



As part of the Dot Foods Charitable Program, we invite our area non-profit agencies to take advantage of an educational opportunity for you or a member of your staff. Fourteen classes that are now a part of Dot's employee training program will be available to you at no cost and on a first-come, first served basis.

At least three seats in each class are being reserved for non-profit participants; more may be offered depending on availability. Please see topics and information on each class below. Most take place at one of Dot's facilities in Mt Sterling; two are offered by webinar.

To register or for more information, contact Jamie Lichtsinn by email (jamie.lichtsinn@dotfoods.com) or at 217-773-4486 ext.12879. Since a limited number of seats is available in each class, we encourage you to contact us soon.

February

Class Title	Date	Time	Place/Webinar
<i>Communicating with Others</i>	2/2/2012	9:00 am – 12:00 pm	Dot East Training Room
<p><u>Description:</u> This training session is intended to learn better and more effective skills of communicating.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none">• How to communicate more effectively with coworkers, team members and customers• Be aware of communication barriers and ways to overcome them• Understand importance of communicating in the workplace			
<i>A Manager's Guide to Delegation</i>	2/24/2012	8:00 am – 12:00 pm	Dot East Training Room
<p><u>Description:</u> In this course, leaders overcome their hesitation for delegation by learning skills for successfully matching people, responsibility, and authority. This allows them to maximize involvement, productivity, motivation, and growth for individuals, groups and the organization.</p> <p><u>Objectives:</u> You will learn to:</p> <ul style="list-style-type: none">• Identify tasks and responsibilities that can and should be delegated and determine the most effective method of allocating them.• Assess the scope of delegated tasks and identify the appropriate level of authority and support to give the people doing the work.• Use a set of criteria to select the best people for tasks and responsibilities.• Determine methods for monitoring the progress of delegations that will allow you to stay in touch without getting in the way.• Identify barriers to delegation and tactics for overcoming them.			
March			
Class Title	Date	Time	Place/Webinar
<i>Developing Others</i>	3/20/2012	1:00 pm – 4:00 pm	Dot West Large Learning Center
<p><u>Description:</u> This class will provide you with skills for developing others, thereby helping them expand their capabilities so they will have the confidence to take on new challenges and work independently.</p> <p><u>Objectives:</u> At the end of the class, you will be able to:</p> <ul style="list-style-type: none">• Describe the role of a manager in developing others• Explain how developing others can benefit everyone: those being developed, the manager, and the overall organization• Recognize the challenges faced in developing others• Identify opportunities to develop the skills and capabilities of others• Demonstrate a set of key actions for developing others• Demonstrate a variety of listening and asking techniques that will help others feel confident in their own decisions• Conduct focused development conversations that result in professional development and growth			

Facilitating for Results: Leading Meetings * 3/22/2012 8:30 am – 10:00 am Webinar
 *4/12/2012 8:30 am – 10:00 am Webinar

*Must attend both webinars for this class.

Description: Leading meetings can be a challenge, from planning the meeting through assigning follow-up action. Learn the approach needed to improve your facilitation skills, including facilitating discussion to produce the outcomes you need.

Objectives: Learn to:

- Plan a focused meeting.
- Start a meeting by reviewing the purpose, desired outcome(s), ground rules, and agenda.
- Use facilitation techniques to encourage a wide range of views on discussion topics.
- Explain the difference between meeting process and meeting content.
- Keep the discussion on track while managing an appropriate meeting pace.
- Assign action items and make follow-up plans to conclude a meeting.
- Explain how to evaluate a meeting.
- Describe how they plan to use their new skills in future meetings.

April

Class Title	Date	Time	Place/Webinar
<i>Improving Personal Productivity</i>	4/4/2012	1:00 pm – 3:00 pm	Dot East Training Room
<u>Description:</u> This class gives employees the skills they need to increase their productivity while decreasing stress levels.			
<u>Objectives:</u>			
<ul style="list-style-type: none"> • Improve their personal productivity by eliminating or change non-productive behaviors. • Achieve higher levels of efficiency by applying new, more productive work habits. 			

Dealing with Difficult People 4/11/2012 8:30 am – 12:00 pm Dot West Large Learning Center

Description: Hone your skills in dealing with tough situations and difficult people.

Objectives:

- The most common mistake well-intentioned people make that actually worsens conflict
- What a team can do about an employee who isn't a team player
- Dealing with touchy people who take things personally
- How to cope with excuse-makers and blamers
- Hot buttons: how to keep people from pushing yours

May

Class Title	Date	Time	Place/Webinar
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Essentials of Leadership

5/8/2012

1:30 pm – 4:30 pm

Dot East Training Room

Description: The essence of being an effective leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundation leadership course teaches leaders how to get results through people. Students learn a set of essential skills to meet both practical business needs and people's personal needs.

