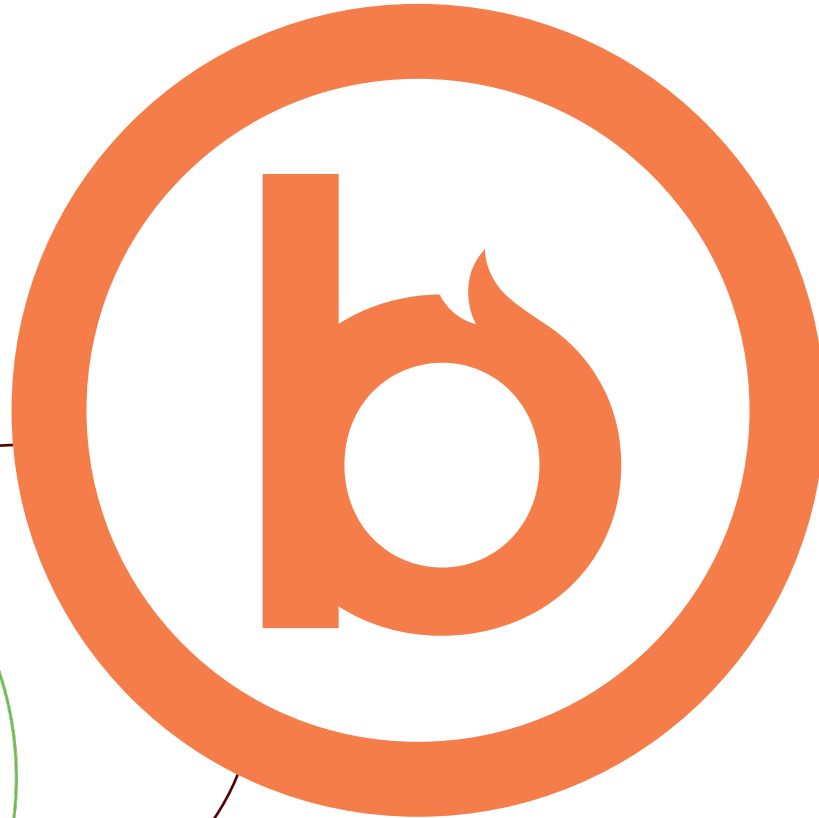# bonfire
TRAINING

Leadership
Courses

"Training is the cornerstone of success in any field."
- Lisa Raven

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Table of Contents

"The secret of getting ahead is getting started."
– Mark Twain

Agile Leadership

> *"Agile organizations view change as an opportunity, not a threat."*
> - Jim Highsmith

> *"Anyone can lead when the plan is working. The best lead when the plan falls apart."*
> - Robin S. Sharma

Customized with your real-world scenarios & designed to meet your desired outcomes.

COURSE OVERVIEW

It has long been known that for teams and organizations to thrive during challenging times takes a different level of leadership. This workshop focuses on defining and exploring that level of leadership.

The term "VUCA" was coined decades ago. It is a term that stands for Volatility, Uncertainty, Complexity and Ambiguity. It has been popularized by consulting firms and management gurus because these conditions create the challenges that ordinary leaders fail to recognize need extraordinary attention. Identifying these conditions and then bringing a level of agility to leadership is vital. Agility refers to the need to pivot quickly – it is the ability to see an obstacle or a need, make a quick decision and respond to it.

In this course, leaders will assess their ability to be agile as well as define advantages and behaviors of a growth mindset, vulnerability, visibility, transparency, and other crucial aspects of leading during VUCA times. Leaders are frequently faced with challenging times. It's their ability to bring a different level of leadership during these times that will provide their teams and organizations the ability to go beyond surviving to thriving.

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LEARNING OUTCOMES

Realize the challenges of volatility, uncertainty, complexity, and ambiguity

Determine impacts on their teams, themselves, and their leadership

Know the characteristics of leaders with a high Agility Quotient (AQ)

Be able to develop the mindset and skills leaders need to thrive in change and challenges

Be equipped to enhance trust

BUSINESS OUTCOMES

Improved Employee Resiliency

Enhanced Team Morale

Better Team Cohesion

Elevated Leadership Skills

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.

WHO SHOULD ATTEND?

Leaders at all levels - Directors, Managers, and Supervisors.

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"Mastering yourself is true power."
- Lau Tzu

Better Relationships through DISC

COURSE OVERVIEW

There are people we "click" with and people we "clank" with. Relationships can be hard, but like air, they are necessary! Each of us has a primary behavior style that can make us click or clank with others. We increase productivity and engagement when we know how to get along with everyone in a way that brings out the best in each other. DISC gives us the roadmap to adapt, so we can create better relationships.

DISC represents the four behavioral styles in the general population and is a universal language for describing a person's behavior and emotions. In this workshop, we're going to examine behavioral preferences in ourselves and in others.

After completing a simple assessment, each individual will have their own personal behavioral profile. The result is an easy to understand report that provides a host of details regarding their natural tendencies (how they innately operate) and approach to work (how they respond to the demands of the environment). With this information, we can identify strengths, underlying causes of stress, and other behaviors in ourselves and others that can cause conflict or harmony.
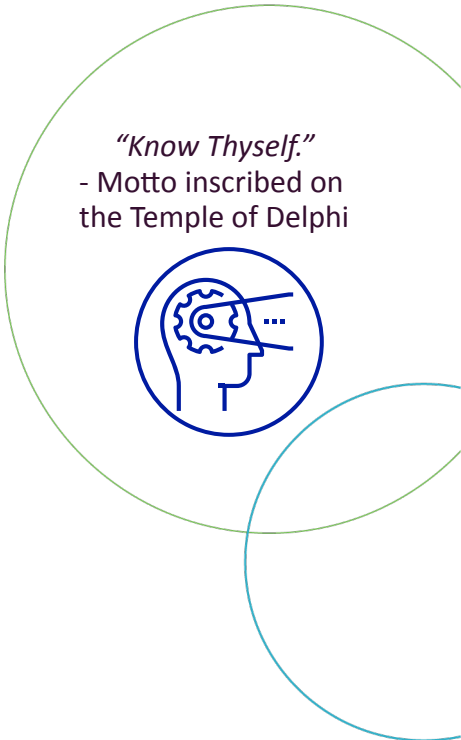
"Know Thyself."
- Motto inscribed on the Temple of Delphi

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LEARNING OUTCOMES

Build awareness of the different biases we all have

Recognize how our bias impacts our thoughts, decisions, and actions

Realize why it's a challenge to break free of bias

Determine ways to overcome built-in bias to limit its effect

BUSINESS OUTCOMES

Improved Collaboration

Enhanced Team Morale

Increased Productivity

Increased Innovation

Team Unity

"We don't see things as they are, we see things as we are."
- Anonymous

WHO SHOULD ATTEND?

Any member of the organization especially members of projects teams.

PROGRAM FORMAT

Half-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

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> *"Coaching is unlocking a person's potential to maximize their growth."*
> - John Whitmore

Leadership Foundations: Coaching and Feedback

> *"Feedback is the breakfast of champions."*
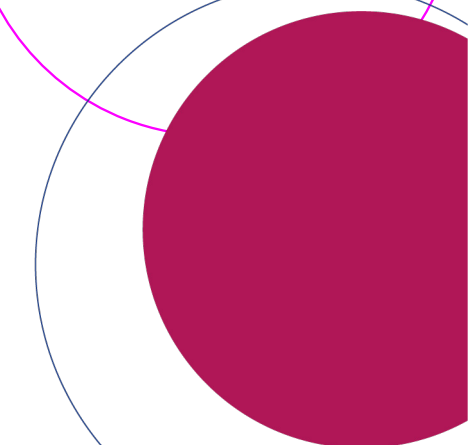> - Ken Blanchard

COURSE OVERVIEW

Understanding the role of a leader is the first step to being able to effectively manage your team. Managers are often chosen from high-performing individuals. These highly proficient "doers" quickly become struggling managers, without the methods or skills needed to succeed. This program will help provide a necessary foundation for these managers and help them overcome this challenge by showing them the essential skills to be able to positively influence their team. It will also equip managers to recognize differences between coaching conversations and delivering feedback, including how to use specific techniques that are productive and motivating to team members.

In this workshop, leaders will…
- Compare and contrast the difference between being a "Manager" vs. a "Leader"
- Learn the 8 behaviors of the highest performing managers as identified by   Project Oxygen
- Develop effective coaching and feedback skills
- Understand the anatomy of a conversation
- Learn how to determine when to use coaching versus giving feedback   in conversations

This workshop pairs nicely with DISC Behavior Style assessment. Together, these two courses will create a higher understanding of different communication styles and how best to incorporate that into coaching and feedback conversations.

