

**imlag**

**Impact Management and Leadership Group, LLC**



# Making A Difference

Teamwork

Training

Coaching

Keynote

Seminars

Workshops

Conferences

Business Development

Management Consulting

Leadership Consulting

Motivational Speaker

Change Management

Leadership Development

Virtual/On-Site/Off-Site

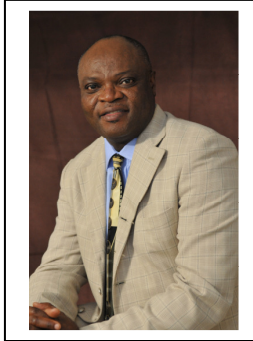
**Innovative Ideas are our Passion**  
**We work hard every day to bring your results**

**A SPECIAL MESSAGE FROM IMLAG PRESIDENT...**

Dear Leader,

Perhaps you are wondering if you are a coach or leader. I would like you to consider the following:

*If you have a position where you have to make decisions, or you are responsible for getting results from others around you, or you are in charge of a team – and the success or lack thereof of the team depends on your ability to influence them; then IMLAG is right for you and your organization.*



Whatever role you find yourself in; our seminars and workshops are loaded with practical ideas geared towards equipping you with management and leadership skills that will help you in motivating, supporting, and getting measureable results. Our workshops are designed and delivered by experts with many years of management and leadership experience. Our facilitators are experienced in effective management and leadership training techniques that are client focused and performance driven.

Our workshops and seminars can be delivered in a full-day, two or more days at the comfort of your office, our location or e-learning environment. We offer a variety of courses at affordable and competitive pricing and guarantee results. Our seminars and workshops are provided in a fun and lively environment with hands-on training experience that can be immediately implemented.

To preview more of the fascinating topics we offer, see the "Courses Outline" session of this brochure. Then to inquire more or enroll, please call us at **0904-473-2605 [NGN]**, **+1 678-516-1235 [USA]**, or email us at **info@imlag.com**. We guarantee that it will be the best investment you ever made for yourself, organization, staff and management team.

Sincerely,

President/CEO - IMLAG

Our commitment as management and leadership consultants is to help organizations ~ private and public ~ see the important steps their leaders, managers and people need to take in order to manage their tasks and lead effectively, within their own organizations or outside.

# Impacting Your World

**Keynote**

**Training**

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**Virtual/ On-Site/ Off-Site**

## Making a Difference

**Innovative** ideas are our passion  
We work **hard** every day to bring you **results**

**What We Provide:**

- Outstanding training presented in a thoughtful, creative, warm, humorous, friendly, and team building manner by Senior-Level Trainer-Consultant-Coach, who has presented internationally to diverse groups and organizations
- Over 30 years of managerial leadership experience
- Providing services in both for profit and non-profit organizations
- Management and leadership expertise
- International work experience in North America, Europe, and Africa
- Academic preparation beyond the Master's Degree;
- All training materials - workbooks and handouts;
- All transportation, lodging and per-diem costs and arrangements for presenter
- Presentation equipment, including computer and projector;
- All presentations include a *Needs Assessment*, up to 2 hour consultation meeting with your presenter and your company's representative before a presentation
- Full-Two-Three Day presentations also include a *Recommendations for the Future* with your presenter and your company's representative following the completion of presentation preferably evening of same day.

**What You Provide:**

- A motivated, open-minded group of attendees,
- The training site with appropriate chairs and tables, for on-site training
- A projector screen and for groups more than 25, a podium and microphone,
- Arrangements for refreshments during breaks and lunch for attendees, and
- If required, travel, lodging, and per-diem for your seminar attendees.

**Benefits of IMLAG Group**

- Drive organizational results and performance
- Develop consistent approaches and enhanced efficiency
- Create your own schedule
- Improve organization value
- Drive departmental and organizational results and performance.
- Develop consistent approaches to leading project teams, and efficiency.
- Influence project team performance through lessons-learn initiatives.
- Improve organization value through targeted training on management and leadership skills
- Harness the wealth of experience of seasoned professionals in the organization.
- Improve communication, productivity, quality, and profit margin
- Add to overall professional development, and business expertise
- Minimize the learning curve while maximizing the impact.
- Save on tuition, travel costs, and time.

**Customized Training**

- Training Unique To Your Business
- Employee Satisfaction
- Quality Service
- Timely Delivery
- Immediate impact

**Mission Statement**

Our commitment as management and leadership consultants is to help organizations see the important steps their leaders, managers, and staffs need to take in order to lead other people in or outside the organization.

