

Thin Book Publishing TeleClasses

“A thin book delivered live”

What is a TeleClass?

Thin Book Publishing provides just-in-time learning for managers and knowledge workers on how organizations can be more successful. A TeleClass is live, interactive training class conducted through teleconferencing. You will receive cutting edge information, practical tips, tools, strategies and techniques that can benefit your organization immediately. All of this over the telephone, from the convenience of your home or office with no travel time or expense! Classes are designed to be 55 minutes in length. Unlike many TeleClasses, ours are not ‘veneers’ for marketing our products. They have the same high quality content you already receive in our books and live workshops.

How Does it Work?

Each TeleClass is facilitated by one of our authors or associates. Our TeleClass sessions are interactive, not just a ‘download’ of information. We prefer to answer your questions and hear your comments as we go through the material. We offer public TeleClasses where anyone may register for a specific time and class. We also offer private TeleClasses, scheduled at your convenience for your participants. Many of our classes can be delivered to an intact team as working sessions. This is especially helpful for virtual teams or those located in the field who rarely get to participate in live training. Or you can use the TeleClass as a tool to extend your training resources by letting us provide the content and you handle the follow-up.

How Much Does it Cost?

For public TeleClasses, the cost is a registration fee and any long distance charges your phone service provider charges you. We ask that you call from a land line if possible to maintain the quality of the conference line. Check our website, www.thinbook.com for a schedule and registration fees of public classes.

If you schedule a private TeleClass for your organization the cost generally is \$500 per class. That includes our Listening Guide (pdf format). You may also want to purchase books for participants but that is optional and not included in the class fee. Some classes have extra material fees and that is noted.

You are not limited to how many people you invite to the TeleClasses; another great advantage of this medium. Our bridge line accommodates 24 people so there is no additional charge for any class with that number of participants. If you wish to invite more, there is an additional fee; \$50 for up to 49 participants; \$100 for up to 99 participants.

How Do I Start?

Register on-line at www.thinbook.com or call us at 888.316.9544 (541.382.7579 outside the US). We offer two free public classes so you can try us out and see for yourself how we at Thin Book have effectively learned to offer a live and interactive *‘thin book.’* Private classes are scheduled when you need them. Call us to book a private class.

Virtual Team Management

Virtual Team Building: Best Practices of Virtual Teams

This class focuses on the interpersonal skills of virtual teams. The key challenges of Trust, Communication and Isolation are addressed by sharing ideas of how successful virtual teams have dealt with these topics.

Virtual Team Building: The Role of the Leader

High performing virtual teams require solid team leadership. Virtual team leadership often takes more time than same-site teams. This class delivers ideas of how to successfully manage the following topics within a virtual team: Purpose, Communication Process, Conflict, Task and Relationships.

Virtual Team Building: How to Make 3 Cultural Differences Explicit

Cross cultural teams have to work harder to understand the different cultural norms that drive member behavior. Rather than avoiding them, high performing teams use the differences as a strategic advantage. This class introduces the concepts and a process on how to make the following differences explicit: Identity, Power Distance and Dealing with Uncertainty.

Virtual Team Building: Assessing Trust & Collaboration Within an Intact Team

High performing teams depend on trust. But what is trust within a team? How do teams effectively collaborate? How do you talk about trust without it turning into therapy? This class is designed to be delivered to an intact team as a working session. Participants will use the confidential, web-based *Team Trust & Collaboration Assessment*[™] for pre-work. The assessment items represent behavioral descriptions of best practices of high performing teams. By completing the assessment, your team will have data to see what you currently do well and to decide what else you need to do.

Prework: Each team member will receive an email link to complete the assessment within a specified time period. The results are then consolidated into a report and distributed to all team members in PDF format. The team members will have the opportunity to individually review the results before Virtual Meeting #1 with the consultant.

Virtual Meeting #1 (1 hour by teleconference with all team members): The consultant will review the results with the team, and present ideas of what the team should do next. Likely next steps include a facilitated dialogue about the meaning of the results to the team and the agreement of action steps. Also, the team and consultant will agree on the need for any follow-up virtual meetings.

Additional material fee: \$15/per participant.

Creating the Collaborative Workplace

Five Critical Tips for Building Trust at Work

Trust is a hot topic. Yet when you talk about trust you often find it is so abstract, no one seems to know what it is. This class defines Trust within the context of work. You will learn about the most common Trust Busters at work and suggestions on how you can become a more trustworthy associate or leader. This is offered as a free public TeleClass on a regular basis.

The Leader's Role: How to Engage Employees

Employee engagement is a hot topic. But, what is it? If the research is correct, only 25% of your employees are actively engaged at work. The rest are hiding their ideas, or even themselves. How can you as a leader create the environment that invites employees to bring their whole self to work? We start with the 3 questions Dr. William Kahn proposes that employees ask themselves when they make the decision to engage: How safe is it for me to engage, how meaningful is it for me to engage and how much energy do I have to engage? We'll provide specific tips on how to help employees and associates answer yes to engagement.

The Five Most Common Unnamed Elephants Roaming in Your Workplace

The co-author of *The Thin Book of[®] Naming Elephants* will describe the 5 most common unnamed elephants and give some tips of what to do about them. The elephants are: The Normalization of Deviance, The Role of the System, The Normalization of Arrogance, The Smart-Talk Trap and The Intent/Impact Gap. This is offered as a free public TeleClass on a regular basis.

The Courage to Speak Up: How to Assess Risk and How to Say It

Innovation in organizations takes courage. People need to be able to share their unique point of view with others in order to find the nuances that might lead to the next great idea. Often they have to point out that they see something others haven't seen. That can be especially scary if you are trying to tell a superior bad or awkward news. This TeleClass presents a model of how to assess the risk of speaking up and give examples of how to say it respectfully.

