

LEARN

GROW - IMPROVE



THE PEERMAN GROUP



DR. CELINA PEERMAN

AND OUR TEAM AT THE PEERMAN GROUP

We believe in the strength of organizations and creating amazing work through the power of teams. To help others accomplish this, Dr. Celina Peerman brings her extensive experience to group and individual learning opportunities. Each year she sees hundreds of companies and thousands of people, she facilitates discussions every day about what helps teams and organizations succeed.

Our work includes:

- Conference & Event Key Note Presentations
- Break Out Sessions
- All Staff In-services
- Emerging and Advancing Leader Development
- DISC Personality Reports & Coaching
- Strategic and Succession Planning
- Human Resources Support

Connect with us and learn more about who we are and what we do:



Our Website: www.drcelinapeerman.com
Our Podcast: www.workplacechameleon.com



Key Note & Breakout Sessions

Thriving in Times of Relentless Change

Squirrel! Finding Focus in the Blur

Driving Forces: Culture & Compassion

Crunchy: Learning from Conflict in Teams

Navigating the Work Communication Matrix

Pivot: Knowing How and When to Change

You Want What? Emotion on the Job
(EQ and Social Intelligence)

Jumping on My Last Nerve — Dealing with
People & Difficult Behaviors

Leading from Everywhere: Encouraging a
Culture of Excellence

Common Ground: Understanding the
Generational Mix on Today's Team

Getting "IT" to Stick: Helping Change Stay



Sessions are based on needs, theme, and audience.

The leadership trainings sessions on the following page may be adapted as well.

LEADERSHIP TRAINING

Level 1 - Ready to Lead

Designed at a basic level for those who have had no formal preparation to lead teams. Ideal for learning to lead peers and move into more leadership responsibilities. May be skipped and moved to Level 2 with a mixed experience group.

Leading Yourself, Leading Others

What does it mean to lead? How is it different from coaching, supervising, or managing people? This session compares the role a peer leader has along with other leadership roles. Focus is placed on positively impacting people every day while discovering individual leadership style, strengths, and our future vision of the leader you want to be.

Communicating Professionally One-on-One & In Groups

Sharing information verbally, written, and non-verbally is essential for workplace success today. Learn new skills in ensuring that your message is received, understood, and acted upon while getting work done and ensuring strong working relationships. Examples include both one on one situations as well as group settings.

Working with Others Effectively

Situations, styles, personalities, and more all influence how we work together and achieve our goals. Sessions include tools and suggestions on getting along better with others and learning to lead through modeling best practices. Practice includes words to say in daily situations that participants help develop.

Demonstrating Accountability

What does accountability really mean as a team member and leader? It can be difficult to not blame others or cover our tracks when something goes wrong. Explore options and methods to demonstrate accountability and model it for other team members. Learn how to build trust through accountability so you and others can perform even better.

Supporting Positivity at Work and on Your Team

Improving and supporting positive attitudes is a challenge all leaders face. With new challenges and lots of change, understand what it takes to keep teams motivated and learn to address negativity. Examine the role of culture, climate, and more. Apply learning to address problem-solving situations or other barriers so you can still increase positivity on your team, in the department or with any you influence.

All topics can be adapted to fit many staff
in-service & training needs.

LEADERSHIP TRAINING

Level 2 – Emerging Leader. Designed for mixed experience levels or a group that is gaining in experience. Research is combined with practical situations so leaders can gain new skills in developing stronger teams for performance.

Leading Forward

Whether someone is new to a formal leadership role, or they've been leading teams for years, this session examines leadership in today's organization, what it takes to be an effective leader and how to navigate common challenges like moving into leadership, peer to leader transitions, understanding style, and every day supervisory challenges. The DISC leadership assessment is highly recommended to accompany this course and be used throughout the series.

Strengthening Employee Trust Through Living Our Values

Trust is critical to leadership effectiveness and while slow to develop, it erodes quickly without understanding our values and living them. This session focuses on actions leaders do to build trust and ways to ensure trust is not risked. Through discussion and exercises, participants examine their values and how those drive behaviors that build relationships through trust at an individual, team and company level.

Motivating Employees and Teams to Give Their Best Efforts

Motivation is one of the most difficult aspects of the employee relationship to understand and yet critical for performance. Discussion notes how leaders impact internal and external motivators, ways to overcome barriers to motivation, and how to increase motivation for employees to be truly engaged. Activities help participants connect with their teams to understand best ways to drive them, improve the work productivity and create the best environment for motivation and engagement to thrive.