**Vision Statement**

- Equipping and training civic, business and church leaders all around the world in management and leadership principles
- Establish leadership development training centers all around the world
- Develop management and leadership development curricula for organizations – profit and non-profit and institutions of higher learning
- Help organizations - profit and non-profit, groups and individuals develop their managerial and leadership potentials

**Organization Core Values**

- Execute all business transactions with utmost integrity, credibility, excellence, and professionalism
- Treat all clients with utmost respect and dignity
- Provide a fun, exciting, loving, and caring work and training environment
- Total commitment to the mission and vision of the organization

**Leadership/Management Seminars and Training**

Advanced leadership skills development featuring Organizational Business Management Training courses, seminars, executive leadership coaching, and business management consulting for your top management and leadership team, executives, managers, supervisors, team leaders. Our Managerial leadership courses, Management Training courses, seminars, team-building workshops, process improvement consulting, executive coaching. Our innovative management leadership and organizational development approach focuses on the Effective Leadership Model geared towards **People, Process, Performance, Productivity, and Profitability**. We see "Optimum Performance" as the "glue" that holds "Innovative and Highly-Valued Organizations" together.

**Seminar/Workshop Price Options for Planning Purposes**

Our pricing is reasonable and very competitive. Price is based on all charges & expenses except airfare:

- All seminar leader expenses—seminar preparation time, administrative support, ground transportation, per-diem, lodging,
- All training materials including notebooks, slides, handouts,
- If training is on-site, host to provide snacks and refreshments at all seminars and workshops for their staff.

**All pricing inclusive except AIRFARE – No hidden charges**

**Half-Day Training:** (Morning or Afternoon)

**Full-Day Training** (Morning and Afternoon)

**Two or more days training:** Conference Session and/or

Key Note Speaker

**Executive Coaching:** One-on-one coaching geared to top managers, managing directors, chief executive offices, etc. Call for pricing

For pricing for the options that fit your needs, please  
Email us at: [imlag@comcast.net](mailto:imlag@comcast.net); Call us at **678-516-1235** [USA].  
Visit our website for more information: [www.imlag.com](http://www.imlag.com)

**L2001 - Leadership Challenge: What Leaders Do –**

Leadership is not the private reserve of a few charismatic men and women, it is a process that ordinary people use when they are bringing forth the best from themselves and others. If you are a leader, or aspire to be one, this series of courses will assist you in developing your capacity to guide others to places they have never been before. This interactive course is the first in the series and introduces the five practices of exemplary leadership - *model the way, inspire a shared vision, challenge the process, enable others to act, and encourage the heart*. This course sets the stage for the remaining courses in the series.

**L2002 -Leading High-performance Virtual Teams**

Today's telecommunications technologies have given new freedoms to businesses worldwide. No longer do employees need to be in the same facility, the same state, or even the same country to communicate effectively. Today, employees can interact instantaneously across the greatest of distances, enabling teams of co-workers to coordinate their efforts virtually and without ever having to meet face-to-face. Such freedom, however, carries a price. Employees must make an effort to ensure their messages are clear and understood, and managers must decide upon policies to ensure precise, timely communication. Without such stringent practices, virtual teams quietly dissolve, leaving members isolated, frustrated, and their work and goals unfulfilled. Participants will learn team leadership skills, encompassing the objectives of combating isolation, adding context to virtual communications, managing virtual communications, assessing team performance, appraising team effectiveness, coaching your team to succeed, optimizing team performance, and sustaining high performance.

**L2003 -Leading Innovation**

Theories and publications on workplace innovation are abundant, and it is often difficult to sort through all the innovation-related choices facing leaders and organizations. One thing is certain however; innovation only happens when a company's leaders support it and find ways to bring new ideas and opportunities to life. If you are going to be a leader of innovation, you must first have a mindset that is open to innovating, clear about the role of innovation in your company, and encourages others to participate in the innovation process. You also have to be aware of and take advantage of opportunities to innovate that will benefit your customers as well as the growth and success of your company. And finally, you need a strategic process for transforming creative ideas into innovative solutions. This program is designed to help you define the mindset and culture for innovation in your organization, recognize innovation opportunities across a variety of types, and use a strategic process to execute innovation.

