

# EXECUCOACH360

*"Finding Your Direction is only the beginning"*

## Professional Development Programs

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## *About Us*

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ExecuCoach360 is a woman-owned, DBE-certified firm with over 25 years of experience with one main goal in mind: to help each individual and team maximize their potential and talent in order to achieve the most fulfilling work-life possible.

Under the direction of Dr. Liliane M. Finke, Ed. D., the programs are tailored to the objectives and needs of our clients and are designed to address specific challenges at various levels of management.

Dr. Finke is a seasoned professional with a strong vision and mission: to make a difference. Based in Florida, Dr. Finke holds a Doctorate Degree in Education with a concentration in Organizational Leadership. She is a professional presenter, certified coach, public transportation and leadership development consultant with experience in both the public and private sector.

We thank you for taking the time to peruse our catalog and invite you to visit our website [www.ExecuCoach360.com](http://www.ExecuCoach360.com) for further information on how ExecuCoach360 can assist you in reaching your goals. All workshops are available to your organization to meet your needs and for modification of course length, in person or virtual. If the selections featured in this catalog do not meet your needs, please let us know; ExecuCoach360 can customize our workshops to meet the needs of your company and industry.

Best wishes,

*Liliane M. Finke*



## Assessments and Surveys

Assessments and surveys can best be described as a “feedback instrument” on examining oneself, team, or organization. We offer a series of assessments that have been proven to be extremely effective in:

- Identifying levels of leadership
- Personality types and how they interact with one another
- Examining one’s level of emotional intelligence

Utilizing assessments is a valuable tool as it guides the individual and team to assess their behaviors and helps to create a master action plan targeting specific areas. The assessments are offered online, are confidential and include a detailed report.

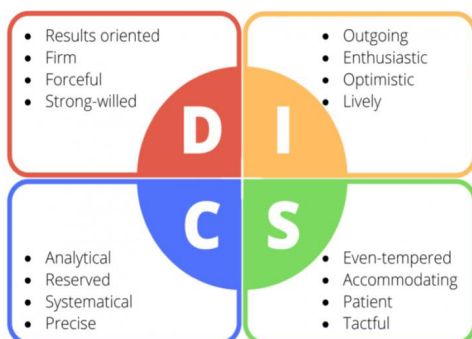
### ASSESSMENTS

#### DiSC for the Workplace

**Everything DiSC Workplace** helps the individual understand and appreciate various individual styles. Participants understand and appreciate the styles of the people they work with. Everything DiSC Workplace focuses on (a) discovering Your DiSC® Style, (b) understanding other styles, and (c) building more effective relationships. The Everything DiSC Workplace can be used with everyone in the organization, regardless of role, to improve the quality of the workplace.

#### DiSC for Leaders

Specifically designed for leaders, the **DiSC Work for Leaders** provides a simple process that helps leaders get real results. Unlike the other DiSC reports, which emphasize understanding the differences between people, this assessment focuses on understanding how your tendencies influence your effectiveness in specific leadership situations. The three-step process helps the leader to reflect on how they approach the most fundamental work of leaders to encompass: (a) creating a vision, (b) building alignment around that vision, and (c) championing execution of the vision.





# *Coaching for Optimal Performance*

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Our **Coaching for Optimal Performance** services offer a blend of coaching opportunities that center on the organization, team, and the individual. Executive and life coaching stands for balance, fulfillment, and self-control; it is all about moving forward with one's goals and ambitions.

The coaching process can assist you and your team achieve professional and personal balance. Coaching sessions are confidential and can be conducted in person or virtual.

