



# Training Solutions 2023 Course Catalog

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## Our World-Class Training Solutions

### Educate, Engage, & Excite!

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SP Grace specializes in helping government and business organizations get employees and strategic goals aligned. Informed by research and best practices, we not only develop content, but we also create conditions for success.



**Bottom line: SP Grace is your training partner.**

This catalog includes a listing of our existing training offerings:

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Each program offers tools, techniques, and resources that can be immediately implemented to make a difference in your workplace!

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# Leadership

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## INCLUSIVE LEADERSHIP

Uses the tools of *collaboration, communication, coaching conversations, and cultural intelligence* to foster a culture of belonging that continually creates business value for the organization. Ignites an accelerated cultural shift in the way leaders think about the *habits* of the inclusive leader, the *attitudes* of the inclusive leader, and the *priorities* of the inclusive leader in understanding what inclusive leadership really means and what inclusion means.



## WOMEN IN LEADERSHIP

Trains women to build on their strengths and unique capabilities in ways that increase their effectiveness as leaders. Prepares women to confidently work around and overcome gender bias challenges in ways that increase their influence and advance their careers.



## UNCONSCIOUS BIAS FOR LEADERS

Provides concrete steps to make leaders aware of unconscious and support them in reducing faulty assumptions that may reinforce their own—*often unintentional*—preconceptions and prejudices. Reduces opportunities for employee career decisions based on biases, beliefs, and feelings.



## TEAM LEADERSHIP

Develops a workforce that can thrive during changing times, leading others through organizational changes with broad vision, refined skill, targeted communication, and a deeper understanding of what motivates employees to fully support change. Provides right combination of support, influence, and positive incentives to empower employees.



## COACHING AND MENTORING

Provides information, tools, processes, resources, and models to help leaders develop the skills and talents of their team members. Helps leaders support and empower team growth in the competence and confidence needed to achieve their performance goals. Includes role-play with proven *best practices* in coaching and mentoring.



## EMOTIONAL INTELLIGENCE

Focuses on observing and understanding how you think, interact with, and relate to others. Prepares leaders and staff to, not only regulate their own emotions but to also apply EI skills to reading and responding to the emotions of others. Empowers leaders to be more effective in every interaction and communication, preventing awkward or inappropriate exchanges.





### **PERFORMANCE CONVERSATIONS**

Provides tools and best practices with focus on performance review issues and conversations that are challenging but important to behavior change in the workplace. Demonstrates forward thinking and forward looking through feedback models, leading to authentic, reflective, and meaningful “sharing” of the needs, feelings, and concerns of individuals.



### **COURAGEOUS CONVERSATIONS**

Provides constructive ways to address issues before they create bigger problems. Prepares leaders to raise tough issues and outlines approaches that increase employees’ awareness, change perspectives, and promote discussion of corrective actions. Models authentic, reflective, and meaningful “sharing” of the needs, feelings, and concerns of individuals.



### **SEXUAL HARASSMENT FOR LEADERS**

This course empowers leaders, at all organizational levels, by helping them to better recognize instances of harassment and offers tool and practice for effectively addressing issues with employees. Provides leaders with greater understanding about their responsibilities for preventing sexual harassment and offers guidance for handling inappropriate employee behaviors before they escalate to the level of harassment. This program can help prevent missteps, costly violations, and brand-damaging headlines.

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## **Supervision/Frontline Management**

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### **MAKING THE TRANSITION: BECOMING A PEOPLE-LEADER**

This highly interactive program is for new, relatively inexperienced supervisors as well as experienced supervisors who could benefit from a refresher course. Learning how to transition from co-worker to supervisor takes time, patience, and training. This course helps them think differently about how to approach their work, given their leadership role. Participants learn how to establish (or re-establish) credibility, establish appropriate relationships with team members, and build trust and accountability in a way that makes it easier to reach team goals.



### **THE ACCOUNTABLE SUPERVISOR: LEADERSHIP FOR FRONT-LINE MANAGERS**

Focuses on leadership development for the managers who interact with the largest number of employees: those on the front lines of your organization. Provides guidance on leading others and effectively implementing HRM policies. Offers insights on how holding others accountable makes the job easier, helps them manage with greater consistency, and demonstrates a commitment to fairness.