**L2004 -Leading Organizational Vision**

What is vision? Physically, it's the ability to see. In the world of the occult, a vision is a mystical apparition. But in the world of organizational leadership, vision is about foresight, and requires more than just looking, dreaming, or imagining. To be meaningful in an organizational context, vision must be actionable and inspire others to work towards its fulfillment. A vision depicts the intended future state that's made possible because of the organization's efforts. Powerful visions are catalysts for a multitude of organizational endeavors, including change, innovation, and competitive strategy. People will eagerly participate in these efforts when they see how they can take them closer to a meaningful vision they believe in. But it takes leadership to guide the way. This program is designed to help you recognize vision as a powerful catalyst for success, create a realistic and powerful vision that can be taken into action and use communication skills and techniques to create a shared vision.

**L2005 -Leading Successful On-site Teams**

Successful on-site teams are characterized by clear direction, team member trust, and effective communication and conflict-resolution strategies. In the early stages of team development, leaders must set up structures and processes that support the development of these team characteristics. This course offers strategies for leading an on-site team during the first two stages of team development--forming and storming. It outlines steps for defining a project and offers strategies for gaining commitment and building trust among team members. It also presents techniques for encouraging communication and collaboration. Finally, this course provides easy to follow steps for resolving conflicts. By using these strategies, team leaders can build high-performance on-site teams.

**L2006 -Leading Teams: Managing Virtual Teams****Overview/Description**

Virtual teams are emerging as the basic unit for conducting business of all types. Studies show that over 80% of workers today are involved in some way with team members who are not physically located in the same office. Virtual communication networks have made virtual teams possible, while globalization has made them a necessity. Virtual team leaders must find ways to successfully manage people who are separated by distance, time zones, and cultural differences. This course offers leaders a framework for successfully leading virtual teams. It outlines the key competencies that members of virtual teams should possess and offers guidelines for specific virtual team activities, such as teleconferencing and decision making.

**Target Audience:** Employees at all levels who lead and manage teams and anyone who wishes to develop and refine their leadership skills in a team environment

**L2007 -Listening**

Ask most people to describe a great leader and their description will surely include "good listener." Listening is the key that opens the door to relationships, trust, learning, and performance. If listening is such a powerful management skill, why does it seem to always need teaching and practicing? Listening is a difficult skill to master because of external and internal factors. Externally, the environment poses distractions, pressures, and overdoses of information that make it difficult to focus and listen. And, internally, your own voice is so much louder than any other's. If you're motivated to become a better listener and are willing to learn and practice the skills required, you'll reap personal and professional benefits. You'll be more informed, involved, recognized, and trusted as a leader. This program is designed to help you recognize the challenges and benefits of being a listening leader; use motivation, concentration, and comprehension to facilitate the listening process; and overcome listening challenges with confidence and skill.

**L3000: Team Leadership**

In this course you will learn the concept of team work and the differences between working in a team versus in a group. You will also learn what it takes to create an effective team that is in alignment with the organization goals, values and objectives. Some of the topics discussed are:

- Definition of an effective team
- Advantages and disadvantages of working in teams
- Effective and ineffective teams
- Team rules, roles, and behaviors
- The characteristics of effective teams
- What is a "dysfunctional" team and how to deal with a dysfunctional team
- Phases of team development
- Leadership in a team environment

### **L3001: Leadership Skills for New Managers and Supervisors**

Being a successful leader requires not only business knowledge, but also interpersonal and management skills. This course will teach you how to handle the challenges you face in your new role as a manager. Discover the difference between leadership and management and what you can do to become a better leader. Understand your role in team communication and what you can do to ensure fewer misunderstandings. In this course, you'll learn how to build, motivate, and maintain an effective, high-performing team. Learn how to link feedback, coaching, performance management, and progressive discipline to ensure top performance and to deal effectively with underperformers. Also, learn how to manage time, set priorities for you and your team, and negotiate those priorities with your boss. You will develop a stress management plan for you and your team.

### **L3002: Leadership Skills for Project Managers**

Project managers are asked to plan and manage projects with little authority, dictated time frames and deliverables, and told to just get it done! The reality is that projects rarely fail due to technical problems but rather because of people problems. Conflicting priorities, unclear expectations and roles, poor leadership, conflict, lack of teamwork, and no motivation all lead to project failure. This course addresses the people management problems all project managers. After taking this course, you will be able to take any project from its initiation and successfully deal with most people problems that occur on almost all projects. You will learn to set clear expectations and create a communication management plan for any project. Dealing with conflict, setting clear priorities and using a systematic problem-solving process are essential. In this course, you'll learn to create a motivating team atmosphere, delegate effectively, run efficient meetings, and, finally, develop coping strategies for the stress that you and your team will face.

