan specializes in the study organizational behavior, development of effective leaders and followers, mentoring and developmental relationships, and human resources.

He is published in the Leadership Quarterly and is an active member of the Academy of Management and the Southern Management Association; and has presented research at the Western Academy of Management.

Before joining the faculty, Bryan was an executive and trainer with over 14 years industry experience. As a Director at First Choice LLC, his leadership role involved developing and delivering continuing education on management skills and leadership, training, and employee development programs; writing sales manual for national sales meetings and personally training over 2000 individuals at weeklong and weekend conferences and forums.

Comments from Past Participants

"It was thought provoking and worthwhile."

Brendan Cavanagh, Chief Accounting Officer | [SBA Network Services](#)

"Excellent."

David Mulhern, Budget Supervisor | [Broward County Health Department](#)

"Excellent program!"

Brian Lane, Risk Manager | [Broward County Health Department](#)

Course Customization

Using core programs, we can customize the material to fit your corporate training needs. With our extensive resources and program facilitators, we will design a program that is **tailored to fit your specified objectives and requirements**.

Contact Information

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E-mail: execed@nova.edu

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Change Management

1 Full Day | .6 CEUs

In the 21st century, world change is inevitable and constant. Leaders must not only be able to manage change, but to aid work associates in coping with and embracing change. The program is designed to

provide participants with a broad understanding of the change management effective methodologies, concepts, principles, and practices. The program targets a wide audience of organizational team members who need familiarity with the process who need familiarity with the process.

Program Description

Participants will learn to:

~ Background Information

- Identify the different stages of change
- Recognize how change benefits an organization
- Develop good practices of a change leader
- Encourage resilience within employees

~ Initiating Transition Management: Letting Go

- Identify steps of the change process
- Assess how people react to change (including self-assessment)
- Analyze the change situation

~ Understanding Transition Management: Entering the Neutral Zone

- Identify why employees resist change
- Manage the ambiguity and tension caused by change
- Establish a vantage point for change management
- Eliminate the causes of complacency

~ Setting Strategic Goals: Implementing the Vision

- Understand the need for creative approaches to change
- Facilitate commitment to change in your employees
- Communicate change effectively
- Develop strategies for managing change

Learning Outcomes

After completing the program, participants will have learned:

- ~ The importance of continual organizational change.
- ~ The reasons behind change apprehension.
- ~ The practices that encourage team transformation.
- ~ The principles and methods associated with effective change leaders.

Audience

This program is designed for executives, leaders, managers, supervisors, business owners, and administrators

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Coaching Skills for Leaders

1 Full Day | .6 CEUs

Coaching Skills for Managers (CSL) is for busy managers who are expanding their management and leadership through adding coaching skills. CSL prepares you to have effective coaching conversations focusing on issues related to individual and team performance, growth and development. This training gives you quick, effective, and reliable approaches to build your coaching skills. You will learn and practice with tools that increase your ability to have coaching conversations that motivate and inspire, help others see a new perspective, and give feedback that drives performance.

Coaching skills and their impact on performance are measured in key ways before and during the course:

1. **Coaching Self-Assessment** — identifies the depth of personal experience with coaching
2. **Action Feedback** — Questions that gather information on what's working, best practices, actions being taken and challenges

In this one-day training participants will:

- Understand what the distinctions are between coaching, advising, mentoring
- Have a tool to determine if someone is coachable
- Distinguish between managing and coaching
- Identify desired behavioral shifts
- Learn and practice four fundamental coaching practices
- Leave with a plan for sustainability

You will practice coaching with real life scenarios in a four-phase coaching model that provides a structure for your coaching conversations. In rehearsals, you will practice and receive feedback on what worked, what was challenging and key learnings.

Audience

This program is designed for anyone with direct reports and anyone who wants to increase self-awareness and bring out the best from others.

Delivery

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Program Fee

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Instructor

Susan Klein, MCC

Susan Klein, MCC, is an executive coach and trainer specializing in leadership development, communication and coaching skills, and was one of the first professional coaches in the world to receive the Master Certified Coach designation from the International Coach Federation. She is a subject matter

expert on human performance- what motivates and inspires people to go beyond their limiting beliefs to achieve new levels of performance. Her vision has always been to bring joy and humanity to business.