Customized with your real-world scenarios & designed to meet your desired outcomes.

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LEARNING OUTCOMES

Understand when to be a Manager and when to be a Leader

Know how to structure a coaching conversation

Develop effective feedback skills

Apply the behaviors of a high performing manager

Commit to incorporating a solid coaching model

BUSINESS OUTCOMES

Stronger Collective Performance

Increased Self-Confidence

Improved Work Performance

More Effective Communication Skills

Links Individual Effectivenees with Organizational Success

PROGRAM FORMAT

Half-to-One-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.

WHO SHOULD ATTEND?

All levels of leaders.

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Compassion Fatigue

COURSE OVERVIEW

Research has shown that frequent exposure to the hardships of others can lead one to become detached, apathetic and numb to the feelings of others. This is known as Compassion Fatigue, which is a condition characterized by a gradual lessening of compassion over time.

The two most common reactions amongst workers who begin suffering from Compassion Fatigue are cynicism and emotional exhaustion. Cynicism is characterized by a general distrust of others and their motives. Emotional exhaustion leaves you feeling drained and tired.

This creates employees who are about as caring as a robot. Obviously, having robots interacting with your clients isn't a recipe for customer satisfaction. In this course, we will identify the warning signs of Compassion Fatigue and explore the techniques to rebound and build resiliency.

When pockets of Compassion Fatigue emerge, employee engagement and morale are negatively impacted. By using techniques involving self-care and reflection, expressing compassion is no longer a burden. This paves the way for your employees to demonstrate a genuine understanding and have an empathetic connection with your customers.

48% of US workforce experiences high levels of personal distress that is directly associated to their job duties.

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LEARNING OUTCOMES

Understand the importance of empathy

Recognize the warning signs

Improve self-care

Build and maintain resiliency

Realize that everyone has a story

Use the tools to recover

BUSINESS OUTCOMES

Improved Employee Morale

Improved Customer Satisfaction

Reduced Employee Absenteeism

Enhanced Company Reputation

WHO SHOULD ATTEND?

Any department or team looking to build their empathy muscle and improve customer and team relationships.

Bottom line, if you think you have a team of robots, this course is for you!

PROGRAM FORMAT

Half-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

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Conflict Management

"Conflict is inevitable, but combat is optional."
- Max Lucado

COURSE OVERVIEW

Managing confrontation is the key to productively engaging in conflict resolution conversations in the workplace. By understanding the influences of conflict and reducing the potential for conflict, conversations will go more smoothly, and moving forward will be more attainable.

In this course, leaders will discover how to get to the real cause of the problem, defuse tense situations, and how to have a productive conversation that leads to resolution. They will also learn "what to say when" tools for difficult situations that arise at work and will be equipped with the right words and approach.

We will examine conflict by covering:

- Basic causes of conflict
- Proven strategies for minimizing causes of conflict to prevent disagreements   from occurring in the first place
- How fear of conflict can hold people back personally and professionally
- Why avoidance, power plays, pouting, and manipulation never resolve conflict
- The positive side of conflict

Through experienced-based learning and relevant and applicable examples from your company's culture and interactions, leaders will have the opportunity to apply new skills to handle even the most challenging of conversations.
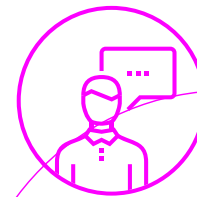
"One good conversation can shift the direction of change forever."
- Linda Lambert

Customized with your real-world scenarios & designed to meet your desired outcomes.

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LEARNING OUTCOMES

Understand the importance of productive conflict

Know how to prepare for and deliver a tough conversation

Discover how to defuse tense team member situations

Create an "emotionally safe" conversation

Craft the conversation to meet behavioral goals

Adapt strategies for minimizing conflict

BUSINESS OUTCOMES

Improved Team Member Conversations

Elevated Culture of Accountability

Enhanced Leadership Skills

Increased Team Cohesion

Increased Productivity

WHO SHOULD ATTEND?
All levels of leaders.

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

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Materials support additional learning reinforcement.

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> "In a high-IQ job pool, soft skills like discipline, drive, and empathy mark those who emerge as outstanding."
> - Daniel Goleman

Emotional Intelligence

COURSE OVERVIEW

There's a lot of hype about Emotional Intelligence (EI) - is there substance behind the hype? In a word...YES! The definition of EI starts the journey to seeing its value.

Emotional Intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

And there it is… the word "relationships". Energetic, productive relationships fuel collaboration and improve results. Your Emotional Intelligence equips you to create relationships that truly work because it provides a roadmap for how to bring out the best in yourself and in others.

Emotional Intelligence shows up every day. The question is how well is it managed to help you and others work at high performance. For example:

- **Control of thoughts** – when negative emotions are felt, are these visible or are we aware enough to control our thoughts to help manage our outward appearance?
- **Giving and receiving feedback** – emotions are present on both sides. Do these emotions get in the way and block opportunities for improvement?

Using concepts from the book "Emotional Intelligence 2.0" and an online assessment, we focus on key topics and strategies to improve these four areas:

- Self-Management
- Social Awareness
- Relationship Managment

Understanding Emotional Intelligence in ourselves and others is a crucial differentiator in a fruitful career and productive relationships. The ability to relate to others and control our own emotions is the clear path to success.
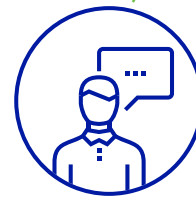
> "The greatest ability in business is to get along with others and influence their actions."
> - John Hancock

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LEARNING OUTCOMES

Recognize the importance of EI as a key skill for success

Gain a perspective on personal EI bilities

Select strategies to help Social Awareness and Relationship Management

Take the next step to improve emotional intelligence

Select strategies to help Self-Awareness & Self-Management

BUSINESS OUTCOMES

Increased work performance

Increased employee satisfaction

Increased effective collaboration

WHO SHOULD ATTEND?
All levels of employees.

PROGRAM FORMAT

Half-to-One-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

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Self-Awareness

Social Awareness

Emotional Intelligence

Self-Management

Relationship Management

"If you could get all of the people in an organization rowing in the same direction, you could dominate any industry, in any market, against any competition, at any time."
- Patrick Lencioni

Customized with your real-world scenarios & designed to meet your desired outcomes.

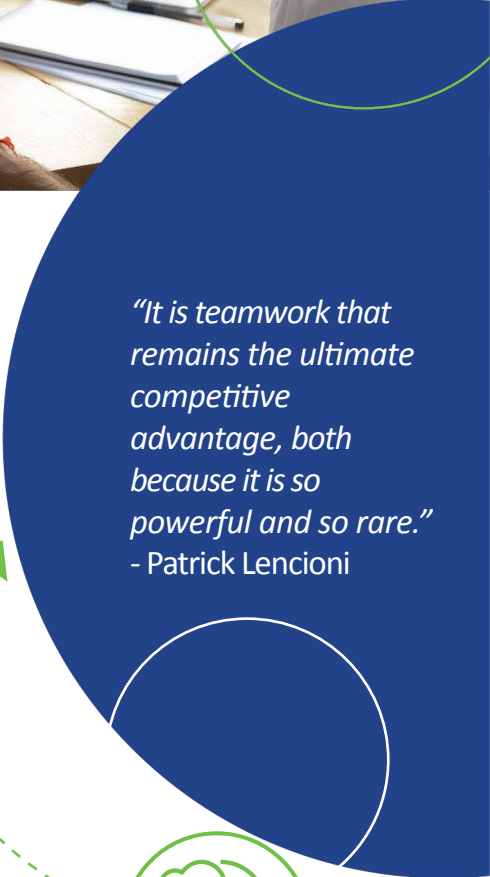# The Five Behaviors of a Team

COURSE OVERVIEW

Teams exist. The question is do they exist as a cohesive, productive team that truly engages with one another and spurs each other on to be better? Odds are that doesn't just happen. Often, we don't get to create our personal dream team, we are assigned to them. And often what we call teams are really just groups. This workshop redefines the word "team."

Based on Patrick Lencioni's work "The Five Dysfunctions of a Team", this course reveals the five critical fundamentals of high performing teams. This workshop promotes different thinking about each of these five dysfunctions.

The Five Dysfunctions are:

- Absence of Trust
- Fear of Conflict
- Lack of Commitment
- Avoidance of Accountability
- Inattention to Results

These fundamentals are presented first as dysfunctions, and throughout the workshop they are transformed into attributes of highly functioning teams. Using powerful exercises, your team will have an in-depth understanding of the model and techniques in order to become a truly cohesive and productive team.

