



# RESOLUTION TRAINING PROGRAM



## Make a transformative shift in your agency.

Wouldn't you like your public agency to increase productivity, improve morale, strengthen leadership and enhance the commitment of employees? The pathway to achieving all of these is Resolution Training, a new 6-week program from CPS HR Consulting that's completely changing the culture of organizations to be more solutions-oriented.

Resolution Training from CPS HR works at all levels of an organization, helping increase the effectiveness of supervisors and managers as well as the engagement of employees. More than just teaching a few shortcuts or skills, Resolution Training helps the entire agency evolve, creating systems with better accountability, decision-making, supervision and problem solving.

### FOCUSED TRAINING FOR EVERYONE IN YOUR AGENCY

Resolution Training is different than traditional training. Following a model of Total Management Involvement (TMI), executives and managers are not only present for training – they actually co-train their teams in resolution skills with the help of experienced, professional trainers from CPS HR. Our trainers are adept at making manager-trainers the star of the show so they come across as subject-matter experts and strengthen their own leadership positions with their teams. By implementing these techniques from the very top of your agency, your agency makes a commitment to broad cultural change with buy-in and collaboration at every level of your organization.

If you work in a particularly large agency, CPS HR will help you implement training in cascading tiers with top executives training their direct management subordinates, who would later train their direct reports and so on and so on until all team members have successfully completed the program. This is the most effective way to implement a true cultural shift in your agency.





## STRUCTURED FOR OPTIMAL SUCCESS

CPS HR Resolution Training consists of 6 weekly half-day sessions. By scheduling intensive 4-hour sessions one week apart, manager-trainers can ensure their readiness for each upcoming session while the trainees have time to absorb, focus on and implement what they've learned. Compared to cramming 24 hours of content into back-to-back and/or daylong sessions, this is a far more effective model for all involved.

### SESSION 1

Turning commitment-killing behaviors into effective, long-term leadership habits through simple strategies to clarify vision and inspire employee commitment.

### SESSION 2

Mastering habits to anticipate roadblocks and avoid full-blown problems.

### SESSION 3

Learning to resolve problems efficiently and maintain a commitment to quality.

### SESSION 4

Focus on skills used for clarifying communication and managing multiple issues while keeping on track

### SESSION 5

Simple strategies to transform conflicts and deadlocks into win/win situations.

### SESSION 6

Learning to create consensus and thoughtful solutions through Group Resolution.



To learn more about how we can implement Resolution Training for your agency, contact the CPS HR Training Center at [TrainingCenter@cpshr.us](mailto:TrainingCenter@cpshr.us) or 916.263.3614.

## Executives from public agencies much like yours can attest to the effectiveness of Resolution Training.

“

It gives me involvement. It cuts hours off of problem solving.

– Tom Maddock, Deputy Chief, California Bureau of Automotive Repair

“

You don't have to wait years for a return on your investment. The change is immediate.

– Santi Rogers, Executive Director, Porterville Development Center

“

Now we spend more time getting the job done, less time spinning wheels.

– Phil Sherwood, Chief Corpsmember Development, California Conservation Corps

CPS HR  CONSULTING

Sacramento, CA

Austin, TX

Littleton, CO

1.800.822.4277 | [cpshr.us](http://cpshr.us)