Working with CEOs, executives, managers, and entrepreneurs at all levels for over 27 years, her clients experience new levels of performance that are results- focused, while having an integrated life. She is passionate about the need for people in business to have fulfillment and satisfaction in all areas of life.

Comments from Past Participants

"Hudson Center programs take what I learned in school to the next level."

Marc Kruger, Business Development | **Beran Trade Group**

"This was a great investment of my time and the company services."

Mark Blackburn, Executive Vice President | **CSI International**

"Great, useful course that provides elemental tools for non-financial managers."

Lucio Grimaldi, Vice President of Latin America | **Publicitas Inc.**

"Worth the expense and time spent. True value. Teacher was very knowledgeable, kept topic interesting."

Venus Larkin, Facility Manager | **America Express**

Course Customization

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Developing a Leadership Mindset

1 Full Day | .6 CEUs



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This program is designed for those interested in developing the foundation necessary for developing influence and a leadership presence. It is useful for those in supervisory and managerial positions, project and program managers as well as individual performers who know the importance of demonstrating leadership skills personally and professionally. You can go to the next level in your leadership impact quotient.

Program Description

- ~ Three ways for influencing others
- ~ Accountability and the importance of accountability for a leader and the members of the organization
- ~ The pathway to build the foundation for sustainable leadership skills
- ~ How to energize your staff
- ~ How to shift your behavior to the "leadership road"
- ~ The importance of situational variables
- ~ Ways to build the values organizations want

Learning Outcomes

- ~ Empower yourself and your staff
- ~ Begin the journey to develop your leadership skills
- ~ Become more effective at influencing others
- ~ Assess how to work with groups and teams to accomplish organizational objectives
- ~ Determine the importance of embracing change
- ~ Discuss how to become effective in an ambiguous environment
- ~ Develop the skills necessary to move from a manager or supervisor to a leader

Audience

This program is designed for managers and supervisors; Business owners; Business Executives; Directors in government and NGOs; and anyone wanting to think and act like a leader

Delivery

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Program Fee

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Instructors

Bryan Deptula, Ph.D.

Dr. Bryan Deptula is a Professor of Management, Leadership, and Organizational Behavior. He specializes in the study of organizational behavior, development of effective leaders and followers, mentoring and developmental relationships, and human resources. He is published in the Leadership Quarterly. Bryan is an active member, presenter, and reviewer at the Academy of Management and Southern Management Association, and has presented at a Western Academy of Management meeting.

As a corporate trainer, Bryan was responsible for developing and delivering continuing education on management skills and leadership, training and employee development programs. He personally trained over 2,000 individuals at national week long and weekend conferences and forums. As National Sales Director, he identified business development opportunities, decided product offerings and pricing, team structure, and marketing outlets. Along with writing a sales manual that was implemented nationally, Bryan created an innovative business model that revolutionized his company's sales approach, ultimately causing a paradigm shift within the student travel industry. His division went on to generate 50% of company-wide sales revenue.

Roslyn Vargas, D.B.A.

Dr. Vargas has many years of experience in management with an extensive background in training and development. Dr. Vargas has been an HR practitioner in all facets of human resources at levels ranging from Generalist up to Executive and has now moved into the consulting arena. Roslyn's specializations include Human Resource Management, Performance Management and Leadership Development.

Roslyn is currently an adjunct professor at the H. Wayne Huizenga College of Business and Entrepreneurship at Nova Southeastern University. She has taught Human Resource Management courses at the graduate level in the Human Resource program and the MBA program, as well as Leadership courses in the Leadership program and Organizational Behavior in both the graduate and undergraduate levels. She is currently teaching other business related courses at the undergraduate level.

Roslyn's educational background includes a Bachelor of Arts degree in Sociology from Florida Atlantic University, a Master of Science degree in Human Resource Management from Nova Southeastern University, and a Doctorate in Business Administration from Nova Southeastern University.

Comments from Past Participants

"I highly recommend all managers take this course. The course materials will be used in my workplace with managers and staff."

Mary McDuffie, Accountant, Broward County | **Water & Waste Services**

"Use of real world events are always a plus and the instructor used them which made the class more interesting."