"It is teamwork that remains the ultimate competitive advantage, both because it is so powerful and so rare."
- Patrick Lencioni

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LEARNING OUTCOMES

- Truly understand what it means to be a team
- Know the expectations of a cohesive team
- Practice communications indicative of a true team
- Increase clarity of communication
- Make substantial progress to become a more cohesive team
- Lay the groundwork for continuing progress

BUSINESS OUTCOMES

- Reduce time to achieve results
- Get better results
- Increased employee engagement
- Increased employee satisfaction
- Improve innovation
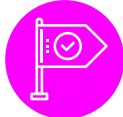
WHO SHOULD ATTEND?

Intact teams from C-suite and executive level, middle management and the front line.

PROGRAM FORMAT

One-to-Two-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

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Leadership Academy

COURSE OVERVIEW

The mission of a leader is to bring out the best in others to achieve individual development and organizational goals. Aligning leader expectations and skills with those goals is the key to success. Bonfire is committed to that success and works closely with each client to ensure that leadership levels, competencies, and management development initiatives are all aligned with roles, responsibilities, performance expectations and desired business outcomes. Whether an emerging leader or a C-Suite leader, Bonfire has a program and/or can create the right program to meet the expectations and demands of that position.

The academy length is determined with the client and depends on the training programs, topics and competencies needed. Leadership Academies can vary from 3 month, 6 month, 9 month or 12 month programs.

"The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things."
- Ronald Reagan

Customized with your real-world scenarios & designed to meet your desired outcomes.

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LEARNING OUTCOMES

Based on the selected content, this Academy will:

ⓑ *Enhance Communication*
Improve efficacy, consistency, clarity and delivery of all communication with direct reports, within departments, and to other peers and company leaders. Improves ability to handle tough conversations.

ⓑ *Develop Self and Others*
Focus on developing leaders one conversation at a time, while sharing power, putting the needs of others first, and helping others develop and perform as highly as possible.

ⓑ *Improve Feedback (Delivery, Effectiveness and Consistency)*
Provide specific, clear and timely feedback that promotes progress as well as team member development and growth.

ⓑ *Create, Enhance and Maintain Trust*
Exemplify competence and character for relationship management and set expectations of behavior in teams, which will strengthen trust.

ⓑ *Motivate for High Performance*
Engage and inspire individuals to be willing to hit goals and spend discretionary effort to show commitment to the purpose of the organization.

ⓑ *Manage Self and Others*
Recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

ⓑ *Cultivate Culture and Morale*
Attentive and focused action on the quality of the work environment and the influences that guide daily behavior and activities.

ⓑ *Drive Results*
Focus action on results that are aligned with business goals.

POPULAR LEADERSHIP ACADEMY CONTENT

Agile Leadership

Better Relationships through DISC

Coaching and Feedback

Conflict Management

Emotional Intelligence

Presentation Skills

Purposeful Accountability

The Five Behaviors of a Team

Sustain the Training: Customer Service Essentials

Ken Blanchard - Building Trust

Ken Blanchard - Management Essentials

Ken Blanchard - Self Leadership

Ken Blanchard - SLII Concepts

Ken Blanchard - The SLII Experience

Contact us to explore how we can meet your training goals!
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Leadership Academy Example Agendas

3-Month Leadership Academy Plan

Potential Timeline	Learning Activities, Workshop Curriculum, Progress Reports	Curriculum Overview	Leadership Competency Mapped to Learning
August	**Emotional Intelligence**	Emotional Intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Motivate High Performance
August	**Leadership Foundations** (Custom Course Created for Client)	Being a great leader means being a good coach, engaging your employees, being able to think strategically, and much more. This program will define the role of a leader and create foundational skills that can be built upon throughout the rest of the program.	• Create, Enhance & Maintain Trust • Develop Self & Others • Drive Results • Manage Self & Others
September	**Situational Leadership® II Concepts**	Situational Leadership® II is the world's most taught leadership model because it works! It sets leaders up to be able to individualize development of their team members. Execution of Situational Leadership II involves the compilation of skills in the previous workshop to diagnose and apply concepts.	• Develop Self & Others • Drive Results • Manage Self & Others • Motivate High Performance • Organizational Change & Process Improvement
September	**Employee Engagement & Motivation** (Custom Course Created for Client)	Employee Engagement is based on trust, integrity and communication and is about positive attitudes and behaviors that lead to improved business outcomes. Happier employees equal more satisfied customers, with the ultimate results being better business performance.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Drive Results • Manage Self & Others • Motivate High Performance
October	**Coaching & Feedback**	Equipping leaders to recognize differences between coaching conversations and delivering feedback, as well as how to use productive techniques that motivate team members.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Manage Self & Others
October	**Conflict Management**	Conflict Management relies on a leader's ability to be empathetic which is at the heart of emotional intelligence.	• Create, Enhance & Maintain Trust • Drive Results • Organizational Change & Process Improvement

6-Month Leadership Academy Plan

Potential Timeline	Learning Activities, Workshop Curriculum, Progress Reports	Curriculum Overview	Leadership Competency Mapped to Learning
April	**Emotional Intelligence**	Emotional Intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Motivate High Performance
May	**ACTION LEARNING**	Activities, practices, reflection and personal learning points are used to accelerate transfer of learning from the previous workshop(s) into the workplace.	Mapped to the competencies in the previous workshop(s).
June	**Coaching & Feedback**	Equipping leaders to recognize differences between coaching conversations and delivering feedback, as well as how to use techniques that are productive and motivating for team members.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Manage Self & Others
July	**ACTION LEARNING**	Activities, practices, reflection and personal learning points are used to accelerate transfer of learning from the previous workshop(s) into the workplace.	Mapped to the competencies in the previous workshop(s).
August	**Agile Leadership**	Assessing the ability of leaders to be agile as well as define advantages and behaviors of a growth mindset, vulnerability, visibility, transparency, and other crucial aspects of leading during VUCA times.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Manage Self & Others • Organizational Change & Process Improvement
September	**ACTION LEARNING**	Activities, practices, reflection and personal learning points are used to accelerate transfer of learning from the previous workshop(s) into the workplace.	Mapped to the competencies in the previous workshop(s).

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9-Month Leadership Academy Plan

Potential Timeline	Learning Activities, Workshop Curriculum, Progress Reports	Curriculum Overview	Leadership Competency Mapped to Learning
February *No March Training*	**Better Relationships through DISC**	The self-awareness gained in this workshop provides leaders with insights to build trust.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Motivate High Performance
April	**The Five Behaviors of a Team**	Based on Patrick Lencioni's work "The Five Dysfunctions of a Team", this workshop reveals the five critical fundamentals of high performing teams and promotes different thinking about each. Using powerful exercises, your team will have an in-depth understanding of the model and techniques in order to become a truly cohesive and productive team.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Manage Self & Others • Motivate High Performance
July	**Employee Engagement & Motivation (Custom Course Created for Client)**	Employee Engagement is based on trust, integrity and communication and is about positive attitudes and behaviors that lead to improved business outcomes. Happier employees equal more satisfied customers, with the ultimate results being better business performance.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Drive Results • Develop Self & Others • Manage Self & Others • Motivate High Performance
August *No September Training*	**Coaching & Feedback**	Equipping leaders to recognize differences between coaching conversations and delivering feedback, as well as how to use productive techniques that motivate team members.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Manage Self & Others
October	**Purposeful Accountability**	This highly engaging team building course explores how beliefs and mindsets impact behaviors, how they impact internal and external customers and influence business outcomes and performance goals.	• Create, Enhance & Maintain Trust • Develop Self & Others • Manage Self & Others • Motivate High Performance • Organizational Change & Process Improvement

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1-Year Leadership Academy Plan