## **Corporate Coaching**

Corporate coaching offers many benefits and can focus on either a new venture or an established organization facing new challenges. Corporate coaching can be beneficial to your organization by:

- Identifying or revising the vision, mission, and values
- Establishing goals and objectives for the organization
- Preparing for an organizational change
- Developing a strategic plan
- Investing in your staff

## **Executive & Management Coaching**

Focusing on implementing new strategies to achieve goals and explore challenges, ExecuCoach360 will customize a skill-based plan that will deepen learning and improve performance by:

- Developing an action plan to achieve the desired results
- Identifying existing challenges and adapt to new ones
- Assessing your leadership style and its impact on the organization
- Implementing strategies to lead and develop your team to excellence
- Rediscovering your passion

## **Life Coaching**

Every life coaching session is carefully structured to make the session enjoyable while guiding you step-by-step toward the practical achievement of each of your goals. Along with defining, setting, and tracking your goals, you will focus on every important aspect of your attitudes and actions that determine your level of success in each area of interest in your life which may include:

- Finances
- Health & Fitness
- Job & Career
- Personal Growth
- Personal Relationships
- Personal Organization
- Self-Esteem

# Communication

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## Effective Communication: Are You Talking to Me?

*“Communication is the real work of leadership.” - N. Nohria*

### Course Overview:

Knowing how to communicate, listen, and ask questions is a valuable skill: how well you communicate can influence how others view you and your interpersonal abilities. This workshop centers on sharpening your communication skills and learning to actively listen in an array of situations and respond appropriately.

### Learning Objectives

- Going back to communication basics “101”
- Eliminate misunderstandings due to unclear or confusing methods of communication
- Apply the tools of effective communication, breaking old habits, body language and listening skills
- Become a better communicator by recognizing various forms of communication
- Learn the difference between defensive and open communication styles

## Emotional Intelligence: The Key to Engagement

*“We have two minds, one that thinks and one that feels.” - D. Goleman*

### Course Overview:

To be successful in interpersonal interactions, it requires the effective awareness, control, and management of one’s own emotions and those of other people. By developing your EI you will deepen relationships with others and increase your leadership potential. In this program participants will develop and raise their level of emotional intelligence to be more productive and successful.

### Learning Objectives

- Understand the importance of emotional intelligence and the core skills
- Identify the core components of EI
- Increase the ability to understand and influence others
- Engage in practical techniques to raise your level of self-awareness
- Cultivate and maintain effective relationships





# Customer Service

## Call Center Training Best Practices

*“Your most unhappy customers are your greatest source of learning”*  
- B. Gates

### Course Overview

Call centers are here to stay! This course will help call center agents learn to make the most of their telephone-based work, including understanding the best way to listen and be heard. Each phone interaction has elements of both sales and customer service skills which will be explored throughout this workshop.

### Learning Objectives

- Effective ways to negotiate
- Create and deliver meaningful messages
- Personalize interactions and develop relationships
- Learn techniques for managing stress
- Develop a script for both warm and cold calls



## Critical Elements of Customer Service

*“To the customer, you are the company”*  
- S. Hyken

### Course Overview:

Centered around the six critical elements of customer service, this session will explore the winning principles and strategies to create and maintain a “world class” customer service environment for both internal and external customers.

### Learning Objectives

- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with challenging customers
- Improve communication and telephone skills
- Learn ways to overcome the challenges of providing “outstanding” customer service



## Develop, Deliver and Maintain World Class Customer Service

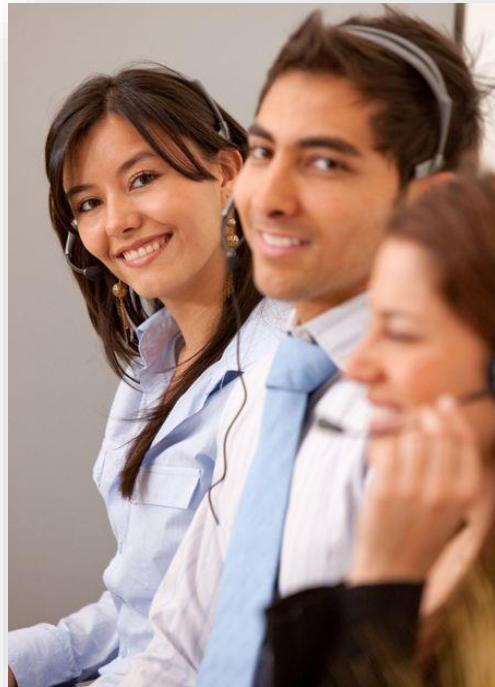
*“Treat employees like they make a difference. And they will.” - J. Goodnight*

