

adjustment bureau
c o n s u l t i n g

Your path to next level leadership.

COURSE CATALOG



Rodney S. Jones, President & CEO of Adjustment Bureau Consulting, is a captivating and engaging coach, consultant, speaker, and trainer. He believes emerging leaders can transition into high performance executives with the right knowledge, skill sets and coaching.

Occasionally, a business or personal career may veer off of a presumably pre-determined path of success. In times like this, a simple adjustment can make a world of difference. For that reason, Rodney, with the help of his wife, Enna, established Adjustment Bureau Consulting.

The core function of Adjustment Bureau Consulting is to develop emerging leaders into high performance executives. Human capital is said to be the most valuable commodity in the business world today. Understanding this fundamental truth has been the catalyst for Rodney's passion to change the mindset of professionals across the country. Rodney uses research-based, time-tested content that offers tangible results. Rodney is also part of a global network of partners that can provide expertise in several competencies. His primary value-added component is his follow-up system, which reinforces long-term behavioral change.

Rodney certainly understands how unexpected circumstances can affect organizations and individuals. His path is unquestionably one that is less traveled. While attending The University of Texas, he voluntarily assumed full legal custody of his two younger sisters. As a result, he was thrust into the business world, in what most would say was a premature manner. It was during this time that he learned the importance of the soft skills that are needed to compete on the business level. After spending over a decade in the financial industry, years in management and an extensive time with a leading professional staffing agency, Rodney has become an expert in changing the culture of professional environments by focusing on the one common denominator: people.

Adjustment Bureau Consulting's services are targeted towards companies that are in the midst of organizational change and those that need assistance nurturing their existing talent and grooming them to take on more responsibilities. Through coaching and consulting, Rodney can also enable companies to increase retention of talented and effective employees and maximize the output of their current staff.



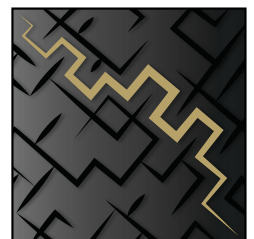
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The Art of **Communication** is the Language of Leadership.

Effective Communication

Effective communication is an essential skill in today's fast-paced business world. Effective communicators understand that communication is a complex process that can often be challenging.

Creating an organization in which communication is truly valued is more than just a good idea; it is good business. Organizations that choose to foster good communication skills will aid their employees in both their professional and personal development.

Topics Include:

- Communicating effectively
- Nonverbal communication
- Listening effectively
- Practicing using communication tools
- Enhancing your communication skills

Communication Skills for Supervisors

Organizations that are strategically positioned to effectively compete in the global marketplace recognize that they must have supervisors who can communicate effectively.

This module will help supervisors understand the role communication plays in leadership. The role of a supervisor requires additional communication skills. Developing these skills takes time and effort, but results in more effective performance and higher productivity.

Topics Include:

- Communication in leadership
- Effective feedback
- Making meetings work
- Making presentations
- Enhancing your supervisory communication skills

Conflict Management

Strong Leaders in today's Fast-Paced Business World realize Employees who are Adept at Managing Conflict are Crucial to Success.

Managing Interpersonal Conflict

To stay competitive, high performance organizations realize they must effectively manage the interpersonal conflict that occurs among their employees. High Performance organizations are dedicated to developing employee skills needed to meet the challenges of an ever-changing marketplace.

It is a strategic advantage to the organization for their employees to learn interpersonal conflict management skills. Employees will develop a proactive approach during the course.

Topics Include:

- Understanding the elements of conflict
- Recognizing conflict management styles
- Tips for handling conflict
- Enhancing your interpersonal conflict management skills

Managing Organizational Conflict

To increase high performance, managers must lay the foundation for dealing with and working through conflict. Managers need to have the essential knowledge about causes of conflict, types of difficult people and strategies for preventing and managing conflict.

This module will motivate managers to set goals and define actions for developing and enhancing their current conflict management abilities. It will set the groundwork for participants to acknowledge the impact that conflict can have on their job performance and the positive effect that learning to manage organizational conflict can have on an organization's bottom line.

Topics Include:

- Identify causes of organizational conflict
- Identify difficult people
- Take ownership of conflict management
- Enhance conflict management skills





Diversity

The Uniqueness of the Individual is what Brings Strength to the Team.

Valuing the Individual

Individual differences in the workplace must be sought after, nurtured and respected. High performance organizations understand this, but sometimes this is easier said than done. How do you coach workers not only to respect their colleagues as individuals, but also to seek out those coworkers as team members? How do you teach everyone to get along?

In this course, you will discover the foundation for understanding diversity and developing the skills for working in environments and groups composed of diverse individuals.

Topics Include:

- Diversity in high performance organizations
- Appreciating diversity
- Using the advantages of diversity and inclusion for growth and expansion in a global marketplace
- Communication guidelines

Managing Diversity

Problem: A manager faces a team in which everyone is different. What is the appropriate response?

Solution A: Demand that everyone think and act alike.

Solution B: Observe the differences and use them to enhance the team.

The manager is likely to choose either solution before participating in the Managing Diversity course. Afterwards, Solution B will be the choice.

This module will align participants with High Performance Thinking and Managing.

In this session, the leader will cover a wide range of topics including issues of race, gender, ethnicity, age, disability, sexual orientation and physical ability in the workplace.