Potential Timeline	Learning Activities, Workshop Curriculum, Progress Reports	Curriculum Overview	Leadership Competency Mapped to Learning
October	Pre-Program Launch Communications	Communications before the launch are important to set expectations and excite personal interest.	N/A
Part One: October Part Two: November	Better Relationships through DISC	The self-awareness gained in this workshop provides leaders with insights to build trust.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Motivate High Performance
December	**Group Coaching Call**	**Progress report from Managers**	**Drive Results**
Part One: December Part Two: January	Building Trust	Trust is a foundation to help others be receptive to coaching.	• Create, Enhance & Maintain Trust • Develop Self & Others • Motivate High Performance
February	ACTION LEARNING	Activities, practices, reflection and personal learning points are used to accelerate transfer of learning from the last two workshops into the workplace.	Mapped to the competencies in the previous workshop(s).
March	**Group Coaching Call**	**Progress report from Managers**	**Drive Results**
Part One: March Part Two: April	Coaching and Feedback	The collaborative nature of a coaching conversation is essential to conflict management.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Manage Self & Others
May	Conflict Management	Conflict Management relies on a leader's ability to be empathetic which is at the heart of emotional intelligence.	• Create, Enhance & Maintain Trust • Drive Results • Organizational Change & Process Improvement
June	**Group Coaching Call**	**Progress report from Managers**	**Drive Results**
June	ACTION LEARNING	Activities, practices, reflection and personal learning points are used to accelerate transfer of learning from the last two workshops into the workplace.	Mapped to the competencies in the previous workshop(s).
Part One: July Part Two: August	Emotional Intelligence	Emotional Intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.	• Create, Enhance & Maintain Trust • Cultivate Culture & Morale • Develop Self & Others • Enhance Communication • Motivate High Performance
Part One: September Part Two: October	Situational Leadership® II Concepts	Execution of Situational Leadership II involves the compilation of skills in the previous workshops to diagnose and apply concepts.	• Develop Self & Others • Drive Results • Manage Self & Others • Motivate High Performance • Organizational Change & Process Improvement
October	**Group Coaching Call**	**Progress report from Managers**	**Drive Results**
October	ACTION LEARNING AND GRADUATION	Activities, practices, reflection and personal learning points are used to accelerate transfer of learning from the last two workshops into the workplace.	Mapped to the competencies in the previous workshop(s).

Presentation Skills

COURSE OVERVIEW

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, spiders and even death. Ironically, it is also an important skill to master for personal and professional development. Our Presentation Skills program will give participants the skills they need to make speaking in front of a group less terrifying - and even enjoyable!

During this training program, participants will engage in discussions, activities and practices around these program topics:

- Understand different types of presentations (i.e. informative, persuasive, problem-solving, etc).
- Learn best practices for preparing and delivering successful presentations, from design to delivery.
- Feel capable and confident when presenting to different audiences.
- Know time management tips and techniques to deliver a relevant, applicable and engaging presentation.
- Create and manage presentations by utilizing current technology.
- Understand how to tailor presentations to specific audiences utilizing Adult Learning Principles.

Customized with your real-world scenarios & designed to meet your desired outcomes.

"Be so good they can't ignore you."
- Steve Martin

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LEARNING OUTCOMES

Increase the clarity of the presentation to quicken audience engagement

Deliver relevant presentations that generate true interest

Learn to prepare and deliver effective presentations every time

Increase confidence, presence and enjoyment of public speaking

BUSINESS OUTCOMES

Increased Clarity of Communication

Deliver Presentations that make an Impact

Effectively Provide Information that Generates Trust

Engaged Employees through Purposeful & Productive Presentations

PROGRAM FORMAT

One-to-Two-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.

Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

WHO SHOULD ATTEND?

This workshop can be customized to train your salespeople, in-house trainers, leaders and anyone that is tasked with giving a presentation.

Customized with your real-world scenarios & designed to meet your desired outcomes.

Purposeful Accountability

COURSE OVERVIEW

During times of high volume workloads and competing priorities, service levels and accountability measures can suffer. This can result in missed goals and a lack of commitment. With that in mind, building a culture that promotes purposeful accountability and service excellence is critical to organizational success.

That's where Purposeful Accountability comes in. This highly engaging team building course explores how beliefs and mindsets impact behaviors and how these behaviors impact internal and external customers as well as influence business outcomes and performance goals. Participants will be empowered with a renewed sense of purpose for delivering next level service standards and maintaining a culture of accountability.

In this workshop, participants will learn...

- The importance of creating a culture of accountability that elevates the team member and customer experience
- Customer-centric skill sets
- How to have accountability conversations,including:
  - What factors to consider when eciding if an accountability conversaion is necessary
  - How to prepare for and initate the conversation
  - How to address conflict/push back

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LEARNING OUTCOMES

Understand personal impact to the company culture

Increase personal and team accountability skills

Develop new customer-centric skillsets

Know how and when to have an accountability conversation

Experience a renewed sense of purpose

BUSINESS OUTCOMES

Enhance Company Culture

Elevate Personal and Team Accountability

Improve Standards of Service Excellence

Show Positive Impact on Company Metrics

Enhance Customer Satisfaction & Loyalty

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.

Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

WHO SHOULD ATTEND?

All levels of leadership, including C-Suite, department heads and team leaders.

# The Art of Persuasion, Negotiation and Conflict

COURSE OVERVIEW

The Art of Persuasion, Negotiation, and Conflict involves mastering communication and relationship techniques to better assert yourself in the world. At Bonfire, we call this an "art form" because taking everyone's different needs, wants, aims, and beliefs into account isn't exactly a walk in the park. It takes some practice (and guidance!).

In any workplace there will always be conflicting demands, differences in opinions, and opposing attitudes when working with clients and internal team members. While this is totally normal and to be expected, it can also pose a rather significant obstacle to progressing relationships. Great news, there are ways to validate each person's unique experience while also bringing them into agreement.

By completing this workshop, participants will learn the following:

- The difference between manipulation and the science of persuasion
- How to reframe "conflict". Remember, not all conflict is bad!
- The mindset of this "art" and how it positively impacts communication
- How to stay open-minded and adaptable in order to build trust
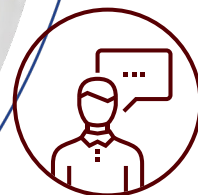
"The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them."
- Thomas Crum

Customized with your real-world scenarios & designed to meet your desired outcomes.

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TRAINING

LEARNING OUTCOMES

Embody the "Compassionate Curiosity" mindset

Enhance persuasion, communication, and relationship skills

Upskill the three competencies of great negotiators

Understand the "Art" with customized case studies relevant to your organization

Recognize conflict stemming from negotiation

Understand the "science" of human behavior pertaining to persuasion and negotiation

"In business as in life, you don't get what you deserve, you get what you negotiate."
- Chester L. Karass

BUSINESS OUTCOMES

Enhanced Communication & Relationships

Improved Employee Performance

Self-Reliant & Empowered Employees

Increased Company Metrics

Improved Customer Relationships

WHO SHOULD ATTEND?

Employees and members of management that are engaging in interactions requiring persuasion, negotiation and conflict management.

PROGRAM FORMAT

One-day onsite instructor-led session that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids support additional learning reinforcement.

Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

Communication Essentials for Leaders

COURSE OVERVIEW

In today's fast-paced and interconnected world, effective communication is a vital skill for successful leadership. This engaging and interactive course is designed to empower leaders with the tools and techniques needed to communicate with clarity and purpose.

Participants will explore three intentional questions that serve as the foundation for impactful leadership communication. Through group discussions and practical exercises, participants will also learn the art of mindful listening, enabling them to grasp both facts and emotions in conversations. Additionally, attendees will assess the characteristics of great communicators and glean valuable tips to enhance their own communication style.
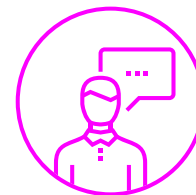
"The single biggest problem in communication is the illusion that it has taken place."
– George Bernard Shaw

Customized with your real-world scenarios & designed to meet your desired outcomes.

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LEARNING OUTCOMES

Examine the Three Intentional Questions

Evaluate Timing and Communication Methods

Explore Mindful Listening Techniques

Assess Strategies of Effective Communicators

BUSINESS OUTCOMES

Improved Clarity in Messaging

Strategic Timing and Methods

Mindful Listening Skills

Enhanced Audience Awareness

Effective communication among team members and clients/customers

Adoption of Best Practices
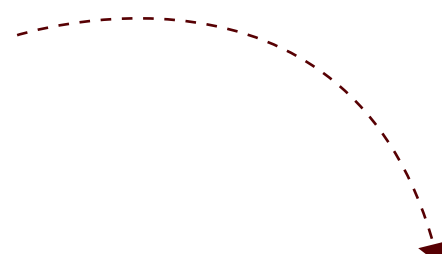
WHO SHOULD ATTEND?
All levels of leaders.

PROGRAM FORMAT

Half-day onsite instructor-led session.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials support additional learning reinforcement.

Contact us to explore how we can meet your training goals!
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THE 6 TYPES OF
Working Genius

CERTIFIED

The Working Genius

OVERVIEW

Still challenged with getting the right team members in the right seats? Have talented team members and still can't understand why there are gaps in performance or results? You are not alone!

The Working Genius is Patrick Lencioni's newest teamwork model that helps organizations create a healthy work culture by utilizing talent and placing the right people in the right seats. Unlike other personality assessments, the six types of Working Genius (what Lencioni refers to as WIDGET) focus on the actual talents and stages required in the process of getting work completed, thus showcasing a powerful opportunity for leaders and teams to identify and capitalize on the strengths of their individual team members.

