

“The person  
who knows  
“how” will always  
have a job.  
The person who  
knows “why” will  
always be his boss.”  
-Anonymous

12 Essential Skills to Management  
Success based on 20 years of research.

## Compass<sup>®</sup> Charting the Path to Success

Never before have such diverse and critically important business, interpersonal, and leadership topics been integrated into a training series with such impact.

Training is not a luxury or simply another perk. It is an absolute necessity that pays for itself many times over in improved performance and business results. The best companies realize that their employees are more than a payroll expense.

Employees are an intelligent and appreciable resource that can think, learn, and therefore, continually increase in value and ability to contribute to the organization. The Compass program was specifically designed for companies willing to make a small invest to tap the enormous capability of employees.

Look around, read the professional literature, and confirm for yourself that without exception every study confirms that *the best performing companies in any economy regardless of size or industry* have invested in training a knowledgeable and committed workforce.

The combination of subject matter in the Compass series is carefully selected based upon 20+ years of research into those skill sets that will have the greatest impact upon the performance of individuals and, therefore, upon the future of their organizations.

### Compass advances four critical competencies:

- Self management and personal effectiveness.
- Interpersonal relationships, communication, and trust.
- Teamwork and collaboration.
- Leadership and accomplishing results through others.

### Spaced Repetition and Reinforcement

The series of job friendly 1/2 day monthly workshops extend over the course of 12 months. Each session focuses on one critical skill and uses the latest techniques in adult learning including simulations, case studies, behavior modeling, application exercises, group discussion, and skill building.

Students retain more and have a month of practical application of each skill before focusing on the next skill module. The emphasis is on application rather than theory, enabling participants to learn new competencies and tools to apply them.

As people attend the Compass workshops, they develop knowledge and skills that will significantly increase their personal effectiveness and ability to successfully interact and lead others. They will develop habits of success that will produce more capable people and more valuable employees.



[SynapseAssociates.com](http://SynapseAssociates.com)



# Compass: The 12 Essential Skills

**Trust:** *Move from Win-Lose to Win-Win relationships*

A fun and dynamic simulation that teaches strategies to build trust, create a climate of shared vision, and achievement of high performance outcomes.

**Principals of High Performance:** *Get your team in high gear.*

Experience the advantages of high-performing teams over traditional work groups. Understand the essential ingredients of teams and how to create them.

**Powers of Persuasion:** *Learn the 7 mechanisms to accelerating decisions.*

Improve relationships by practicing a powerful model of two-way communication to ensure that people establish mutual understanding and make taking action easier.

**High-Payoff Hiring:** *Hire and keep the right person the first time.*

Ever wondered what happened to that person you hired from the interview? Learn a process that covers all the essential steps from job description to making an offer and everything in between.

**Positive Impact:** *Open, honest and assertive communication.*

Get “unhooked” from unproductive ways of thinking, feeling, and behaving that hinder both professional and personal success. Be more effective with customers, employees, and management.

**Diversity:** *Uniqueness of individuals can bring strength to the team.*

Discover the foundation for understanding and leveraging diversity. Develop skills and communications to work in environments of diverse individuals while growing your business.

**Conflict Resolution:** *Re-channel that energy into something productive.*

Learn about healthy and unhealthy ways of dealing with interpersonal conflict. Assess your own “style” and practice a powerful skill to identify difficult people and to avoid and resolve conflicts.

**Customer Service:** *Success comes to those who look after their customers.*

Whether you call them customers, clients, constituents, or patients, effective customer service focuses on understanding expectations, coaching for enhanced service skills, and monitoring performance.

**The Integrity Model:** *When you lose your bearings, life and business can be a hassle.*

Customers and employees thrive in environments built on integrity. Master the moments that lead to the capacity and responsibility to live, grow and contribute.

**Time Management:** *Time is more than money, it's irreplaceable.*

Understand the critical difference between “urgent” and “important.” Employ time-wise leadership, self-management, and communication methods that allow you to be proactive in the best use of time.

**Effective Supervisory Skills:** *A leader inspires others to confidence...in themselves.*

Discover the Top 10 mistakes and legal considerations. Learn how to motivate others, identify competencies, strengths, and opportunities. Develop win-win situations when trying to change others' behaviors.

**Change Management:** *The future guarantees more change, not less.*

In today's chaotic business environment, the ability to effectively manage change is essential. The effort and practice it takes to develop this leadership skill pays off big in marketplace advantage.