Constructive Group Conversations: How to Manage the Dynamics of Group Talk (2 Class Series)

Most knowledge work is done within groups at meetings. Managing the group dynamics of conversation is a skill that can greatly increase the effectiveness of meetings and decisions. A simple 5 step model on how to do this is presented in the 2 TeleClasses.

Deciding How to Decide: Why Isn't Anyone Implementing That Decision I Thought We Made!

Many groups think they have made a decision only to discover the decision being undone by neglect or subterfuge. You can increase not only the effectiveness of your decisions but the buy-in by making the decision making process explicit. This TeleClass addresses the different ways to make decisions (e.g., consensus, vote, designated decision maker) and the ways to clarify roles in the decision making process.

Avoiding Groupthink: Who is Acting as Our Mind Guard?

Groupthink happens when groups try to preserve harmony at the expense of surfacing new or contrary information and diverse opinions. Often one member of the group will take on the role of a mind guard; telling people to stop bringing up anything that doesn't fit the preferred 'reality' of the group. Groupthink is alive and well today and that's unfortunate because when a team succumbs to groupthink, they make poor quality decisions. The late Irving Janis wrote the classic book, *Groupthink* (Houghton Mifflin) in 1972 and revised it in 1982. The book is still fresh and relevant. We'll explore the ideas Janis wrote about using current examples including defining the danger signs of groupthink and two specific techniques on how you can avoid it in your team.

Multiple Realities: How Can You Possibly Think That?

Every person sees the world in a unique way. One of the biggest mistakes you can make is to assume others have experienced 'reality' as you did. Discover how your reality keeps you from seeing new information. Discover how the choice of language can change the way people 'see' reality. Re-frame how you can use multiple realities in teams to find the next great idea.

The Good Fight: Why Amiability is The Enemy of Innovation

Innovation depends on differences. Because conflict avoidance is so deeply embedded in our society we avoid anything that might be seen as a 'fight.' Yet the most successful organizations find innovation through vigorous dialogue and still walk out of the room with respect for others. Examine your own assumptions around a 'good fight.' Examples of how to say it will give you ideas of how to change the tone of the conversation to one of respectful disagreement vs. defensive withdrawal.

Team Dimension Profile TeleClass

What is your strength as a team member? Are you a Creator who generates ideas? An Advancer who is great at communicating ideas? How about a Refiner who challenges the group to re-consider the ideas? Or the Executor who is so key to getting the ideas implemented?

As pre-work to this teleclass, you will fill out an online assessment and receive a comprehensive report on your strongest style and suggestions of how to use your strengths. The class will provide an interactive format to tackle questions on how teams can use the right strength at different times in the team's process. We'll also address how to communicate with other styles, how to manage styles in team meetings and how different styles manage time.

Additional Material Fee: \$31/participant

Personal Listening Profile TeleClass

What is your personal listening profile? Appreciative, Empathetic, Discerning, Comprehensive, Evaluative? Everybody has a natural style although we need all styles to function as a good listener. As pre-work to this class, you will fill out an online assessment of Inscape's Personal Listening Profile and receive a comprehensive report to review before the class. During the interactive class, we'll address questions and strategies to increase your ability to become a more effective listener.

Additional Material Fee: \$31/participant

Communication Across the Ages: Generations at Work

With four different generations – the Veterans, the Baby Boomers, Gen X and Gen Y – working together, collisions are not uncommon. The generation gap is widening at work with diversity in world views and work philosophies. To be successful, you need to be able to relate to all ages, bridge the gaps and learn to work together. Join us to discover who these generations are and why they clash.

Discovering your Strengths through DiSC®: improve your Communication Skills & Impact your Success!

One of the best ways of improving your personal effectiveness and leadership capabilities is by identifying your personal strengths and behavioral tendencies. Successful people understand themselves, how their behavior impacts others, and how to capitalize on their behavioral strengths. This TeleClass uses the DiSC® self-assessment as it's foundation. The primary goals of this DiSC® workshop are to:

- help you understand your unique behavioral style;
- learn about what motivates you;
- identify your potential strengths and areas for improvement; and
- review key insights to help you grow in your personal & professional life

class. It only takes 10 minutes to answer 28 questions, and is available on-line immediately upon completion. You will receive a comprehensive 23-page report for your use during class. The report is filled with insights, new ideas, and suggestions for ways to enhance your communication and interpersonal skills.

Additional Material Fee: \$31/participant

Appreciative Inquiry

Introduction to Appreciative Inquiry

Appreciative Inquiry is a change management approach that believes that in every system, *something* works well and it's important to discover what that is and design more ways to do what works. This is in direct contrast to the usual approach of finding problems and fixing them. Taught by the author of the best selling *Thin Book of[®] Appreciative Inquiry*, this class provides you with the basics of the theory and answers any questions you have on how you can begin to use this exciting process.

Applying Appreciative Inquiry to Performance/Career Management: What Excites You About Your Work?

Appreciative Inquiry is a change management approach that believes that in every system, *something* works well and it's important to discover what that is and design more ways to do what works. This is in direct contrast to the usual approach of finding problems and fixing them. This class provides you with the basics of how to approach what you do appreciatively. If you are responsible for performance management, you will learn how to incorporate this approach into performance management conversations.

Appreciative Team Building: Let's Look at What We Do Well For a Change!

In every team, something works well. Many times, teams focus on their shortcomings. Why not look at the team from the perspective of what it does well. Once you discover or re-discover what you do well, you can find ways to leverage your strengths. This class gives you questions to ask your team and tips on how to change to a more appreciative mindset.