Understand Emotional Intelligence on the Job

Recent understanding sheds new light on how individual and team success is closely connected to emotional intelligence. Participants assess their own progress in self-awareness, self-regulation, social awareness, and ability to build relationships. Action steps will be identified to reach our goals. Discussion and examples help participants apply new understanding to constant change, competition for time and resources, or difficult behaviors.

Building High Performing Teams

Teamwork is one of our best strategic advantages we have in increasing organizational effectiveness. This session examines critical components and skills for teams to develop and strengthen. Discussion and activities focus on the importance of engaging team members to drive performance. Emphasis on the role of leadership, culture, and goals are included as the impact of teams on customer service and results are reviewed with respect to teamwork.

Communicating Critical Information Up, Across and Out

Even with more ways to communicate than ever, we are still challenged on being effective. This session strengthens messaging skills to different audiences, including giving work direction, delegating to others, and delivering feedback, especially to peers. Activities also reinforce the importance of active listening, non-verbal communication, and overcoming barriers.

Facilitating & Leading Meetings

Leaders must influence others to support open communication. It is better for us to work on these skills sooner, not later. This session helps others identify issues, seek input, address differences, align priorities, and influence people for agreement. Best practices for daily, weekly, or monthly types of meetings are included. Learn more about leading group discussions in person or virtually.

LEADERSHIP TRAINING

Level 3 – Advancing Leader. Designed for leaders who are ready to be challenged. Emphasis is on growing their skills to develop others and drive higher results. Scope shifts from leading their team to leading with others across departments or shifts.

Listening for Impact

In a world and workplace full of noise, there are plenty of obstacles to effective listening. Step your skills to the next level through deepening your focus, asking better questions, and verifying understanding. Show others stronger commitment to the relationship through ways you show up each and every time with better listening.

Effective Coaching

Helping others achieve their potential is a critical role for leaders. Understand how to assess where employees are and the steps to effectively advise and support in a process to achieve their goals. With more pressure to show outcomes are achieved, this session gives clear guidance on being an effective coach for team members. Utilize questions to seek out information, insights, motivators, and goals to help guide others to new levels of performance.

Goal Setting for Increased Accountability

Without clear direction and prioritization, resources and potential performance are lost. Examine best practices for setting individual, team, and company goals. Practice the words to write and say in creating goals and making them happen. Connect goal setting to the practice of accountability. Learn how accountability is demonstrated and modeled in individual and team behaviors that help us reach goals or hold us back.

Time Management and Delegation

Time, pressure, urgency, and shared resources are all critical in determining what work is priority and who should do it. Leaders at all levels must understand the importance of prioritization, delegation, and empowering others. Participants learn about the skills and processes they need to successfully clarify and evaluate the critical work performed by employees.

Managing Employee Performance

Giving constructive feedback is part of our leadership responsibilities. Employees need clear constructive feedback on their performance, so they know what behaviors to continue to do and which behaviors need to change. Best practices for appraising daily, monthly, and yearly performance is included along with topics addressing performance concerns, legal responsibilities, performance discussions, and documentation.

Understand Conflict Resolution in Organizations

Conflict at work is inevitable and necessary for team success. Leaders must be able to embrace, understand and help others work through disagreements and misalignment. Discussion and activities help uncover conflict, deal with it in healthy ways and work for ways that conflict can help teams learn and grow. Emphasis is on having uncomfortable or difficult conversations as a set of tools to help leaders apply this material immediately back on the job.

Communicating Effectively in a Matrix Organization

Managing communication in multiple ways, methods and in hyper-time takes additional skills to ensure consistency and results. Tools for mapping communication, facilitating discussions, and leading effective meetings is examined. Discussion includes how leaders impact workflow, prioritization, and effective performance through their communication.

LEADERSHIP TRAINING

Level 4 – Organizational Leader. Designed to reengage senior leaders or leaders who have reached a new level of influence to think on behalf of the organization. Ideal for those who have “grown up” in the organization possibly without formal training.

Creating a Culture of Accountability

A culture of performance must include high levels of accountability from all team players. This session highlights the importance of modeling accountability as a leader and connecting it to culture. Learn what it takes to build a team and company culture where people can admit mistakes, take responsibility, apologize for them, and learn. Participants review how to deal with behaviors that do not demonstrate accountability including blaming and finger pointing as well as the words to say to build accountability at all levels and teams.