In this program team members will complete a 10-minute assessment that will include a custom report when completed. Once the Working Genius types of your team members are uncovered, your organization can more easily align goals, organize projects, and implement stages of work (Ideation, Activation and Implementation) with team members whose Working Genius strengths are in those identified areas. In addition, this level of knowledge helps team members understand how they can leverage one another's strengths and contribute to work most effectively to achieve their full potential.

Customized with your real-world scenarios & designed to meet your desired outcomes.

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THE SIX TYPES

The Genius of Wonder: the natural gift of pondering the possibility of greater potential and opportunity in a given situation.

The Genius Inventions: the natural gift of creating original and novel ideas and solutions.

The Genius of Discernment: the natural gift of intuitively and instinctively evaluating ideas and situations.

The Genius of Galvanizing: the natural gift of rallying, inspiring and organizing others to take action.

The Genius of Enablement: the natural gift of providing encouragement and assistance for an idea or project.

The Genius of Tenacity: the natural gift of pushing projects or tasks to completion to achieve results.

The first two Working Genius types help you develop new ideas, the second two help you activate your ideas, and the last two help you implement your ideas. In this training program, team members will learn that everyone has:

- Two areas of **Working Genius** – Two of the six types that come naturally to you, meaning   that you are good at them and they give you energy and joy.
- Two areas of **Working Competencies** – You can do these fairly well, maybe even very well, but you don't derive great joy or energy from them.
- Two areas of **Working Frustrations** – These areas are neither natural nor energizing for you, and most likely, you aren't particularly good at doing them.

Patrick Lencioni's The Working Genius model can be utilized in a variety of ways to bring greater success and fulfillment in areas such as:

- Leadership development/coaching
- Job alignment/adjustments
- Team cohesion and productivity
- Creating a common language
- Clarity around stages of work

Contact us to explore how we can meet your training goals!
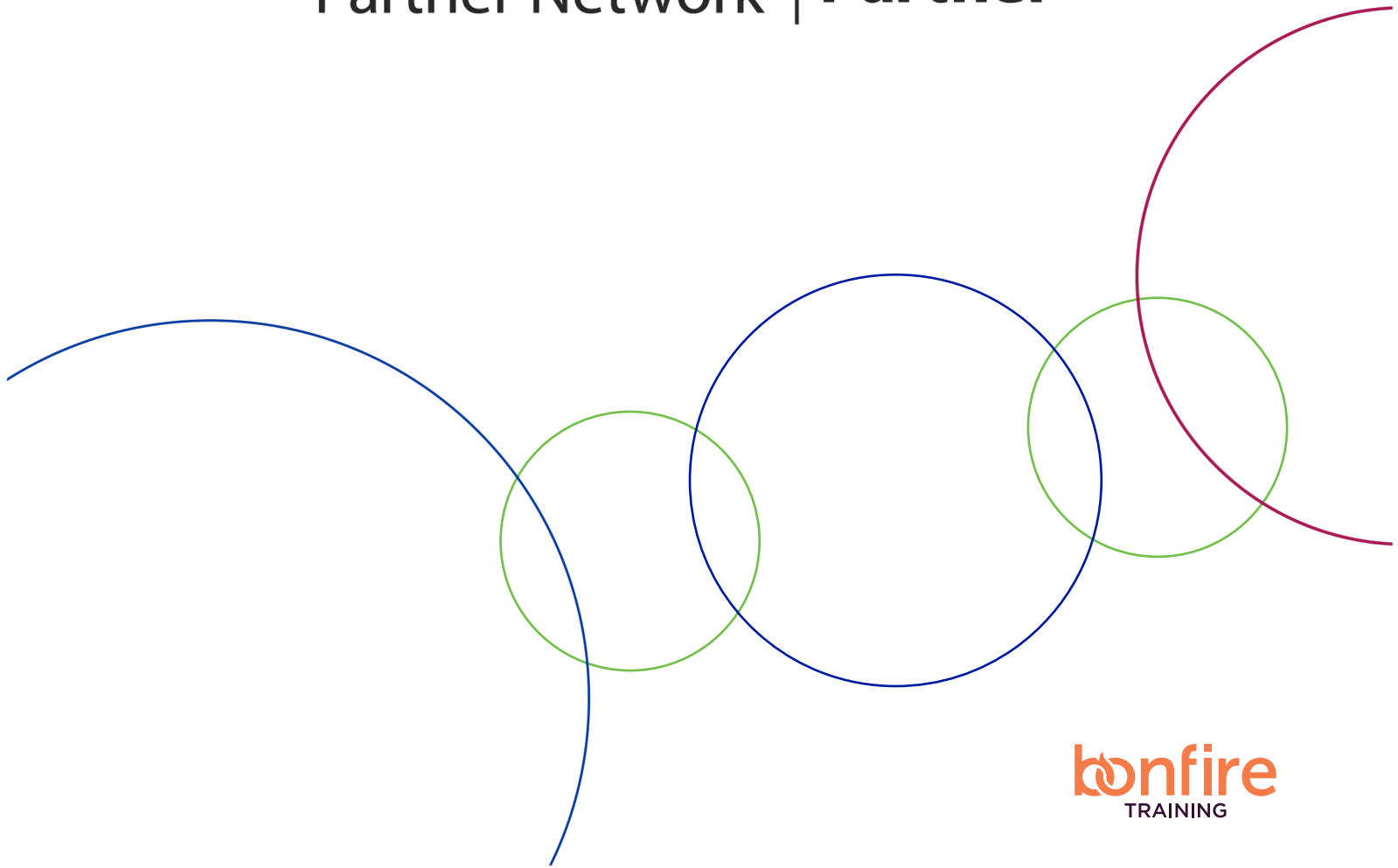info@bonfiretraining.com / 800-888-4893

"If you want to be successful and fulfilled in your work, you must tap into your gifts. That can't happen if you don't know what those gifts are."
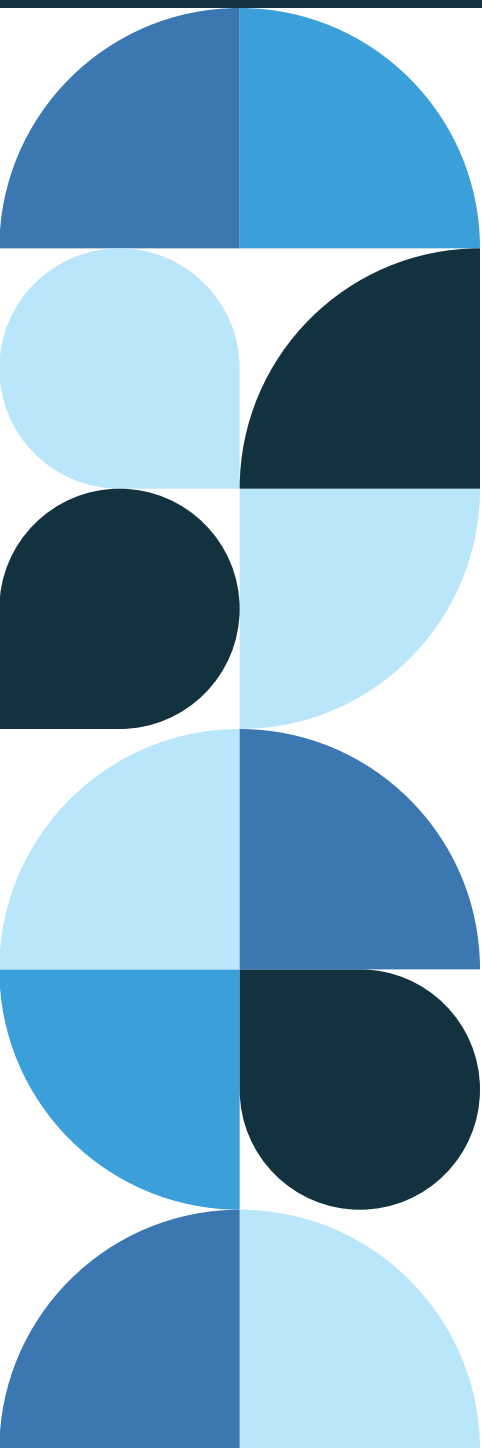
- Patrick Lencioni

Bonfire Training is proud to be a Channel Partner with The Ken Blanchard Network.