### **L3003 -Motivating Employees: Getting the Most from Your Team**

Without a skilled captain to steer it safely to harbor, a ship is as good as lost at sea. The same can be said of the business world—without the right people at its helm, a firm is left to flounder on an uncharted course, one that may very well send it drifting into the dismal abyss of financial ruin. Arguably then, it stands to reason that employees are the most important resource within a company. After all, they are the vital crew members who will allow you, the captain, to navigate the corporate boat to safe harbor (i.e., profitability). This interactive course covers the importance of motivating employees along with methods that can be used to motivate. Several case studies are introduced to give specific examples of how this information can be put to use with employees and leaders of an organization.

### **L3004: Strategic Thinking**

Strategic thinking is a relatively new business concept that takes its place amid more established and studied activities of strategy formulation, strategic planning, and strategic decision making. These activities cannot be successful without strategic thinking. Charting the future of a company requires creative as well as logical thought. Strategic thinking is about synthesizing information and ideas in order to determine a company's competitive advantage and future success. It leads to establishing objectives, planning courses of action, and allocating resources in a constantly changing business environment. If you want to become a strategic thinker you must be prepared to think with your heart as well as your head. Even then, you can never be sure how the future will turn out, but you will have the skills to help you make your next strategic move. This program is designed to help you appreciate the value of strategic thinking in the workplace, recognize the attributes that comprise strategic thinking, develop competencies to become a strategic thinker, participate in strategic thinking activities, and incorporate strategic thinking into your leadership role and activities.

### **Executive Coaching Program**

You are a success and you want to be more successful. You're going up the ladder and you want to increase the velocity. You feel the need to solidify the certainty of your future and not take chances with your career in an uncertain, changing world. Too many responsibilities and crisis management are keeping you from focusing on important priorities. Time goes on, opportunities are being missed, and your creativity is underutilized. A bridge to get you from where you are to where you want to be may be **Executive Coaching**.

Our unique, confidential, **Executive Coaching** program will help you to become more successful, faster, and with great certainty. We help you to become more valuable to your organization. In a world of uncertainty, you may not be able to control many events but you can better control how your career progresses independent of the decisions of others. No job is permanent. Your career is! Career success is not only getting more done in less time, but also creating more balance in your life between your professional life and your personal life. That is what we will do together.

#### **Why Do I Need An Executive Coach?**

You don't. You are successful already. You will be a bigger success tomorrow. Eventually, you will probably get to where you want to be. With your own executive coach, you will get there sooner, with greater certainty, control, and predictability.

Pele had a coach, Lionel Messi has a coach, Roger Federer has a coach, Tiger Woods has a coach. Pete Sampras has a coach. Andre Agassi has a coach. They don't need a coach. They want a coach because they feel more comfortable with the direction, certainty and predictability of career success that a coach can provide.

If you have a position where you have to make decisions, or you are responsible for getting results from others around you, or you are in charge of a team – and the success or lack thereof of the team depends on your ability to influence them; then you need an **Executive Coach**.

#### **What Will Executive Coaching Do For Me?**

At **IMLAG**, every **Executive Coaching** assignment is unique to accomplish your specific objectives. Some of the benefits others have achieved that you may want to include in your personal executive coaching program:

- Strengthening your own organizational and leadership skills
- Creating better focus on important priorities
- Spending less time; spending it a lot more productively
- Reducing your stress
- Creating significant personal balance between work and personal life
- Gaining greater control over your career path
- Accelerating your career's progression
- Making more accurate goal selections and implementation
- Creating a more valuable "you" within your organization
- Achieving more consistent success
- Realizing better career clarity
- Living a purposeful life
- Improving your job satisfaction
- Leveraging your results through resources in your control
- Managing your management and leadership team

## OTHER LEADERSHIP TRAINING TOPICS:

- L3005: Leadership Skills for Team Leaders or Supervisors
- L3006: Leadership Skills for Supervisors
- L3007: Leadership Skills for Middle-Managers
- L3008: Leadership Skills for Operation Managers
- L3009: Leadership Skills for Executives
- L3010: Leadership Skills for Senior Management Team
- L3011: Leadership Skills for Board of Directors
- L3012: Leadership Skills for Partnership
- L3013: Leadership Skills for Multi-Stakeholders
- L4000: Leadership Styles and Appropriateness– An Overview
- L4001: Sharing Responsibility
- L4002: Continuous Development
- L4003: Delegation; Empowering People; Enabling Others
- L4004: Delegation; Delegate menial tasks
- L4005: Casting Vision: How to Communicate Vision Clearly
- L4006: Collaboration vs. Compromise
- L4007: How to Promote Mutual Influence Relationship
- L4008: How to Cultivate Group Interests
- L4009: Taking Risk without Jeopardizing Values
- L4010: Charisma and How to Influence Your Team
- L5001: Becoming an Authentic Leader
- L5002: Character Building
- L5003: Emotional Security as a Leader
- L5004: Leading from Anywhere in the Organization – 360 Degree Leadership
- L6001: Developing Leaders
- L6002: Leading Different Personalities: How to Connect with People
- L7000: Coaching: Elements of coaching
- L7001: Life Coaching
- L7002: Marriage Coaching
- L7003: Parental Coaching
- L7004: Executive Coaching:**
- L7005: Characteristics of a High Performing Team
- L8000: Leadership Types and Appropriateness – An Overview
- L8001: Situational Leadership
- L8002: Servant Leadership
- L8003: Behavioral Leadership
- L8004: Relational Leadership
- L8005: Transactional Leadership
- L8006: Transformational Leadership