### Course Overview:

The need to lead, model, and promote organizational values within a customer service environment is essential for your business’s success. This workshop will provide you with opportunities to explore your responsibilities within your role as a leader, manager, or supervisor in the customer service environment.

### Learning Objectives

- Identify ways to establish links between excellence in customer service and your business practice
- Recognize what employees are looking for to be truly engaged
- Develop the skills and practices that are essential components of a customer service-focused manager
- Recognize who the customers are and what they are looking for
- Develop strategies for creating both engaged employees and satisfied customers in whatever business units you manage



# *Human Resources Development*

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*“Treat your employees exactly as you want them to treat your customers.” - S. Covey*

## **Overview:**

ExecuCoach360 offers the following Human Resource development services. If the programs below do not fit the needs of your organization and goals, please reach out to us:

- Bargaining Unit Contracts
- Diversity, Equity and Inclusion Training
- Employee Handbook
- Employee Satisfaction Survey
- HRD Consulting
- Performance Management Programs
- Sensitivity and Disability Awareness Training
- Sexual Harassment Training
- Skills Gap Analysis
- Standard Operating Guides (SOP's)



# *Life Skills for Professional Development*

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*“Skill to do comes of doing.” - R.W. Emerson*

## **Overview:**

Both professional and personal development are lifelong processes. They are a way for individuals to assess their skills and qualities and establish goals to maximize their potential. ExecuCoach360 offers training centering on the following life skills for professional development competencies to include (a) soft skills, (b) career skills, and (c) employability skills:

### **Soft Skills**

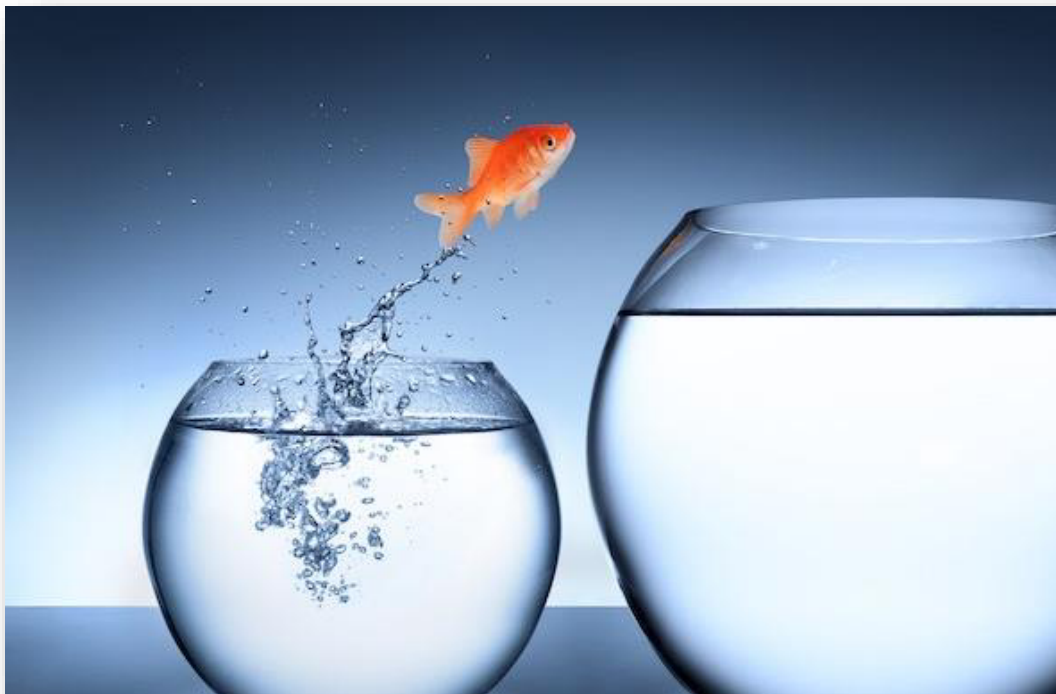
- Stress Management
- Time Management & Problem Solving
- Written & Verbal Communication