Jackie Garraway-Rau, Director - Supply Chain Technology | **Southern Wine & Spirits**

"Opened my eyes to a different way of approaching innovation and the leadership required."

Evan Benrubi, Vice President | **First American Real Estate Solutions**

"Bob did an excellent job of keeping our interest and motivating us to get the most out of the program."

Joseph Anzalone, President | **Boca Pharmacal**

Course Customization

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Emotional Intelligence: Key to Success

1 Full Day | .6 CEUs

Multiple research studies have demonstrated that emotional intelligence, defined as "the ability to monitor one's own and others feelings and emotions, to discriminate among them, and use this information to guide one's thinking and actions", is much more important than cognitive or technical abilities for professional and personal success.

Program Description

This informative, engaging and entertaining program, will utilize presentation, surveys, exercises, film-clips, and discussion to examine the four pillars of emotional intelligence—self-awareness, self-management, social awareness, and relationship management. Exercises and skill practice will allow for enhancing confidence in utilizing critical competencies to enhance your emotional intelligence capacity for immediate payoff!

Learning Outcomes

- ~ Recognize the critical factor of emotional intelligence in professional and personal success
- ~ Obtain some baseline information of where you stand within the major four areas of emotional intelligence
- ~ Enhance understanding of what emotional intelligence is, and what it is not
- ~ Identify and explore some critical competencies for emotional intelligence effectiveness
- ~ Increase confidence and competence in applying some emotional intelligence strategies and skills

Audience

This program is designed for executives, supervisors, managers, and individuals who want to enhance understanding and competency in maximizing effectiveness through emotional intelligence in work and non-work settings.

Delivery

Any of the executive education programs offered by the Hudson Center of Entrepreneurship and Executive Education (HCEEE) can be delivered to your organization at your location. Please [contact us](#) for more information.

Program Fee

Program fee varies based on the size of your group and includes tuition, instructional materials and lunch. Please [contact us](#) for more information.

Instructors

Neil Katz, Ph.D.

Dr. Katz has been a distinguished professor and consultant/trainer for numerous prestigious organizations in the public and private sector over the past 40 years. Most of his academic career has been at the number one rated Maxwell School of Citizenship at Syracuse University where he served as director or associate director of six different leadership and conflict resolution academic and consulting/training programs. Currently he is a Professor and former chair at Nova Southeastern University where he teaches courses on negotiation, conflict resolution, leadership and organizational consulting in the Department of Conflict Analysis and Resolution in the School of Humanities and Social Sciences. In addition, he continues to head his own consulting group in interpersonal and organizational effectiveness. Author of over 30 books, book chapters and articles in emotional intelligence, negotiation, mediation and conflict resolution, Dr. Katz has received many awards including the Martin Luther King human rights award from the city of Syracuse for his commitment and work in nonviolence and conflict resolution.

Dr. Katz received his Ph.D. in American Studies from University of Maryland, M.A. in History and B.A. in English from St. Louis University.

Course Customization

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Management Development Program

4 Full Days | 2.4 CEUs



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Program Description

The Management Development Program modules cover important knowledge and skills required by effective managers. Each module is highly interactive and includes hands-on activities such as short cases, group exercises, and role-plays.

~ Communicating Effectively

In this module, participants learn to communicate more effectively with subordinates and superiors by identifying and removing common barriers. A key element in the information age is the ability to be able to identify the appropriate forms of communication for different messages. Cases and discussion will be used to understand: verbal and non-verbal communication, gender communication differences, use of e-mail in the organization, skill of listening, use of power in management, and manager as salesperson.

~ Managing Conflict

Workplace conflict is common in organizations. To manage this issue effectively and reduce the loss of productivity, organizations are looking for specific strategies to identify and manage conflict. In this module, participants will practice strategies that will enable them to add value to their organizations by using conflict to move forward, rather than allowing disagreements to become counterproductive. Participants learn to: use tools for reaching an agreement quickly, identify techniques that raise issues needing to be addressed constructively before they negatively impact work relationships or corporate results, and practice resolving conflict techniques by participating in role play activities.