### General Topics

- G1001: Developing a Business Plan
- G1002: Emotional Intelligence
- G1003: Identifying Your Strengths and Weaknesses
- G1004: Living a Purposeful Life
- G1005: Presentation Techniques
- G1006: Building and Maintaining Healthy Relationships
- G1007: Giving Elevated Speeches

## OTHER LEADERSHIP SERVICES:

### Customized Training

- Training Unique To Your Business
- Employee Satisfaction
- Quality Service
- Timely Delivery
- Immediate impact

### Management Consulting

- Strategic Planning
- Competitor Analysis
- Marketing Strategy
- Coaching
- Teamwork
- Performance Strategies
- Cost/Time Management
- Effective Communication
- Change Management
- Best Practices

### Optimal Delivery Modes

- On-Site Training
- Virtual Classrooms – E-Learning/CD/Email
- Conferences
- Seminars/Workshop

## SOME OF OUR CLIENTS:

- Abiding Grace Ministries, Nigeria
- ArcForm Group, Inc; ArcForm Ltd; ArcForm Agro Allied & Equipment
- Beth'el Personal Care Homes, Inc, USA
- BOC Gases, Ltd, Nigeria
- City on a Hill Ministry, USA
- Dedoks Technologies, LLC, USA
- Dele Olowoyo & Associate, Nigeria
- Fairway Investments, USA/Nigeria
- Four Square Gospel Ministry, Nigeria
- Foldel Healthcare Services, USA
- Jubilee Christian Church International Glory Tabernacle, USA
- Laralex Inc., USA
- Life Teaching Ministries, Nigeria
- New Bread of Life Christian Ministry, USA
- The Redeemed Christian Church of God, Nigeria/USA
- Victory World Church, USA

**M1001: Communication Technique: How to Communicate Effectively**

This course centers on interpersonal communications and the art of listening. In this course, you will learn how to communicate clearly and directly through a study of verbal and nonverbal techniques. Not only will you be able to recognize the consequences of poor communication, but you also learn how to ensure open communication and how to fix communication breakdowns. You'll discover how to engage effectively with others through active listening, tailoring your discussion to the audience, and being aware of your body language. You will understand how to set clear expectations and manage language and cultural barriers with local and remote teams.

**M1002: Communication: Negotiation Techniques**

Communication and Negotiation Skills features role-playing exercises, allowing you to use what you've learned to maximize your learning experience and prepare for real-life situations. The second half of the course delves into the intricacies of negotiation. Learn how to plan your negotiations and what the best practices are to deal with tough negotiators. You'll also develop strategies to counter and deal with dirty tricks and games, negotiate "no" with your boss and plan and run team negotiations. You will also learn how to get past impasses and deadlocks.

**M1003: Change Management – Overview**

This course will introduce different thinking styles in Change Management, the basic principles that apply to embracing change initiatives and practical applications on how to work with others in implementing change. Remember, the task of change management is to bring order to a messy situation, not pretend that it is already well organized and disciplined. Leaders and managers can positively impact their organizational culture and results by strategically and systematically leading and facilitating change. Our associates will help you identify and navigate through possible hurdles and maximize the success of your organization's change initiative by using proven processes to plan and implement change efforts. We can help you anticipate and prepare for the changes ahead by examining the scope, complexity, resistance, culture, and change capability of your organization.

**M1004: Change Management: Management Team**

In this course, you will learn how to answer some questions: **Why** do we need to change? **What** is the impact on productivity? **Who** will lead the change effort? **When** to start implementation? **Where** to concentrate the most effort during the change? **What** are the risks involved and desired outcomes?