### **Career Skills**

- Leadership
- Networking
- Professionalism

### **Employability Skills**

- Application process
- Preparing for an interview
- Resume Writing



# Professional & Personal Development

## Administrative Assistant 101: Best of the Best

*“In the middle of difficulty lies opportunity.” - A. Einstein*

### Course Overview:

Administrative assistants play a key role in keeping things moving in the right direction; they work quietly in the background ensuring that the business environment runs smoothly and efficiently. This workshop will center on a set of tools that will help the participant to manage their time, communicate effectively and collaborate with others.

### Learning Objectives

- Acquire new skills when dealing with emails, electronic files, taking minutes and managing meetings
- Enhance communication skills (written, verbal, non-verbal and proof reading)
- Increase effectiveness in recognizing, managing, and dealing with difficult people
- Develop a professional attitude
- Become proficient with Microsoft Office technology

## Art of Embracing Change

*“Change is hard. Resisting change is harder.” - E. Brown*

### Course Overview

The ability to adapt to change in today’s uncertain and ever-changing environment is critical. This program centers on change from a variety of perspectives including organizational challenges as well as the human issues impacted by change.

### Learning Objectives

- Discover how individuals respond to change
- Understand and use the “See-Feel-Change” methodologies
- Identify actions that can reduce the resistance to change
- Learn strategies to manage both organizational and individual resistance to change
- Apply the eight steps of implementing change™



## Building and Developing Effective Teams

*“Teamwork allows common people to attain uncommon results.”*  
- D. Carnegie

### Course Overview:

This workshop offers strategies for enhancing team cohesion, collaboration, and performance results. The facilitator will lead the participants through the stages of team development and offer guidance and applicable techniques and practices on developing high performance teams and achieving superior performance.

### Learning Objectives

- Identify the four Cs™ of team performance
- Use language to build trust, encourage forward thinking and create energy
- Apply top leadership techniques for building successful teams
- Create the most appropriate team mix with the right combination of skills
- Set goals and be accountable

## Coaching & Mentoring for Sustainable Success

*“Every great achiever is inspired by a great mentor.”* - L. Akita

### Course Overview:

Being both a coach and mentor draws from several competencies. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentoring is about being a guide, offering wisdom and advice when it is needed. This session will combine both coaching and mentoring key elements that cultivate a learning experience.

### Learning Objectives

- Develop coaching and mentoring skills that help improve individual performance
- Understand the behaviors and practices of coaching and mentoring
- Identify employees' strengths and offer feedback so they can succeed
- Develop specific goals and objectives
- Learn tools to create an internal coaching/mentoring program

## Commitment of Leadership: Take the Leadership Challenge

*“Leadership development is self-development.” - J. Kouzes*

### Course Overview:

This workshop will present the groundwork for enhancing one’s leadership effectiveness as a leader. In addition, the session will encompass exercises which will identify the leader’s areas for personal development, enhancing their ability to take their leadership skills to the next level.