~ The Role of Manager

This module examines how to manage workers more effectively by understanding the functions of management. Participants learn to recognize the need to balance the roles and functions in order to successfully achieve individual and organizational goals. Specific topics include: discussion of four types of management activity, assessing value of managerial roles, identifying relationship between management skills and management levels, analyzing management's priorities, learning keys to management success, and conducting a motivation planning session.

~ Results Driven Leadership

Effective managers must understand the principles of effective leadership, and identify their own style of leadership. They must also recognize the need for flexibility when leading employees and the consequences of failing to change their style. Module topics include: the art and science of leadership as an influence process, difference between management and leadership, leadership theory, charismatic leadership, transactional vs. transformational leadership, and guidelines for effective team leadership.

~ Value-based Time Management

Managing time based upon proven techniques helps an organization use its resources better. This becomes an element of an organization's strategy to gain competitive advantage. Knowledge and skill combined with quality and service opens the door to greater profits, but speed keeps the door open. Session topics include: analyzing time utilization patterns, managing through effective prioritization and delegation, comparing/contrasting 24 time efficiency techniques, finding ways to improve time

management by using better prioritization strategies, discussing options for eliminating time wasters, and considering approaches to business process improvement.

~ **Leading Effective Meetings**

The ability to lead effective meetings is a fundamental attribute of the effective manager. Successful interaction among individuals, focused on organizational goals, is built not only during meetings, but also prior to and after the meetings. In this module, participants will: discuss the purpose and use of meetings to build agreement, clarify expectations, and formulate organizational goals; discuss the meeting agenda as a performance enhancement tool; identify processes to manage the group dynamics involved in meetings; and discuss how appropriate meeting minutes can save time, enhance performance, and promote achievement of meeting goals.

~ **Retaining and Motivating**

Retaining and motivating employees is among the most significant management challenges today because people consider themselves to be free agents. It begins with hiring the right people for the organization. This is both a science and an art. Module take-aways include: a list of questions that should be asked in every interview, a questionnaire that will help determine employee fit, a list of ways to motivate different generations, an assessment of personal criteria for challenging tasks, and a framework for the 18 ways to energize employees.

~ **Managing Change**

In the 21st century, world change is inevitable and constant. We must not only be able to manage change, but to lead our subordinates in coping with and perhaps even embracing change. Participants will learn to: establish a vantage point for change management, differentiate among six different kinds of change, assess how people react to change (including self-assessment), identify and deal with signs of resistance, and develop a four-part strategy for managing change.

~ **Decision Making for Managers**

Managing involves decision making. Participants will understand the elements of effective individual decision making, as well as techniques for involving subordinates in decision making when appropriate. Module goals include: methods of managing participation in decision making, using new tools for decision making, identifying priorities for individual development in decision making skills, developing skills in analytical decision making, and improving personal time management through more efficient decision making.

Audience

This program is designed for anyone transitioning into a managerial role and for managers that want to enhance their effectiveness.

Delivery

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Instructors

Lori Allen-Ford, Ph.D., M.B.A.

Dr. Lori Allen-Ford is an assistant professor in Human Resources at the H. Wayne Huizenga College of Business and Entrepreneurship at Nova Southeastern University. She has taught Human Resources, Organizational Behavior and Business Communications to undergraduates at Florida Atlantic University and Human Resources and Total Rewards (Compensation and Benefits) in the MBA program at Nova. Lori holds a Ph.D. from Florida Atlantic University, a Master's Degree in Business Administration from Illinois State University and undergraduate degrees in both Business Administration and Economics.

Dr. Ford has over 25 years of private sector experience while living and working in Europe, Australia and the U.S. After working in the financial systems area for 10 years, she transitioned into Human Resources where she has worked at the executive level for several major corporations and been a private consultant in the U.S. and abroad. While she has worked in various roles within HR, Lori's specializations are in the areas of international human resources and compensation, developing and managing programs for all levels of employees.

Bryan J. Deptula, Ph.D., M.B.A.

Dr. Bryan J. Deptula is an Assistant Professor of Leadership and Management at Nova Southeastern University. He holds a Ph.D. from Florida Atlantic University, a M.B.A. from Suffolk University, a BA in Economics from University of Delaware, attended INSEAD University in France for Corporate Education (CEDEP), and served as a member on the Executive Panel for Alumni Council at Suffolk University.