**M1005: Change Management: Employees/Others**

In this course, participants will learn different elements of change and learn how to embrace change initiatives. Participants will also learn how to assess and address the impact of change. Participants will perform exercises in group setting addressing change and how to implement change initiatives in their division.

**M1006: How to Motivate People**

- Traditional motivation models
- Motivating your under-performers
- How to create a motivating team environment
- Find the right reward for each team member

**M1007: Time Management**

- Setting effective priorities with your team
- Dealing with e-mail, interruptions, and meetings
- Negotiating priorities with your boss
- Learning to negotiate NO!

**M1008: Stress Management**

- Recognizing the signs and symptoms of stress
- Build a stress plan for work
- The physiological symptoms and impacts of stress
- What is distress?
- 7 steps to take in times of stress

**M1010: Performance Measurement**

In this course you will learn the "Dos" and "Don'ts" of performance appraisals and measurements. You will learn various methods of measuring the performance of your teams and individuals based on the organizational goals and objectives. You will learn how to set up stress-free appraisals for you and your staff.

**M1012: Strategic Planning Techniques (Failing to Plan is a Plan to Fail)**

Periodically, organizations need to verify that activities and goals are aligned with the overall mission and vision of the organization. This course will introduce you and your key leaders to Strategic Planning and how to develop and implement a strategic plan; guide you through the multi-part processes of strategic planning, help a leadership team clarify a desired future condition, support analysis of strengths and weaknesses, and guide you on our to determine how to bridge the gap between the present and the future. You will learn from our associates and facilitators strategy formulation and planning geared towards your industry. At the conclusion of the course, your leaders will be prepared to prepare a typical documented plan with detailed action items to help your organization move toward its desired goals.

**M1013: Setting Priorities and Decision Making Techniques**

Effective decision makers are those rare individuals who are able to consistently identify and choose the best option among multiple alternatives. Their decisions are imaginative, reasoned, and defensible. In this course, you will be provided with the training and tools necessary to become an inventive, logical decision maker.

**M1014: Critical Thinking and Problem Solving Techniques**

You'll explore a structured way to approach and dismantle problems, and you'll learn to clarify problems in terms of objectives and issues, with a view toward optimum outcomes. Applying the techniques of critical thinking allows you to dismantle complex problems and to understand the inputs and implications of your thought processes. This training allows you to develop positions on issues that are logical and explicable to others. After completing the course, you'll understand why most decisions are of poor quality and you will be able to impose quality controls on your decisions and the decisions of others.

**M2001 -Making the Move Into Management**

Transitioning into a management position can be both exciting and potentially overwhelming. The shift from individual contributor to leader requires confidence, solid communication, and a clearly defined plan of action. This Challenge Series exercise explores the benefits of drafting a transition strategy.

**M2002 -- Manager's Performance Guide - Team Conflict Skills**

There is little doubt that today's organizations are experiencing unprecedented changes in how they define themselves and accomplish their work. Nowhere are these changes more evident than in organizations' training and development departments. Managers are increasingly being asked to show how their training efforts add value to the organization, and that means being able to measure performance. Have behaviors changed? How can we determine behavioral change?

**M2003 -Managing Conflict**

While often considered destructive, conflict can prove beneficial if properly managed. This challenge focuses on methods for managing conflict. At some point in all relationships, conflict is inevitable. The same is especially true for business relationships. It is easy to take for granted the challenge of working with people from different backgrounds and with different styles, day after day, dealing with a myriad of problems. People strive to meet their individual and departmental goals while also being good team players. Hardly anyone finds conflict fun or pleasurable, but it need not be hurtful or destructive. In fact, when handled properly, conflict can actually be beneficial. This program is designed to help you understand causes and perspectives related to workplace conflict, recognize different conflict styles, establish and use conflict as a positive and productive force in the workplace, use a consistent process to facilitate conflict resolution, and actively engage with others to manage conflict and resolve issues.

**M2004 -Managing Performance**

In order to best address performance of individuals and groups, managers must apply a comprehensive approach. This challenge focuses on methods for managing performance. Managers and employees often downplay the relevance of performance management. When used effectively, performance management is an enormously valuable tool with many organizational benefits. Performance management provides focus and direction for employees, provides employees with feedback on their progress in meeting business goals, helps managers and employees identify and develop competencies needed for success, and helps employees stay accountable to their job tasks by linking employee performance to clear consequences, such as pay increases and promotions. This program is designed to help you apply the five components of an effective performance management process, use effective practices in managing various levels of performance, and recognize the effective use of feedback when managing performance.