Blanchard® | **Channel**
Partner Network | **Partner**

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TRAINING

Blanchard Management Essentials®

The Fundamental Skills for Every Manager

Set Your Managers up for Success

The ideal manager inspires employees, leads productive teams, and improves business performance. When managers struggle in their jobs, they often rely on ill-suited behaviors and instincts that can erode morale, diminish productivity, and increase turnover.

We've used our 40 years of experience to create a transformational leadership training program for new managers and those who need to refresh essential skills: Blanchard Management Essentials®.

Blanchard Management Essentials is built on the key concepts of the best-selling business book *The New One Minute Manager*®, and teaches new managers the most critical skills of management needed to set goals and achieve results. It gives managers the tools and training to develop the skills needed to build positive relationships with team members, inspire engagement, and drive productivity.
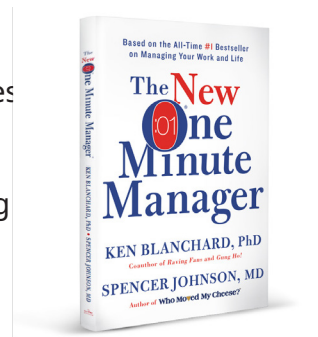
Outcomes

- Create Managerial Success Fast
- Build Positive Skills
- Reduce Staff Frustration
- Develop Future Leaders

Learning Objectives:

- **Adopt a manager mindset**
- **Understand and use the Four Core Conversations**
- **Improve communication skills**

Four Core Conversations

Goal Setting

Praising **Redirecting**

Wrapping Up

A highly effective framework for understanding the important conversations needed to manage people and performance.

Essential Communication Skills

Listen to Learn

Inquire for Insight

Tell Your Truth

Express Confidence

Four communication skills to help managers learn how to have purposeful conversations that create positive, productive relationships.

Proven Formula to Build Successful Managers

When your managers have the skills they need, they form better connections and bring out the best in their people. Blanchard Management Essentials will give your managers the fundamental skills for building positive relationships that drive engagement and productivity.

Delivery Flexibility to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: 6-hour session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Three 2-hour sessions

Online Awareness • Application • Performance Support

Online Program: 2-hour self-paced, flexible, on-demand solution with six modules (with optional reflect and shares)

Overview: 35-minute overview of key concepts (with optional reflect and share)

Digital Assets: One year of access to learner portal with micro-activities (videos, resources, activities, tools) to practice skills

Who Should Attend?

- New managers
- Established managers seeking to improve essential management skills
- Emerging leaders

36 Management Essentials

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Building Trust

Great Leadership Begins with Trust

Trust can be hard to earn and easy to lose.

Successful and healthy workplaces are built on a foundation of trust. When work relationships are rooted in trust, companies see improved communication, greater innovation, and increased revenue overall.

But when trust is broken, the work environment becomes toxic. People become stressed and work in silos, there's low collaboration, and morale and productivity drop. If employees don't trust their coworkers or leader, they won't perform to their potential. This can result in turnover that could have been avoided.

At Blanchard®, we know it can be challenging to discern and address trust issues within your organization. That's why we created a four-step model that is easy to learn, easy to remember, and easy to use on the job. Our Building Trust program teaches leaders and their team members how to build trust to increase engagement, creativity, and commitment to the organization.

Outcomes

Improve Performance

Drive Creativity & Innovation

Retain Your Talent Create

Collaboration

Building Trust 37

Learning Objectives

- Understand the Elements of Trust framework
- Diagnose trust gaps in relationships
- Know how to build and restore trust
- Navigate challenging conversations

The Elements of Trust

ABLE
Demonstrates Competence

BELIEVABLE
Acts with Integrity

CONNECTED
Cares about Others

DEPENDABLE
Honors Commitments

A framework focused on strengthening the behaviors that build trust.

Proven Formula to Build Trust in Your Organization

Participants of Building Trust will understand the impact of their behaviors on building trust or eroding trust with others. As your organization gains a common language to talk about trust, your people will be more comfortable asking for help, which leads to quicker problem-solving. With Building Trust, an increased sense of partnership is gained, and a positive workplace is restored, so your people and your organization can thrive.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: Half-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Prework and two 2-hour virtual sessions

VR Simulation: Two-module immersive experience that is fully asynchronous and allows learners to practice the skills of recognizing trust and restoring trust in a safe environment

Online Awareness • Application • Performance Support

Overview: 35-minute self-paced, flexible, modular, on-demand solution with optional Reflect and Share session

Digital Assets: Micro-activities on various topics that build skills learners can use during moments of need (videos, interactive exercises, tools)

Who Should Attend?

- Senior Executives
- Managers
- Team Leaders
- Individual Contributors

38 Building Trust

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Leading People Through Change®

Create a More Resilient and Agile Organization

Change can be hard. It doesn't have to be.

Organizational change is a fact of business life. Reorganizations, mergers and acquisitions, technology implementations, and other business initiatives are disruptive because they require large numbers of people to change at the same time.

Change efforts often fail because the organization and their leaders lack the framework and skills to guide their people through them effectively. Failed or stalled change initiatives waste time and money, reduce productivity and engagement, and increase employee turnover.

It doesn't have to be this way. At Blanchard®, we know that the most successful companies stay ahead of the competition by making change a part of their corporate culture. Those who know how to lead change proactively surface and address employees' concerns and involve them throughout the process, which moves the entire organization forward.

Leading People Through Change® teaches how to lead successful change initiatives. Leaders learn how to identify and address the predictable questions employees have and how to resolve their concerns to increase their buy-in and commitment.

Outcomes

Increase Buy-in and Resilience

Build Change Leadership Capability
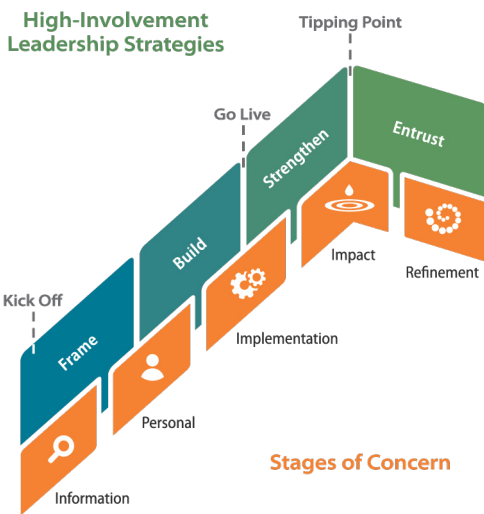
Get Results Faster

Improve Success of Change Initiatives

Leading People Through Change 39

Learning Objectives

- **Understand the value of leading change with high involvement**
- **Learn the predictable concerns people have when faced with change**
- **Learn ways to involve others in co-creating change**
- **Practice identifying people's needs at each stage of concern**
- **Practice choosing the right change leadership strategy to lower or resolve others' concerns**

Leading People Through Change®

High-Involvement Leadership Strategies

A proven approach to leading people through organizational change

Who Should Attend?

- Individuals
- Teams
- Managers
- Executive Leaders
- Anyone who wants to become more knowledgeable and active proponents of inclusion in their workplace

A Proven Formula to Develop Change Leaders

When people are given the opportunity to be involved in the process, and their concerns are heard and addressed, they are less likely to resist change. When you have buy-in and commitment early on from the people you are asking to change, they will feel good about the direction of the organization and you'll get results faster.

Don't risk wasted time, effort, and money on failed change initiatives. Equip your leaders to improve their chances of success.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: 1-day session

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Four 90- to 120-minute sessions

Online Awareness • Application • Performance Support

Overview: 35-minute online overview to teach the core content, followed by optional Reflect and Share and access to tools for a full year

Adapting to Change Overview: 35-minute online course to help individuals embrace change more readily (with optional reflect and share)

Digital Assets: Micro-activities (videos, resources, activities, tools) that can be accessed in moments of need to support ongoing learning, performance support, reinforcement, and custom learning journeys

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Self Leadership

Empower Everyone to Take Control of Their Own Success

If your people don't reach their full potential, neither will your organization.

Imagine how resilient your organization could be if it were filled with people who have the skills and self-confidence to get what they need without unnecessary guidance or wasted time.

Organizations don't execute well when individual contributors aren't taking the initiative or being as effective as possible. Performance is often stalled because employees don't know how to ask for what they need when needed. The truth is that people want to be engaged, make meaningful contributions, and feel appreciated.

We know how important it is to the success of your organization that every person be empowered and committed to achieving results. Our Self Leadership training program was designed by experts in employee motivation and engagement to ensure your team members develop the self-starting mindset they need to move the organization forward.

When you arm individuals at all levels with the Self Leadership mindset and skillset, you build an empowered workforce that is productive, innovative, and passionate about their work.