### **COACHING AND REDIRECTING**

Provides leaders with effective, professional strategies to coach, correct, and redirect employees. Employs skillful coaching techniques to provide the right combination of support, influence, and positive incentives to boost employee performance.



### **LEADING TEAMS THAT WORK**

A group of people who work in the same area or unit is not automatically a team. There is an art to being able to shape the group into a team that works together effectively and helping achieve important outcomes. This course focuses on some basics of teambuilding and is uniquely shaped to be relevant for different work environments. This course provides insights about common team leadership challenges and offers tools that are immediately useful for frontline supervisors.



### **IMPLEMENTING SEXUAL HARASSMENT POLICY ON THE FRONTLINE**

Supervisors are the first line of defense against sexual harassment in an organization. It is critical that they have clarity about their role in preventing a culture where harassment is pervasive. This course empowers supervisors by helping them better recognize problem behaviors and team interactions before they escalate to the level of harassment. It provides greater understanding about what carrying out the policies should look like and offers tools and practice for effectively addressing issues. This program can help prevent missteps, costly violations, and brand-damaging headlines.

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## **Diversity, Equity, Inclusion, And Accessibility**

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### **VALUING DIVERSITY, EQUITY, INCLUSION AND ACCESSIBILITY (DEI&A)**

Helps employees to develop their skill for collaborating with people who are different and to recognize and value people from diverse backgrounds, while avoiding mistakes that have a negative impact in the workplace.



### **BUILDING A RESPECTFUL WORKPLACE**

Creates awareness of disrespectful behaviors and their impact on co-workers and implements ways to maintain a respectful workplace. Defines respectful behaviors and makes everyone responsible for respect.



### **CONVERSATIONS ABOUT DEI AND RACE**

Equips participants with the essential steps, tools, and models to BEGIN honest, collaborative conversations about DEI and race. Offers practice building comfort level, knowledge, and skill.



### **MANAGING UNCONSCIOUS BIAS**

Helps employees address the attitudes, stereotypes, and behaviors that impact one group in a positive way and another group in a negative way. Provides strategies and tools to minimize the impact of bias.



### **MANAGING IMPLICIT GENDER BIAS**

Focuses on gender bias and its impact, raising awareness of unequal treatment due to attitudes and actions based on the sex or gender of an individual. Explores what can be done to reduce flawed business decisions that cause individuals (*especially women*) to experience the negative effects of biased hiring, promotions, and project assignments.



### **GENERATIONS IN THE WORKPLACE**

Identifies generational characteristics, motivations, and distinct perspectives about each group in the workplace. Explains what each group can do to increase understanding of the benefits of this rich mix.



### **INCREASING CULTURAL COMPETENCY**

Focuses on teaching participants how to engage with people from different backgrounds while honoring and respecting their beliefs, behaviors, attitudes, values, and interpersonal styles. Helps participants recognize/value people from diverse backgrounds, providing culture insights and self-reflection quizzes.



### MANAGING MICRO-INEQUITIES

Demonstrates how small slights communicate a lower level of expectation in performance or exclusion from full participation. Calls attention to specific, subtle messages of exclusion or divisiveness.



### ALLYSHIP DRIVES DEI

Empowers people with tools to become active collaborators through relationships of trust, empathy, and compassion. Is a key to maximizing staff performance and productivity. Provides insights on what it means to be an ally and why being an ally matters.



### ABILITY/DISABILITY AWARENESS

Creates awareness of the importance of full inclusion for persons with disabilities. Provides practice with *people-first* language and communication related to respect, sensitivity, equality, and welcoming behaviors.

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## Professional Development and Compliance

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### SEXUAL HARASSMENT: AWARENESS AND PREVENTION

Offers clear-cut methods for determining the differences between friendly behavior and subtle sexual harassment, as well as a plan for responding to unwarranted, unwelcome behavior and for documenting and resolving incidents of harassment. Provides key tools for dealing with issues of sexual harassment before, during, and after they occur.