### Learning Objectives

- Reflect on your current leadership role
- Enhance your leadership skills to become fully inclusive
- Assess if you are leading at your highest potential
- Align the *Five Practices of Exemplary Leadership*<sup>™</sup> and conduct the *Leadership Practice Inventory*<sup>™</sup> assessment for your professional development plan

## Stepping Up: Transition to the Next Level

*“A leader is one who knows the way, goes the way, and shows the way.” - J. Maxwell*

### Course Overview:

Preparing to step onto the next rung on the ladder towards professional success is key. Depending on the transition level, the session will offer skills and tools to prepare the new supervisor, manager, and director for that next step. The success of the transition can be determined during the first 90 days; often that transition can be challenging. The workshops will center on the core competencies that are needed to succeed in the new role.

### Learning Objectives

- Identify leadership styles, strengths, and areas for further improvement
- Create a positive environment for leadership development, influencing others, and building trust
- Establish coaching, mentoring, delegation, motivation, and team building skills
- Learn to delegate and effectively communicate
- Design a leadership “Call to Action” plan for the first 90 days



## Facilitating Effective Meetings

*“The most effective way to do it, is to do it.” - E. Earhart*

### Course Overview:

Facilitating effective meetings can be challenging. From a departmental meeting to a quick huddle in a hallway, a meeting can be held in numerous ways with various outcomes. This workshop will highlight the critical steps from preparing the meeting to the identification of action items and holding others accountable.

### Learning Objectives

- Understand the value of meetings as a management tool
- Learn how to prepare agendas and capture meaningful minutes
- Develop techniques for handling counterproductive behaviors
- Identify process tools that help create a safe forum for discussion
- Learn ways to keep attendees engaged

## Keys to Successful Time Management

*“The bad news is time flies; good news you’re the pilot.” - M. Altshuler*

### Course Overview:

We all have a total of 24 hours in a day; the challenge is how we manage those hours to get everything done. This workshop will help participants understand their personal relationship with time, gain a clear picture of what matters most, help reset priorities and gain control to get everything accomplished without the stress of procrastinating.

### Learning Objectives

- Identify the right things to be doing and develop plans for doing them
- Learn what to delegate and how to delegate well
- Develop focus and concentration qualities
- Learn to say “no” and “yes” to yourself
- Dealing with time bandits



## Projecting a Winning Image: Managing Your Personal Power

*“Work harder on yourself than on your job.” - J. Rhon*

### Course Overview:

Being able to project confidence, professionalism, and credibility is invaluable to your success both in and out of the workplace. Whether you are meeting with your superior, giving a presentation, leading a meeting, or chairing a committee, projecting a winning image is key. This program addresses the key elements that comprise a winning image including non-verbal communication, business etiquette, and self-esteem.

### Learning Objectives

- Explore the impact of verbal and non-verbal communication
- Learn and apply techniques that work in projecting a positive impression
- Practice ways to jump start your self-confidence
- Go back to basics on business etiquette
- Revisit your soft skills

## Setting Goals: Get Ready, Get Set – GOAL!

*“The future belongs to those who believe in the beauty of their dreams.”  
- E. Roosevelt*

### Course Overview:

Often the only thing separating those who enjoy greater levels of success is the process of setting goals. This workshop will explore the art of motivation and goal setting and what the process can bring to one’s both personal and professional life. To create and attain goals, a clear vision and strong sense of motivation defines the formula to achieve a successful outcome.

### Learning Objectives

- Apply the fundamentals of creating a vision and mission statement
- Create a motivated environment and establish a set of winning principles
- Identify strategies for S.M.A.R.T. goals
- Establish necessary steps needed to prepare an action plan
- Identify realistic timelines; learn how to overcome procrastination



## Strategic Planning 101: The Big Picture

*“Strategic planning is worthless unless there is a strategic vision.”  
- J. Naisbitt*

### Course Overview:

Strategic planning is a strategy with an overall approach and plan; it provides you with the big picture of what you are doing, where you are going, what you want to achieve and how to go about achieving it. The focus of this session will offer a variety of tools and techniques to create a strategic plan that directs the organization from the executive team to the front line.