Objectives:

- Multiply effectiveness by motivating your team and helping people to be more effective.
- Accomplish more in interactions in less time while enhancing interpersonal relationships.

Having Feedback Conversations with Your Employees

5/16/2012

10:30 am – 12:30 pm

Webinar

Description: The purpose of this class is to provide you with skills that will lead you to provide constructive feedback in a way that builds openness and mutual respect and promotes problem solving and learning.

Objectives:

- Define and describe constructive feedback
- Identify opportunities to provide constructive feedback in your work environment
- Recognize the challenges and benefits of providing constructive feedback
- Evaluate your current level of effectiveness at providing constructive feedback
- Demonstrate a set of key actions for providing constructive feedback to others
- Conduct constructive feedback conversations that result in action toward improved performance

Written Communication for the Business Professional

5/22/2012

1:30 pm – 4:30 pm

Dot West

Description: Become a more skilled and effective communicator in your written communication – including e-mails.

Objectives:

- Understand the five functions of business writing
- Analyze your writing needs
- Practice the process of good writing
- Organize your writing to get your point across
- Edit to add punch and clarity
- Finally, e-mails that work!

June

Class Title	Date	Time	Place/Webinar
<i>Enhancing Your Listening Skills</i>	6/13/2012	1:30 pm – 4:30 pm	Dot West Large Learning Center
<p><u>Description:</u> This class is designed to help employees enhance their listening behaviors, and thereby boost their overall communication skills. The class includes a self-assessment that will give participants specific actions to take for improvement.</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none">• Practice behavior that conveys that you're listening• Understand the role of non-verbals and body language• Assess your own listening behavior• Become aware of the obstacles to effective listening• Learn how you can improve the crucial communication skill			

July

Class Title	Date	Time	Place/Webinar
<i>Leading Change</i>	7/24/2012	8:30 am – 11:30 am	Dot West Large Learning Center
<p><u>Description:</u> In your role as a leader, you are a catalyst for change. You can do that by:</p> <ul style="list-style-type: none">• Understanding the theory of change• Introducing change in a way that stimulates commitment and enables people to implement and sustain the change• You must allow others to implement a mandated change• Help overcome resistance from those who are having difficulty accepting or adapting to the change <p><u>Objectives:</u> You will learn to:</p> <ul style="list-style-type: none">• Understand the natural process that people experience in reaction to change and recognize the effects of change on individuals, teams, and the organization• Identify the types of discussions about change and determine when it's appropriate to use each type• Prepare for and conduct effective discussions about change• Recognize the signs of resistance to change and identify best practices for overcoming resistance• Prepare a plan for sustaining progress and regularly celebrating successes.			

Managing Performance Problems 7/24/2012 1:30 pm – 5:00 pm Dot East Training Room

Description: This course builds leaders' skills in handling chronic performance or work-habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders are skilled in discussing and imposing formal consequences while adhering to the company's disciplinary policies and procedures.

Objectives: Helps leaders:

- Provide people with performance problems with a clear understanding of what they must do to improve and the consequences of failing to do so
- Take appropriate action, based on best practices, to effectively address ongoing performance and work-habit problems or serious misconduct
- Impose formal consequences with the confidence that the person has been fully heard and fairly treated
- Minimize the impact of ongoing performance problems on the individual, work group, and organization

August

Class Title

Date

Time

Place/Webinar

Speaking to Influence Others

8/2/2012

1:00 pm – 4:00 pm

Dot West Large Learning Center

Description: In this course, you will consider strategies and approaches for ensuring that what you say to others has the greatest impact in the most efficient way. The purpose is to provide participants with speaking techniques and strategies that achieve business results by gaining the attention, ensuring the understanding, and influencing the actions of other people.

Objectives:

- Organize your thoughts with a focus on addressing the needs of listeners and achieving objectives
- Encourage desired action by delivering your messages clearly and concisely
- Handle resistance by responding to listeners' ideas, opinions, and concerns
- Ensure that ideas are acted on by developing concrete follow-up plans
- Share ideas for workplace improvements and innovations geared toward better business results

Time Management and Personal Effectiveness Skills

8/22/2012

1:00 pm – 4:00 pm

Dot West

Description: Help you become more organized and successful in your daily lifestyle.

Objectives:

- Develop effective techniques for planning and achieving short and long term goals
- Prioritize you daily activities/tasks to accomplish your most important work
- Plan and schedule the necessary time for highly important projects
- Make effective decisions and handle information flow efficiently
- Delegate with confidence and track delegations with greater ease and success
- Gain control through personal organization and desk management
- Achieve balance in the key areas of your life