Outcomes

Accelerate Development

Drive Personal Accountability Increase

Improve Autonomy and Performance

Innovation

Self Leadership 41

Learning Objectives

- **Understand how to use the SLII® Model to get needs met**
- **Recognize and work through assumed constraints**
- **Marshal points of power**
- **Become more proactive and assertive**

Mindset of a Self Leader

Challenge Assumed Constraints

Activate Points of Power

Be Proactive

Skillset of a Self Leader

1 Goal Setting
Aligning on what needs to be done, when

2 Diagnosing
Assessing your competence and commitment on a specific goal or task

3 Matching
Getting the leadership style that provides you with what you need

Who Should Attend?

- Individual contributors
- People reporting to leaders trained in SLII®
- Managers
- Senior leaders

A Proven Formula to Build Self Leaders

Blanchard's Self Leadership program builds on SLII®, the world's most widely taught leadership model, and integrates the latest research on the proactive skills required for individuals to be most effective. Team members learn a shared language for discussing their development and performance, allowing them to have more effective conversations and build more trusting, open relationships with their managers.

Self Leadership teaches your individual contributors the mindset and skillset needed to become proactive self-starters who know how to ask for direction and support, solicit feedback, pursue their goals, and have positive influence with others.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Course: One day

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Course: Three two-hour live virtual sessions

Collaborative Online Course: Five-week collaborative online learning experience with virtual sessions

Online Awareness • Application • Performance Support

Online Program (with optional launch and Reflect and Share sessions): Self-paced course with seven modules over 2.5 hours

Overview: 35-minute self-paced overview of key concepts

Digital Assets: Set of micro-activities (including videos, interactions, and worksheets) that learners can access in moments of need to support ongoing learning, performance support, reinforcement, and custom learning journeys

42 Self Leadership

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SLII® Concepts

Great Leaders See the Promise in Everyone

The blistering pace of change demands a different kind of leadership model.

SLII® Concepts teach what it means to lead situationally. That means giving people the right support or direction at the right time, having authentic conversations that empower them, and caring about their growth.

Be their champion. See their promise. SLII Concepts introduces the art of diagnosing an individual's or team's development level and then using the appropriate leadership style in response. Fast-paced, content-rich SLII Concepts is an immersive solution that can be used to introduce or reinforce SLII.

Outcomes

Accelerate development and autonomy

Enhance performance and achievement
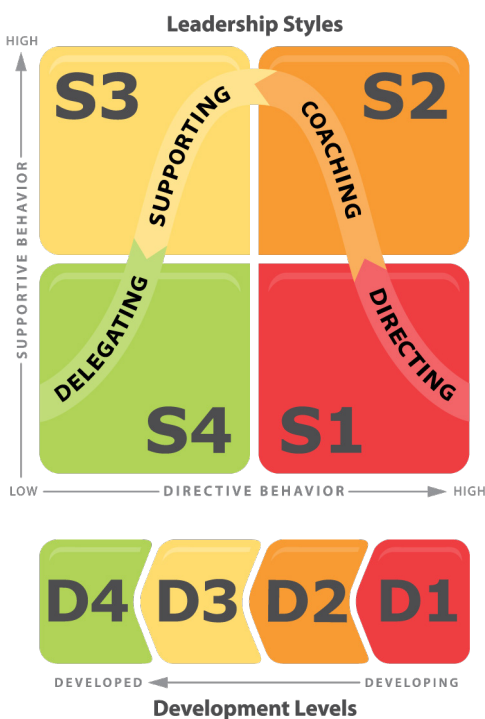
Use a common leadership language

Improve engagement and retention

Learning Objectives

- Explanation of the three key skills of SLII®
- Reinforcement of learning with a video case study and videos on SMART goals and other essential skills

The SLII® Model

Leadership Styles

Development Levels

A proven, time-tested leadership model

SLII® is an easy-to-understand, practical framework that enables your managers to diagnose the development level of an employee for a task: D1 – Enthusiastic Beginner; D2 – Disillusioned Learner; D3 – Capable, but Cautious, Contributor; and D4 – Self-Reliant Achiever. Managers then use the appropriate directive and supportive behaviors to help them succeed: S1 – Directing; S2 – Coaching; S3 – Supporting; and S4 – Delegating.

The award-winning learning design of The **SLII Experience** incorporates Blanchard's latest research and state-of-the-art design theory. It's a learning experience that allows leaders to quickly understand the approach so they can help their direct reports soar to new professional heights.

Program Delivery:

SLII Concepts can be delivered live face-to-face or virtually, with or without the SLII Leader Behavior Analysis II® (LBAII®).

In Person In-depth Learning • Application • Practice • Action Planning

3-hours with the option to be modified to a 2-hour condensed or a 4-hour expanded design based on your needs

Virtual In-depth Learning • Application • Practice • Action Planning

Two 90-minute sessions without the LBAII

For organizations wanting to make SLII their common language of leadership, and speed the adoption of its use, we recommend The SLII Experience™.

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The SLII Experience™

SLII® Powering Inspired Leaders™

Create individual success with a situational approach to leadership.

With organizations moving at a blistering pace, there's more pressure than ever for leaders to be effective at managing successful teams. But often, they don't have the skills to be the agile, adaptive leaders they need to be, and they struggle to build meaningful connections and achieve results.

It's not for lack of effort or interest. Research has shown that most leaders are limited to a single leadership style—so they don't know how to unleash the potential of their people as their needs shift.

Leaders need to learn how to lead situationally. Blanchard's SLII® empowers leaders to become adaptive—a requirement for our uncertain times. Backed by 40 years of research and an unmatched track record of results, The SLII Experience™ teaches your leaders how to lead situationally by giving their people the right support and direction at the right time.

SLII enables leaders to build deeper relationships with their people, making every day more inspiring, motivating, and meaningful.

Outcomes

Accelerate Development and Autonomy

Use a Common Leadership Language
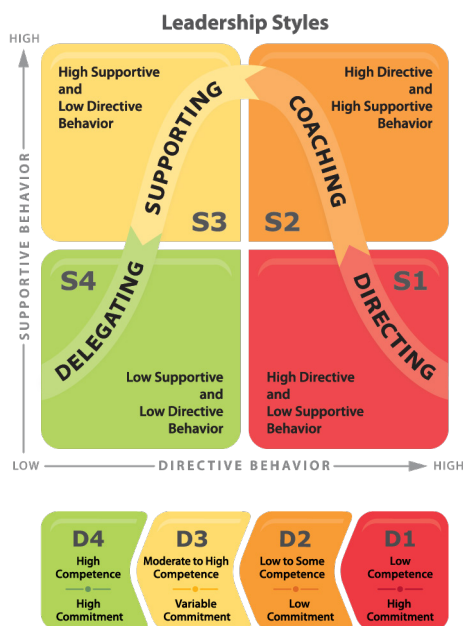
Enhance Performance and Achievement

Improve Engagement and Retention

SLII Experience 45

Learning Objectives

- **Define clearer and more compelling goals**
- **Accurately identify people's development levels on goals and tasks**
- **Use appropriate amounts of direction and support to match people's needs**
- **Have respectful and honest conversations that move people forward**

The SLII® Model

Leadership Styles

HIGH

S3 — High Supportive and Low Directive Behavior — SUPPORTING

S2 — High Directive and High Supportive Behavior — COACHING

S4 — Low Supportive and Low Directive Behavior — DELEGATING

S1 — High Directive and Low Supportive Behavior — DIRECTING

SUPPORTIVE BEHAVIOR

LOW ———— DIRECTIVE BEHAVIOR ———— HIGH

D4 High Competence	D3 Moderate to High Competence	D2 Low to Some Competence	D1 Low Competence
High Commitment	Variable Commitment	Low Commitment	High Commitment

Who Should Attend?
- Leaders of all levels
- Executives
- Individuals in leadership roles

A proven, time–tested leadership model.

SLII® is an easy-to-understand, practical framework that enables your managers to diagnose the development level of an employee for a task: D1 – Enthusiastic Beginner; D2 – Disillusioned Learner; D3 – Capable, but Cautious, Contributor; and D4 – Self-Reliant Achiever. Managers then use the appropriate directive and supportive behaviors to help them succeed: S1 – Directing; S2 – Coaching; S3 – Supporting; and S4 – Delegating.

The award-winning learning design of **The SLII Experience** incorporates our latest research and state-of-the-art design theory to allow leaders to quickly understand the approach and help their direct report succeed.