Emotional Intelligence

A Pathway for Personal Success

What You Can Expect

People who attend this program will learn a set of principles that will change the way they view their lives as well as their performance on the job. They will grow in self-understanding, confidence, personal effectiveness and their ability to handle the challenges/opportunities of the workplace. Such a personal transformation forms the foundation for organizational transformation.

Principles of Self-Mastery

- The Integrity Model: A paradigm of personal effectiveness that defines success as what happens within you rather than what happens to you.
- Embrace Reality: Discover power and fulfillment as you stop wasting time resenting, complaining, wishing and blaming but rather keep your focus on what you can control.
- Exercise Responsibility: See how your success and quality of life come from choices you make and learn to act rather than react to the events of your life.
- Conquer Your Key Moments: Learn how to conquer and transcend the challenges of life by changing your thinking, feelings and behavior.
- Clarify Your Vision: Know what you want and the steps that you must take to achieve it.
- Define Your Purpose: Decide what your life is about and those principles by which you will govern yourself.
- Act With Integrity: Translate your purpose and vision into reality and make your day-to-day actions consistent with what is most important.
- Value Who You Are: Make a decision to care for yourself, accept your weaknesses and acknowledge and build upon your strengths.

This approach to change is not a quick fix. However, during this program you will learn principles and participate in exercises that will allow you to truly become master of your own life.

Topics Include:

- The Integrity Model
- Conquer Your Key Moments
- Embrace Reality
- Exercise Responsibility
- Clarify Your Vision
- Define Your Purpose
- Act With Integrity
- Value Who You Are

Achieve Personal Mastery as You Transcend Challenges and Learn the Secrets of Soaring to New Heights.

Emotional Intelligence: Personal Productivity & Profits

At work and in life, we face key moments that are challenging, distressing, even painful. What manager has not wished their employees could work faster and smarter with fewer mistakes or meetings? Providing training on Emotional Intelligence and focusing on personal productivity pays off exponentially. It helps your staff understand that the reality of the key moment cannot change, but that the interior response to it is a personal choice. They can focus on the task at hand, and make the choices that are most productive without wasting time blaming, resenting or complaining.

Training your staff members in the following areas:

- Conquering Key Moments
- Embracing Reality
- Exercising Responsibility
- Defining Vision and Purpose
- Acting with Integrity
- Valuing Who You Are

These will help them take responsibility for their choices. They will know their life goals and have a clear vision of the path they will follow.

As your employees become aware of their own emotions and learn to control them in service of their life goals, your workplace will become not only more pleasant, but more productive. Sales forces will be more effective as they become more optimistic, more able and willing to surmount obstacles. All your teams will function more efficiently and productively when leaders choose to listen with empathy and team players take responsibility for their choices.

Training in Emotional Intelligence increases managerial skills, team building and employee competence at all levels - and that inevitably improves the bottom line.



Powers of Persuasion

This course presents the elements of each Power, shows how to activate each Power, how to apply individual Powers and Power combinations.

We provide a process for determining which Powers will be most easily activated in each persuasion encounter.

The Friendship Power

The keys to this power are trust and a common bond.

The Authority Power

By effectively showing credibility, knowledge and authority, you reduce the risk inherent in most decisions.

The Consistency Power

We are slaves to consistency. When we learn what others are consistent with, we can frame our request accordingly.

The Reciprocity Power

This is the well documented, universal psychological requirement for quid pro quo.

The Contrast Power

In the real world of the brain, objective values simply don't matter: perceptions rule.

The Reason Why Power

Scientific studies create and validate the Reason Why Power. Ask without a reason, get turned down. Provide a reason for acting, and you persuade compliance.

The Hope Power

Hope is the strongest motivator of all human activity.

Topics Include:

- Action Plan
- The Awesome Power of Persuasion
- Persuasion Presentations



Speaking for a Lasting Impression

Have you ever heard the statement by Jerry Seinfeld that when attending a funeral most people would rather be in the casket than giving the eulogy? Have you ever thought about your response to hearing this? Many Americans would agree with this statement, which is why public speaking is, and has been, the most dreaded fear, even over death.

Speaking for a Lasting Impression is a training program intended for anyone who is interested in developing their ability to successfully present in front of a group of people.

This program provides participants with the essential components involved in speaking effectively and delivering a presentation that will create a positive lasting impression on the audience members. Through interaction and skill practice, participants will learn how to create, deliver and enhance their ability to speak in front of a group.

Topics Include:

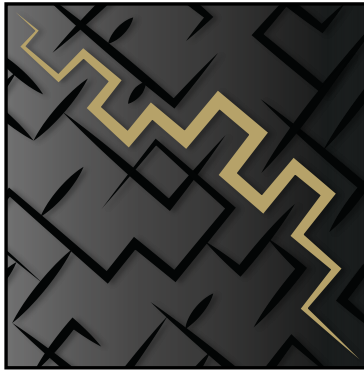
- Understanding the Adult Audience
- Developing a Dynamic Delivery
- Speaking with Conviction
- Presenting with Purpose
- Raising Retention

What You Will Do

- Gain a clear understanding of the adult learning process
- Develop techniques to capture and maintain the attention of the audience
- Identify different types of presentations and the purpose behind each
- Learn how to prepare your topics and deliver your message
- Assess the key elements involved in successful presentations
- Analyze how to increase retention and create a lasting impression

The fear associated with speaking in front of a group will only be overcome when you have delivered a successful presentation.

Speaking for a Lasting Impression will provide you with the tools necessary to achieve this goal. Not only will you meet the needs of the audience, you will also gain self-confidence, pride and accomplishment.



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