### Learning Objectives

- Understand the basic principles of strategic planning
- Identify values, vision, and mission statement
- Perform a S.W.O.T. analysis
- Establish S.M.A.R.T. goals and objectives
- Learn the importance of roles, responsibilities, accountabilities



## Training Essentials: Train the Trainer

*“Hard work and training. There’s no secret formula.” - R. Coleman*

### Course Overview:

Being an effective trainer is the result of developing skills to transfer knowledge to an audience. This workshop is designed as an exploration of the essential skills that trainers need to both develop and facilitate a dynamic and engaging training program. From defining a successful curriculum to facilitation, this program offers the foundation for a meaningful and practical training experience.

### Learning Objectives

- Identify various learning styles and methodologies
- Describe essential adult learning principles and the impact they have on effective training programs
- Learn the importance of engagement and effective questioning
- Demonstrate skills in preparation, research, and delivery
- Recognize key skills and identify areas for improvement

## Valuing a Diverse Workforce

*“Diversity: the art of thinking independently together.” - M. Forbes*

### Course Overview

A workplace is a diverse collection of individuals proud of who they are: their gender, sexual orientation, religion, and ethnic background. One of the challenges for leaders is how to help these diverse individuals work as a team. This workshop will offer ways to celebrate diversity and inclusion in the workplace while bringing individuals together.

### Learning Objectives

- Learn the difference between diversity and inclusion
- Identify stereotypes and unconscious biases
- Develop a management style to encourage both diversity and inclusion
- Apply the four cornerstones of diversity
- Acquire terms that are politically correct and avoid those that are not



# Public Transportation Management

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*“If leaders don’t have an antidote for fear, they will be crushed by it.” - B. Hybels*

ExecuCoach360 is a consulting firm offering over 25 years of public transportation experience and strategies for improving the success of your public transportation programs. If the services listed below do not meet your needs, please let us know; ExecuCoach360 can customize our public transportation services to your company and industry.

- ADA Training
- Client Contract Services
- Executive Coaching
- Human Trafficking Awareness
- Labor Contract Negotiations
- Maintenance Efficiency Study
- Microsoft Office Management
- New Service Contract
- Operational Challenges
- Operations Analysis (expenses and improvements)
- Operator De-escalation Training
- Peer Reviews/Program Evaluations
- Soft Skills Training
- Strategic Planning Workshops
- Stress Management Training
- Union Grievance Management



## Specialized Programs

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### Certificate Programs

In addition to the numerous programs ExecuCoach360 offers, we deliver a three-day leadership certificate program which centers on self-management, leadership fundamentals, strategic vision and planning, and relationship building. Certificate programs on supervision and management are also available.



### Experiential Journeys

Moving beyond traditional training techniques and settings, our challenging courses offer individuals, teams, and organizations a safe practice field where real-world organizational strategies and lessons can quickly and effectively be applied. ExecuCoach360 is a strong believer in experiential learning and offers team building experiences that enhance the learning process. The outdoor workshops below are based on a full day (retreats vary based on your specific needs.)

- Ropes Course; a Real-time Challenge Course
- Leadership Team Retreats

### Power Lunch 360

ExecuCoach360 is available to deliver an assortment of “Brown Bag” topics. Our series is designed to provide topics that will offer tips that will assist individuals to perform more efficiently. Presentations can be tailored to your specific needs.

### Youth Leadership Program

The *i*-Lead workshop is designed to provide high school students with the basic foundations of leadership so they can grow, strengthen their interpersonal skills, and become role models with their peers and community. The core competencies center on practical leadership skills and explore the essential character traits of an effective leader.

## Women in Leadership Series

ExecuCoach360 offers a women's leadership and empowerment series. The series highlights a few topics that help women develop their leadership skills to enhance both their personal and professional life.

Below are examples of the topics covered in the series:

- Coffee Talk
- Finding Your Voice
- Leadership Skills and Coaching
- Mastering Your Personal Success
- Planning for the Future
- Setting Boundaries
- Women Empowerment Coaching



## *Contact Us*

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