### ZERO-TOLERANCE WORKPLACE

Ensures that all participants are aware of and knowledgeable about organizational policies on discrimination, harassment, workplace violence and all elements of “zero tolerance.” Defines bad conduct vs good conduct; defines and clarifies organizational behavioral requirements, creating a business advantage for all.



### MAKING MEETINGS WORK

Provides instruction, models, and tools needed to help your group create productive meetings that get results. Leaders are trained to encourage input and feedback and keep meetings on target. Meeting members learn the value of preparation, participation and follow-up. Everyone learns how to give their best to make meetings more organized, timely, purposeful and productive. This training changes non-productive habits.



### **CIVILITY AND RESPECT IN THE WORKPLACE**

Develops awareness and regard for civil behavior. Helps participants become more aware of their daily actions and the impact of those actions on individuals and on the workplace climate. Through exercises, role plays, and scenarios, participants understand the critical role they play in creating, maintaining, and contributing to a civil, respectful workplace where all feel safe and are treated with consideration.



### **BUILDING RAPPORT AND RELATIONSHIPS**

Provides core practices for building interpersonal connections with co-workers and customers. Offers engagement practices like active listening to strengthen relationships. Uses scenarios, role-plays, and small-group case studies to examine and practice building rapport strategies with within the workforce and the consumer community.



### **CRITICAL THINKING AND PROBLEM SOLVING**

Uses SP Grace model that enables participants to separate fact from fiction and assess situations more effectively. Emphasizes that lack of critical thinking fuels distortions and the spread of misinformation, influencing how we engage and interact with others.



### **THE HIGH VALUE PERFORMER: ALIGNING WITH WHAT MATTERS MOST**

Helps employees self-assess provides insights about how they see their own work performance versus how others may see it. Highlighting organizational priorities and strategic goals, this workshop offers insights on how to bring forth the best in professional value that each person has to offer.

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## **Customer Service Culture**

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### **POLISHING CUSTOMER CONTACT**

Provides the polish that transforms service delivery from “acceptable” to “absolutely exceptional.” Customers form lasting impressions about an entire organization after interacting with just one person. We’ve all experienced poor service that did not meet our expectations and have opted to take our business elsewhere. This course helps staff at every level build respectful, responsive, professional relationships with internal and external customers.





### **HANDLING CHALLENGING CUSTOMERS**

Gives participants the communication tools to interact with angry, upset, or out-of-control customers in a way that is consistent with your organizational values and brand. The training provides effective strategies that help defuse escalating customer anger. Participants learn to move to appropriate resolution while prioritizing protecting the brand image and safety of staff and guests. Participants will also leave with clear strategies for refocusing after an incident with an angry or challenging customer has ended.



### **SERVING DIVERSE CUSTOMERS**

Focuses on ways to develop cultural competency while serving a diverse customer population. Unintentional offenses, missed communication, negative word-of-mouth, and hurt feelings can be revenue-costing nightmares. Staff must be properly trained in customer communication, cultural knowledge, and people skills to excel in attracting and retaining diverse customers. This training offers a combination of practical, real-world tools, skills, and knowledge to help boost customer service performance and help build customer loyalty.



### **PROFESSIONAL ONLINE COMMUNICATION & NETIQUETTE**

Provides clear guidelines and best professional practices for using emails, text messaging and social media to engage with customers and resolve customer issues. Customers commonly use online platforms to communicate because they are convenient and typically offer a quick response. Staff engaging with customers online must understand how written communication differs in tone and is received differently than interpersonal interactions. This course offers internet etiquette (netiquette) skill-building and techniques for effectively conveying brand-consistent messaging through customer interactions online.



### **BEST PRACTICES IN CUSTOMER SERVICE EXCELLENCE**

Uses selected best practices to provide techniques, tools, and strategies for exceeding customer expectations. Exceptional service can turn a first-time customer into a lifetime customer, which means that service excellence is the only option for successful businesses. Participants leave this training with a fully developed personal action plan of up-to-date best practices to improve customer service skills.

**Don't see what you're looking for?  
Call us to learn about our CUSTOM programs**

**313.263.1750**