**M2005 -Managing Upward Relationships**

Knowing how to "manage up" is an advantage in most organizations. Top managers are closest to the company's strategic efforts and directives. They have knowledge, experience, insight, and connections that can benefit your ability to grow as an individual as well as to better assist the members of your work group. Navigating through the maze of politics, positions, protocols, and pressures can be daunting. But there are skills and techniques that managers can use to gain the access to and win the confidence of those in more senior roles of the organization. It requires understanding your organization and your boss's expectations and preferences. It also requires using focused and forthright communication skills with authenticity and respect. This program is designed to help you take responsibility to establish mutual expectations with your manager; understand how trust, power, politics, and work styles influence upward relationships; demonstrate authenticity, accountability, and respect when managing "up" and deal effectively with upward conflict and criticism.

**M2006 -New Manager Transitions**

Perhaps you've always wanted to be a manager. You've worked hard as an individual contributor and now there's an opportunity to step into a management role. Or maybe you hadn't planned on being a manager but you've been asked or assigned to take on the role. In either case, management is exciting, demanding, and rewarding. This program is designed to help you adopt a positive and productive frame of mind for managing; set the stage for managing performance of a work group and its members; model effective communication skills and use appropriate communication methods and face challenges of building trust, decision making, and dealing with difficult situations.

**M2007 -Painless Performance Improvement**

The purpose of the Performance Improvement program is to provide all managers and leaders with the skills required to have effective and positive performance discussions. This includes provision of a framework within which managers can identify poor performance and engage and discuss appropriately with staff regarding individual performance improvement.

**M2008 -Perseverance and Flexibility**

The expression "It's not what happens to you, it's what you do about it" has never been truer for today's leaders. Faced with continually changing external events and a workforce fraught with uncertainty and full of opportunity, leaders must demonstrate a unique combination of perseverance and flexibility. This means knowing when to "stay the course" and when to "shift gears" when leading people and leading processes. This program is designed to help you recognize the value of perseverance and flexibility to the leadership role; use perseverance and flexibility when leading people in their development and work environment; lead goal-setting, change, innovation, and decision-making processes more effectively; and increase your perseverance and flexibility capabilities.

**M2009 -Returning to Core Competencies**

Every successful company is built on the merit of a product or service. And getting that product or service out into the market requires many interdependent processes some of which are outside the company's central strengths. This Business Impact weighs the benefits of returning to core competencies in light of a planned move into the global market.

**M2010 -Reviewing Performance Progress**

At IMLAG we recognize the importance of quality leadership in growing and developing our business into the future. To assist current and future leaders to develop up-to-date leadership skills, we have developed series of Leadership Development Programs to do just that. Modules in this program are helping leaders to learn, practice and discuss the skills required to be effective and responsive to the needs of their people.

**M3001 -Mentoring as a Manager**

Looking for ways to enhance your managing skills? In this course, you'll acquire expertise as a mentor that will benefit your staff, your organization and your own career. You'll examine how mentoring differs from managing, and you'll brush up on essential communication skills. Finally, you'll learn to use mentoring to improve on team organization, dynamics and performance.

**M3002 -Mentoring Effectively****Overview/Description**

Perhaps your organization has asked you to help induct a new employee. Maybe a junior colleague has approached you for guidance. Or perhaps you want to "fast track" a rising star into a particular leadership position. Whatever the case, before you sign on as a mentor you'll want to learn all you can about the process, from how mentoring benefits you and your career to how you can best assist your protégé. "Mentoring Effectively" will help you get started on the right foot by establishing clear and realistic expectations. You'll learn how to step into various mentoring roles, providing training, guidance on professional development, advocacy, and emotional support. You'll brush up on essential communication skills. And you'll learn how to manage the mentoring relationship, from solving potential challenges to guiding the relationship through a positive conclusion.

**Target Audience:** Managers, supervisors, team leaders



**M3003 -Models for Managing Technical Professionals**

Because technical professionals set a high value on autonomy, managing their time and resources can be a difficult task. But, since it's your job to supervise this often-frustrating yet extremely valuable group of employees, you need to figure out the best way to do it. And this 'best way' may vary from company to company and from individual to individual. In this course you'll learn a variety of ways to motivate, manage, and lead technical professionals and how to get and keep your technical teams working together efficiently and effectively. You'll have a chance to practice using these different management models in both case studies and role-playing scenarios.

