



## Training and Development Services

Let **Organizational Architecture** assist you with your training and development needs. Our instructional design and delivery experts are skilled at developing meaningful training objectives with measurable outcomes. Whether it is specific skill training, leadership development or coaching, our professionals are experienced, dynamic and effective.

### Programs Offered

- |   |   |
|---|---|
| <input type="checkbox"/> Coaching for Optimal Performance                           | <input type="checkbox"/> Performance Management                 |
| <input type="checkbox"/> Conduct in the Workplace                                   | <input type="checkbox"/> Personal Styles Inventory              |
| <input type="checkbox"/> Conducting Productive Meetings                             | <input type="checkbox"/> Problem Solving Strategies             |
| <input type="checkbox"/> Customer Service   | <input type="checkbox"/> Recruiting, Interviewing and Selection |
| <input type="checkbox"/> Developing and Administering Effective Performance Reviews | <input type="checkbox"/> Resolving Workplace Conflict           |
| <input type="checkbox"/> Effective Communication                                    | <input type="checkbox"/> Situational Leadership                 |
| <input type="checkbox"/> Effective Delegation Practices                             | <input type="checkbox"/> Successful Supervision                 |
| <input type="checkbox"/> Effective Selling  | <input type="checkbox"/> Successful Training Principles         |
| <input type="checkbox"/> Harassment Awareness                                       | <input type="checkbox"/> Succession Planning                    |
| <input type="checkbox"/> Leadership and Teambuilding                                | <input type="checkbox"/> Telephone Etiquette                    |
|   | <input type="checkbox"/> Time and Stress Management             |

We can also develop and deliver **custom programs** based on your unique needs, business and culture.

Our experts can help you

- Develop a list of **training outcomes**
- Develop appropriate **pre-work assignments and communications**
- Prepare **workbooks, job aids** and other learning tools
- Conduct training sessions using **self-discovery, role-modeling and role-playing**
- Provide **follow-up** training and communications
- Provide tools to supervisors and learners to **reinforce training**

Contact the professionals at **Organizational Architecture** at

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