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Comments from Past Participants

"A must do for 'new managers'. Great information and techniques that can be applied to real life."
Sabrina Sweet, Team Leader | **American Express**

"The program was excellent. I recommend that the District continue to offer this type of management development program."

Melissa Latus, District Supervisor | **Miami-Dade County Public Schools**

"The course is great for those wanting to learn more about future management opportunities; highly recommend it."

Consuelo Nodar, Federal Investigator | **EEOC**

"Excellent program for developing better managers and leaders."
Joel Roberts, Personnel Manager | **Freeport Container Port**

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Want more information about this program or any of our course offerings? Fill out the form below and an executive education enrollment counselor will respond to your message within the next 24-48 hours. Thank you for your interest in the executive education programs from NSU's Huizenga College of Business!

Managing Conflict in the Workplace

1 Full Day | .6 CEUs



Nova Southeastern University is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org.

Disagreements happen every day in the workplace and conflict is part of every workgroup. Effective group members recognize how to use conflictive energy in a constructive manner. These group members view conflict as an opportunity to strengthen the organization as well as themselves. This one-day program will explain how to do that.

Program Description

This interactive program will examine the nature of organizational conflict as well as outline techniques and strategies for resolving destructive conflict in a constructive manner. Topics include the origins of workplace conflict, conflict management styles, active listening strategies, and interpersonal communication tips to promote conflict resolution

Learning Outcomes

As a participant in *Managing Conflict in the Workplace*, you will learn:

~ The most effective strategies to identify and manage conflict

- ~ How you add value to your organization by using conflict
- ~ How conflict can become an opportunity
- ~ How teams and individuals can gain from fighting
- ~ How you can grow through conflict
- ~ How you can gain an career edge via constructive conflict
- ~ How to use proven tools for reaching an agreement quickly

Audience

This program is designed for managers, supervisors, and employees at all levels in the organization.

Delivery

Any of the executive education programs offered by the Hudson Center of Entrepreneurship and Executive Education (HCEEE) can be delivered to your organization at your location Please [contact us](#) for more information.

Program Fee

Program fee varies based on the size of your group and includes tuition, instructional materials and lunch. Please [contact us](#) for more information.

Instructors

Bryan Deptula, Ph.D.

Dr. Bryan Deptula is a Professor of Management, Leadership, and Organizational Behavior. He specializes in the study of organizational behavior, development of effective leaders and followers, mentoring and developmental relationships, and human resources. He is published in the Leadership Quarterly. Bryan is an active member, presenter, and reviewer at the Academy of Management and Southern Management Association, and has presented at a Western Academy of Management meeting.

As a corporate trainer, Bryan was responsible for developing and delivering continuing education on management skills and leadership, training and employee development programs. He personally trained over 2,000 individuals at national week long and weekend conferences and forums. As National Sales Director, he identified business development opportunities, decided product offerings and pricing, team structure, and marketing outlets. Along with writing a sales manual that was implemented nationally, Bryan created an innovative business model that revolutionized his company's sales approach, ultimately causing a paradigm shift within the student travel industry. His division went on to generate 50% of company-wide sales revenue.

Comments from Past Participants

"It is a great tool to make employees succeed and work in a happier environment."
Miriam Valiente, Office Manager Company | [Value Care at Home](#)

"Excellent program - I will apply right away at workplace."

Carlos Meneses, Director of Program Management Office | **Brightstar Corporation**

"Very useful material; can absolutely be implemented."

Eileen Pezzette, Human Resources Manager | **City of Miramar**

"Very good, direct and applicable knowledge gained."

Angel Sixto, IT Supervisor | **Grove Networks**

"Very informative and helpful. All companies should have their [sales] departments take this course."

Vanessa Soler, Sales Coordinator | **Perry Ellis International**

Course Customization

Using core programs, we can customize the material to fit your corporate training needs. With our extensive resources and program facilitators, we will design a program that is **tailored to fit your specified objectives and requirements**.

Contact Information

For additional program information, please contact us at:

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