**M3004 -Negotiating**

Negotiation is a complex activity that occurs in most every domain – business, politics, sales, law, commerce, and labor. It takes place in any human interaction that involves getting what you want. That may sound simplistic or self-centered, but in fact that's exactly what drives every negotiation. Whether you're funding a project, forming a team, obtaining resources, or reaching an agreement, you may find yourself negotiating. Negotiation is not an event. It's a process that requires specific behaviors to achieve mutually acceptable results for the parties involved. Preparation is the most essential part of the process, and the ability to clearly communicate and reach agreement requires the use of listening, discussing, and bargaining behaviors. Skillful negotiators are those who understand the process, learn and practice the behaviors, and achieve "win-win" results. This program is designed to help you recognize the benefits and challenges of negotiating; follow a process for negotiating that includes preparation, bargaining, and agreement; and use negotiation styles and skills to meet opportunities, face challenges, and avoid traps.

**M3005 -Rewards, Recognition & Motivation**

This interactive course is one that is more fun than it is work. The entire lesson is dedicated to reward and recognition - something we all love and desire. You will learn how to use reward and recognition of your employees as an actual 'working force' which is a positive motivator in its own right. Through instruction, examination and reflection, you will learn the importance of positive reinforcement, learn how to use it on a personal level and then expand it to actual companywide programs. Also, you will learn how to start a reward program, how to get input from the employees, how to use focus groups and how to gather feedback. This course outlines key elements such as budgets for programs, the importance of timing and the implementation and operation of events and promotions of every size and description. When you finish this course, you will know how important a bit of recognition can be to the whole company and how you can share in that reward!

**M4000: Team Building: Introduction**

By becoming part of a team, you have a chance to help your organization tap into a tremendous pool of talent, knowledge and creativity which is you! This interactive course provides an overview of the team building process. It gives an overview of the different types of teams, the difference between these teams and an overview of the team building process. You will also learn when to follow the team building process and the steps to form a team. By the end of the course you will be able to build a successful team by either becoming the team leader or a team member.

**M4001: Team Building I: Team Member Roles**

This is the second course in the Team Building Series. In this interactive course, you will learn more about the characteristics needed to be an effective team member, as well as the role of a team member. It covers ways to productively interact with other team members and how to enhance your role as an individual team member. Anyone can be a member, but there are special skills required to become a standout team member. By the end of this course, you will be able to identify the skills needed to have a successful team.

**M4002: Team Building II: Stages of Team Development**

'Team Building II: Stages of Team Development' is Part 2 of the Team Building series. For those of you that took 'Introduction to Team Building I: Team Member Roles', welcome back. This interactive course identifies your team's developmental stage and covers how to select appropriate team-building strategies. This course will also answer many questions including: 1. How do I get the team to loosen up and get to know one another at the first meeting? 2. I need ideas for how to run a meeting, where can I get them? 3. I would like some ideas on how to vote on issues. Where can I get them? 4. What is the number one skill needed to be an effective team member?

**Other Management Topics:**

- M1001b: Communication Technique: How to Communicate with Difficult People!
- M1009: Risk Management
- M1011: Hiring Top Performance People
- M2003a: Handling Difficult People and Situations
- M4006: Team Dynamics
- M4007: Dysfunctional Teams: How To Identify and Prevent
- M5001: SWOT Analysis - Strengths, Weaknesses, Opportunities, and Threats
- M6001: Planning First Class Events, Functions, Activities, etc
- M7001: How to Get Results from Meetings

## Impacting Your World

Dr. Olu O. Oshinubi is the founder of FOLAD Group, parent organization of IMLAG - Impact Management and Leadership Group, LLC and FOLAD International, LLC. These organizations were founded to assist businesses - profit and non-profit and individuals develop their management and leadership skills while maximizing their personal and leadership potentials. Born in Lagos, Nigeria to a devoted Christian family, Dr. Oshinubi's quest for helping individuals reach their God-given potentials started at an early age. He earned a Doctorate in Management in Organizational Leadership.

Dr. Oshinubi previous experience is in Project Management with an international firm headquartered in Atlanta, Georgia, USA. As a Project Manager, he was responsible for managing projects ranging from \$10 M and \$800 M. He has over 25 years of management and leadership experience and IMLAG's associates and consultants have a vast experience in their area of expertise.

Dr. Olu Oshinubi is currently an active member and an Associate Pastor in the Small Group Ministry at Victory World Church, Norcross, Georgia - a church that is committed to impacting nations, restoring families, reconciling cultures and reaching its communities for Christ. He is involved in leadership development and teaches management and leadership principles at private and public organizations, colleges across the USA and around the world. His seminars and conferences are fun, impactful, and full of practical ideas that could be implemented immediately.

The father of three beautiful children, Dr. Oshinubi, and his wife currently reside in Auburn, Georgia - a suburb of Atlanta, Georgia.

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