Flexible Options to Meet Your Needs

In Person In-depth Learning • Application • Practice • Action Planning

Instructor-led Training: Choose from two options
- Two-Days (16 hours)
- One-Day (8 hours)

Virtual In-depth Learning • Application • Practice • Action Planning

Virtual Instructor-led Training: Choose from two options
- Five-Sessions (10 hours, plus intersession assignments)
- Three-Sessions (6 hours, plus intersession assignments)

Collaborative Online Course: 5-week blend of self-directed learning, online discussions, and interactive exercises with a weekly 1-hour live virtual session (on Intrepid)

Online Awareness • Application • Performance Support

Online Program: 2.5-hour self-paced course with optional Reflect and Share

Overview: 35-minute self-paced course

SLII® Challenge Simulation: An immersive, simulation-centric experience

SLII® App: Apply the SLII Model to real-world situations

SLII® Chatbot: Help learners apply and master the skills taught in SLII

*Blended options available, contact your Blanchard associate.

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46 SLII Experience

Delivery Methods

In-Person Training

Whether you're looking for a one-day workshop, a major training initiative or something in between, Bonfire has your solution. From your initial conversation to post-training, implementation and sustainability, we collaborate and partner with you to ensure your long term success.

Our in-person training is:
• Tailored for you
• Engaging for your staff
• A source of continued support

Customized with your real-world scenarios & designed to meet your desired outcomes.

One-to-Multiple-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules. Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Live Remote Training

Bonfire Training's Live Remote Training provides your team with customized courses delivered virtually by a Bonfire Trainer. Whether your team is together or participating individually, these live sessions can be accessed from anywhere in the world, allowing you to easily train multiple time zones and schedules.

Every training program and topic is highly customized to your company's goals, culture and unique interactions. Training is also formatted to 60, 90, or 120 minute segments and includes time to practice the techniques on-the-job, making them a perfect fit for complicated schedules and busy team members.

Our Live Remote sessions provide your employees with real time, reproducible skills that can be used throughout your organization and ignite a buzz! Regardless of where your team members are located or how busy workloads have become, it's always the right time to catch the SPARK that a motivated, empowered team can provide your company.

OnDemand Online Training

Need the flexibility of OnDemand training? Our OnDemand Online Training brings Bonfire's exceptional courses to groups of any size, in any time zone, and in a format that fits into demanding schedules.

Each course consists of interactive modules that will engage the learner while delivering some of Bonfire's best techniques and applicable skills. Learners will receive printable reference and support materials to help them transfer their new skills to the real world.

There are two ways to access our online training:
• **OnDemand:** Learners can sign up, pay, and complete the course through our website.
• **LMS:** The course files are available for purchase and deployment through your own Learning Management System.

Partner Services

Customized eLearning

Great training isn't "one-size-fits-all." We will partner with your team to understand your needs and work collaboratively through the development process to create a successful and engaging eLearning solution that supports your unique business environment.

Bonfire's experienced team of Instructional Designers and eLearning Developers will work with you to develop fully customized eLearning courses that will enhance your team members' skillsets and help drive business results.

This is learning convenience at its best! eLearning is accessible 24/7 to meet your scheduling parameters. Whether loaded on your Learning Management System or hosted on our platform, your customized learning experience will speak directly to your team, your client needs and your goals.

Instructional Design

Creating a relevant learning experience is Bonfire's fundamental focus when designing and developing effective training programs and materials.

Whether we take your existing training content and enhance/elevate the training experience or design and create an experience from the ground up, Bonfire will create the right course for your desired learning and business outcomes. From analysis of your training needs to the creation and implementation of sustainability activities, we are committed to providing relevant and innovative learning experiences that engage learners and makes a difference.

Bonfire's Instructional Design team has decades of experience as well as credentials in Instructional Design with the Association for Talent Development's Master Instructional Design designation. What does this mean to you? It means that we have the expertise, resources and passion for creating a course that achieves your vision and training goals. No matter the training delivery method - classroom workshops, eLearning, live remote or blended learning - we will package the training, materials and job aids to best fit your culture and team environment.

"One of the most important areas we can develop as professionals is competence in accessing and sharing knowledge."
- Connie Malamed

Contact us to explore how we can meet your training goals!
info@bonfiretraining.com / 800-888-4893

ABOUT BONFIRE TRAINING

Igniting Real Change

We believe in people…and in their unlimited potential after great training.

We have been building on this belief for nearly 35 years, focusing on the human element of communication while incorporating business functions and technology. We bring this focus and this belief to all of our courses, and our clients see the difference that our training makes in their people, their culture and their customers.

So….Why "Bonfire"?

After decades of success as PhonePRO, we rebranded to Bonfire Training. We decided on the name because a bonfire is a bright, inviting circle where people gather to communicate, have fun and where they feel comfortable sharing ideas. Around a bonfire, the sparks draw your gaze upward, the heat and light are welcoming and the circle keeps everyone connected. It's a positive, relatable image that makes everyone feel included. And that's how we feel about our training – it's for everyone and the skills light up their potential.

Though our name and logos have changed, our mission and values remain the same – **we are here to help people be their best, on purpose, every time.** And because we offer programs that are about Real Learning, Real Fun, and Real Results, we have clients all around the world that return to us year after year for continued education and training. For those of you who have stayed with us through the years, Thank You! And to our new clients,
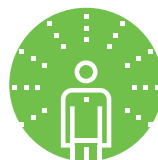**Welcome to Bonfire Training!**

OUR CORE VALUES

Consider Team Before Self

Be Easy to Work with

Create Positive Energy

Practice What We Teach

bonfire TRAINING

REAL LEARNING

Exceptional, enlightened training sets us apart.
And it will set you apart too.

REAL FUN

Truly effective training is enjoyable and fun;
your team will be fired up in no time!

REAL RESULTS

Our holistic approach produces long-term results
that keep the fire burning.

WHAT MAKES US DIFFERENT?

Program Customization

Customization is one of the things that sets up apart. After an onsite observation day at your location, we incorporate your real-life scenarios and examples throughout the training. This paves the way for your team to more easily relate to and learn from the training. This deep dive approach to your company's challenges and strengths is why our trainers are often asked at the end of a workshop, *"How long have you worked here?"*
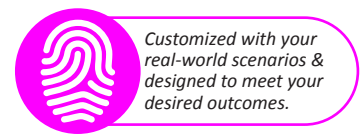
Interactive Training Style

Bonfire's course design and delivery techniques are based on the principle that adults "learn by doing" and what they learn and retain is also related to the amount of fun they are having in the process! Based on that idea, our courses incorporate humor and fun along with solid, professional techniques.

Our People

Quite simply, our trainers are the best in the business! They facilitate our courses using an interactive and hands-on approach that incorporates the best interests of both the client and the individual team members they are working with. They have a passion for helping companies deliver the best possible training and to help create an overall "service culture" that will remain long after the training has been completed.
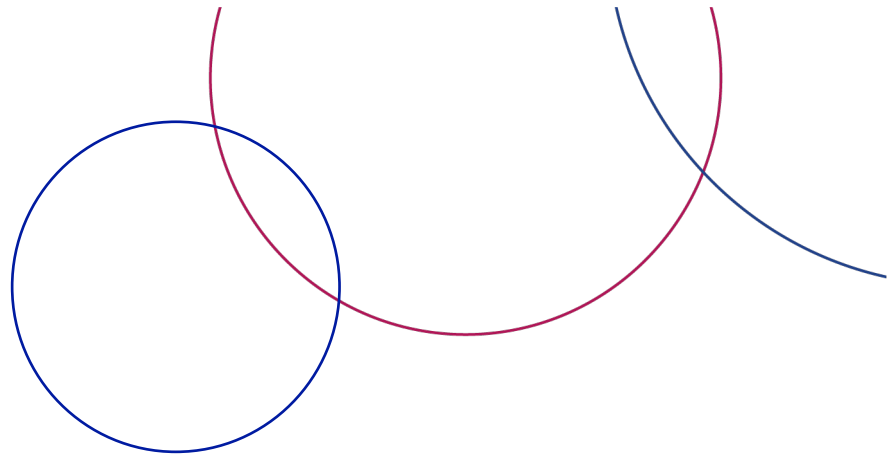
Ongoing Support & Follow up

With our Sustain the Training: CSE workshop, your managers and supervisors will learn to reinforce what was learned in the classroom to make sure the training techniques become a daily habit. We believe that "Training is an Event" and "Learning is a Process", so this leadership program will go a long way in setting your company up for long-term success!

Customized with your real-world scenarios & designed to meet your desired outcomes.

ACCREDITATIONS

Certified **WBENC** Women's Business Enterprise

Certified **WBE** Women's Business Enterprise

A+ Rating

BBB **ACCREDITED BUSINESS**

Come join us around the bonfire!

info@bonfiretraining.com
800-888-4893
bonfiretraining.com