Growing and Developing Leaders of Leaders

Growing capacity in organizations is directly connected to how we grow leaders at all levels. Discover models, apply theories, and test approaches to how we grow leaders effectively. Managing managers takes additional skills and this session examines best practices to do so while helping the organizational leader stretch to the next level of their development. Recognize the importance of succession planning, cross-training, and leaving our legacy as leaders in everyday opportunities.

Critical Thinking & Problem Solving

The ability to analyze and reason through a variety of situations takes critical thinking skills and an increased ability to work through complex problems in today's changing workplace. This scenario-based session practices techniques to get us a better process of decision-making and coach others to do the same. We will focus on reducing thinking errors and improving analytical skills to drive better results.

Collaboration Over, Up, and Across Organizations

True collaboration is an untapped source in our organization to improve teamwork but what does it take to make it successful throughout an organization? This session examines building blocks that every leader and team can use in a variety of situations. Participants receive tools and activities to take back with them on the job as well as ideas to get started and get back on track when obstacles arise.

Leading Change and Managing Transitions

Change is constant and today's leader must be able to manage transitions that follow, including how to help employees respond even better. Tools and discussion focus on helping employees through the various types of change and how to help them adjust quickly to assure continued operational excellence. Time will be spent on understanding both the individual response to change and helping others adjust to.

Improving Judgment & Decision-Making

Decisions, decisions, decisions. Making good judgments and decisions is vital for the success of any business. Leaders must consider the effects their decisions have on all parties involved to help their company to thrive and grow. This session builds skills by reviewing the models and methods that increase our ability to make better choices and communicate them; how to respond in a crisis when decisions don't go well, and how we mobilize and align team members.

Strategic Thinking & Growth Strategies

Having the right people doing the right jobs does not just happen. This session focuses on developing a comprehensive and strategic approach to talent management that includes workforce planning, pipeline development, acquisition and sourcing, onboarding and new employee orientation, employee learning and professional development, and succession planning.

Competencies addressed in leadership sessions include:

- Self-Awareness
- Team Development
- Communication
- Talent Development
- Accountability
- Coaching
- Conflict Resolution
- Systems-Thinking
- Adaptability
- Leading Change
- Driving Organizational Results
- Critical Thinking & Decision-Making



Additional Topics Include:

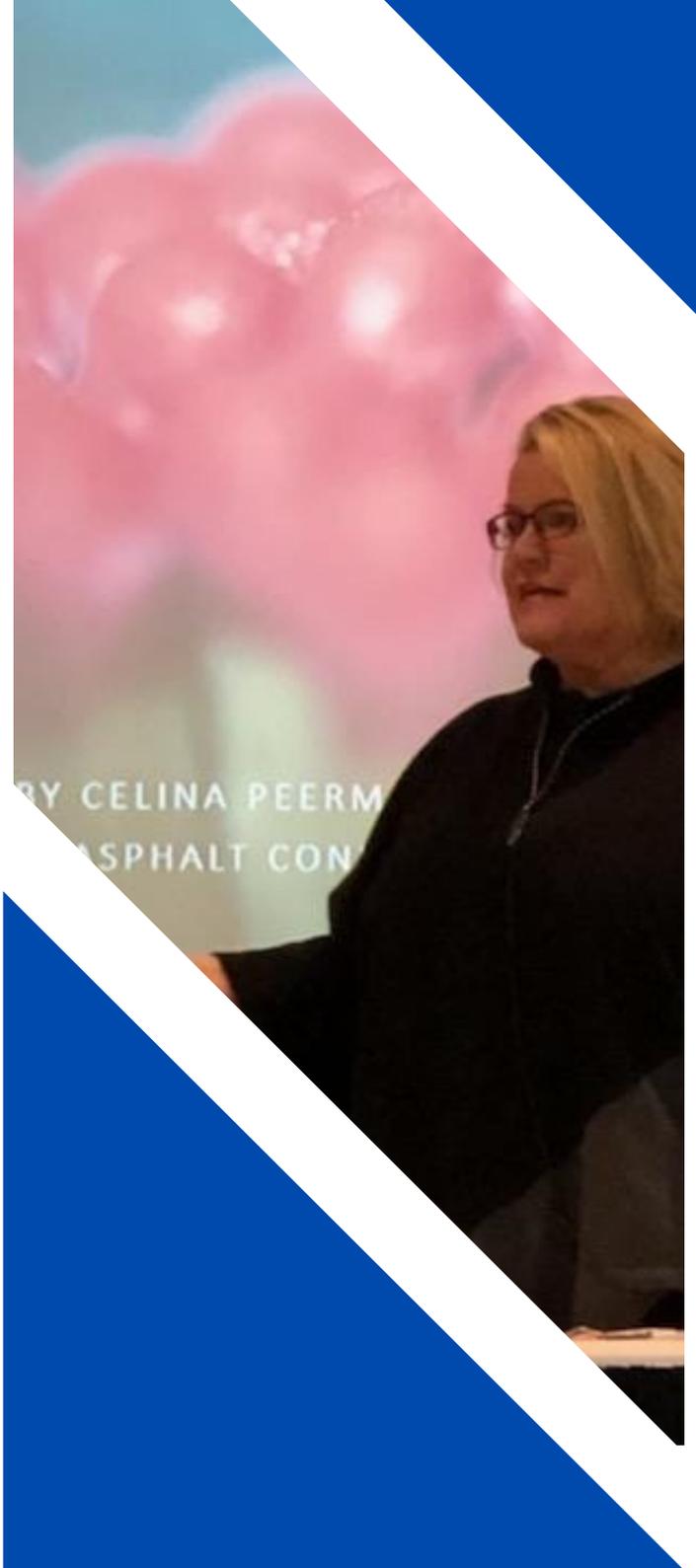
- Transitioning Peer to Supervisor
- Self-Care for Leaders
- Managing Multiple Generations
- Addressing Difficult Employee Behavior
- Creating a Respectful Workplace (Anti-Harassment)
- Building Diversity, Inclusion and Cultural Competency
- Improving Focus and Prioritization Strategies
- Project Management Best Practices
- Presentation Polish for Supervisors
- HR for Non-HR Managers & Supervisors
- Supervising Contractors & Vendors
- Creating a Customer-Focused Culture
- Managing Stress and Preventing Burnout
- Understanding Mental Health & Wellness at Work
- Engaging and Retaining Employees
- Increasing Creativity on the Job
- Introduction to Design Thinking
- Persuasion Power to Drive Results
- Train the Trainer (Training Peers or Trainers Adult Learning on the Job)

About Celina...

Dr. Celina Peerman serves as an organizational psychologist with over 27 years of human resources & operations experience from front line to senior level positions, in a wide range of industries and organizations. She is passionate about engaging our human resources in new ways to achieve even better organizational results. Celina is a strategist with a sense of humor and a love for building capacity in organizations.

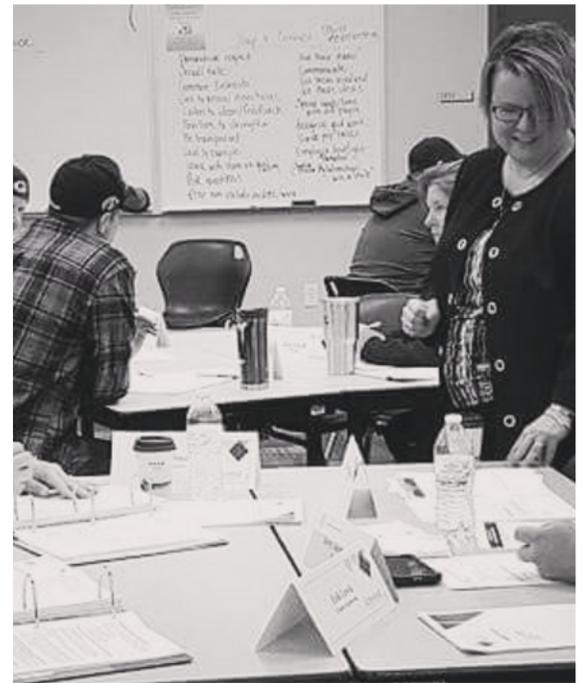
She has presented at numerous conferences for local, state, and national audiences. Celina's work in Southeast Asia, Canada and Central America give additional operations experience, further developing her strong international interests with the ability to walk into every type of company daily to learn firsthand the challenges and opportunities to build better performance.

Celina holds a Ph.D. in Psychology, a master's degree in business, with undergraduate degrees in psychology and international studies. She sees over 250 groups a year: including over 6000 people in 2019, large groups, small groups, and even one-on-one learning about the opportunities and challenges we face every day with leadership, strategy, and workplace behavior.



In her sessions you can count on:

- Research-based material
- Tools to apply after on the job
- "Words to say" to grow and improve
- High energy and humor when timely
- Value in pre- and post-work as needed



Connect with us.

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