MICHIGAN CHAMBER of Commerce

ASSESSMENT AND SUCCESSION

360-Degree Feedback

360° reviews are a type of feedback that gives individuals, teams and managers the opportunity to understand what they're doing well and where they can improve.

By holding up the mirror, 360-Degree Feedback allows leaders to see themselves as others see them. While successful leaders often have a high degree of self-awareness, the unfortunate truth is that, for many leaders, self-ratings are the least accurate. **People rate themselves on their intentions, while others rate them on their behaviors.** Although sometimes these are aligned, oftentimes they are not, leading people to have blind spots. These are weaknesses that everyone else knows the person has, but the person does not see.

Whether you want to enhance the leadership skills of your high potentials or help a struggling leader get back on track, 360-Degree Feedback is a powerful development tool. 360-Degree Feedback, also known as multi-rater feedback, is a widely adopted talent development tool used by most of the Fortune 500, but also by small- to mid-size firms. This feedback survey provides your leaders with candid, anonymous feedback on important skills and competencies, as rated by the people who work with them every day, so they can learn, grow and enhance their skills. **The MI Chamber utilizes Korn Ferry's 360 feedback tool to help individuals and teams build on their strengths and create development plans.**

Target Audience: Anyone looking to expand self-awareness, striving to improve productivity and planning for their future.
Duration: Varies based on the goals of the participant.

Succession Planning

Succession planning to drive organizational success — plan for the future and the present.

The MI Chamber can assist you in identifying talent in your organization, putting together plans for all individuals in regard to further development, cross-functional moves or other options based on employees' needs, skills and professional aspirations. We have experience in this space with large corporations on both North American and International levels as well as small- to mid-size organizations. **Our approach is based on your business's strategic goals, values and competencies.** In the event you need support in identifying or fine-tuning these, we can support you in doing so.

Target Audience: C-suite leaders planning for the future of their organization and a roadmap on how to develop employees.
Duration: Varies depending on the size of the organization.

LEADERSHIP AND PROFESSIONAL DEVELOPMENT

MBTI (Myers-Briggs Type Indicator)

Your Secret Self: Understanding How Your Personality Can Influence Workforce Culture and Productivity.

Do you ever look at someone and wonder what makes them tick — sometimes even those closest to you? Or even yourself? Or what combination of personalities, strengths and weaknesses can build the most dynamic, successful workplace? We offer a customized interactive Myers-Briggs based workshop that will provide meaningful insight into understanding and relating to various personalities that can make the most out of our professional and personal interactions. This class is different than other Myers-Briggs trainings. **It is fun, fast-paced and full of useful, relatable content**.

Target Audience: Organizations from all industries.
Duration: 6 hours.

Performance Management

Communication is key for successful organizations — ongoing dialogue can be both structured and informal. Learn tactics that will work specifically with your company's needs.

Performance management is the process of maintaining or improving employee job performance using assessment tools, coaching and counseling as well as providing continuous feedback. There are various forms of implementing this in your organization. Some companies choose to base a feedback system on core values and/or competencies, others prefer a more informal, consistent dialogue. The MI Chamber can tailor solutions for small, mid-size and large organizations no matter the nature of the need.

Target Audience: Organizations from all industries.
Duration: Varies by the size of the organization.

Multipliers

How the best leaders make everyone smarter.

There are two types of leaders — multipliers and diminishers. Multipliers use their intelligence to bring out the intelligence and ability of everyone else, while diminishers rely on their own intelligence because they think intelligence is a rare trait and they're one of the few who have it. Multipliers get two times more out of people than diminishers, doubling the intelligence and capability of their organization without adding headcount. Multipliers can even increase people's intelligence. Based on the work of Liz Wiseman, participants will learn simple techniques on how to maximize the performance of teams.

Target Audience: Individual contributors, aspiring leaders, mid-level leaders and senior leaders.
Duration: 1 hour.

Situational Leadership

Situational Leadership is a practical on-the-job tool that allows participants to immediately apply learned skills to their real work environment.

Leaders will learn how to adapt their style of leading to suit their current work environment and/or needs of a team. Leadership approaches are not dependent on the skills of a leader, but based on a leader's ability to adjust to the requirements of a team or organization in order to be better and more effective. Participants will learn how to coach new employees, seasoned performers and high potentials.

Target Audience: Aspiring leaders or individuals in a leadership role.
Duration: 1.5 hours.

Conflict Resolution

Learn tactics on how to engage with others respectfully. Respect is an attitude shown through exhibiting specific behaviors that people can trust.

Explore how you and others approach behaviors in conflict situations. Based on the Thomas-Kilmann Inventory tool, individuals will learn how they handle conflict in five different modes — **Competing, Collaborating, Compromising, Avoiding and Accommodating**. Everyone utilizes each of these modes but learn how you use them in the different kinds of conflict you face.

Target Audience: Individuals and teams of all sizes
Duration: Varies depending on the number of participants.

Change Management

Change is unavoidable; are you prepared to manage it?

The goal of change management is no longer just getting through the next change initiative, but rather developing an agile and resilient workforce ready and equipped to embrace change with confidence and a positive attitude. The nature of today's dynamic workplace requires both traditional and innovative approaches to achieving successful change implementation in the modern workforce.

Target Audience: Organizations looking to implement change preparedness.
Duration: Varies depending on the size of the company and the extent of the training.

At the MI Chamber, we are committed to meeting your business needs. We'll work hand-in-hand with you and your team to help assess your needs, matching or designing tailored programming that fits. These personalized training courses are sure to transform your organization.

TEAMBUILDING

The Five Behaviors of a Cohesive Team

Teams learn how to build trust, engage in positive conflict, commit to decisions and hold one another accountable — ultimately improving productivity and morale.

This workshop combines a variety of learning approaches that help individuals and teams become stronger. Starting with the DISC personality assessment, this session will utilize action learning and will wrap up with on-the-job application action items.

Target Audience: New teams, intact teams embarking on change within their department or companies engaging in large organizational change initiatives (for example, a merger or acquisition).
Duration: Two half days or three full days — varies depending on the size of the team.

Transition Workshops

The first 90 days: Critical success strategies for leaders at all levels taking on a new role.

Whenever there is change, there is uncertainty. This workshop is designed to help leaders in new roles set expectations at the onset of taking a new position and likewise, provides the team the opportunity to share their expectations. This workshop provides a roadmap for aligning priorities, strategy and relationships within teams.

Target Audience: Individuals taking on a new leadership role and his/her new team.
Duration: Half a day or a full day, depending on the goals of the new leader.

Pipeline Activity

The first 90 days: Critical success strategies for leaders at all levels taking on a new role.

Pipeline is a fast-paced game that employs physical coordination, team cooperation, communication and planning. This lively and thought-provoking activity involves the movement of assorted balls and objects from a starting point to the delivery container.

Target Audience: Any group (intact or not) wanting to engage in a fun teambuilding activity.
Duration: 1.5 hours.

Team Barometer

A tool used to clarify the mission, objectives and priorities of an organization and to strengthen trust amongst team members.

The team barometer is designed to gauge the health of team dynamics, with a view to building team culture. This health check collects the views of everyone, offering them the opportunity to offer input and feel heard around the dynamics of the team.

Target Audience: Intact teams wanting to improve communication and to work productively and collaboratively. This learning can be facilitated face-to-face or virtually.
Duration: Varies depending on the size and needs of the organization.

Simulations

Simulations provide an opportunity for individuals to reflect on their role as a team member and/or what future opportunities they have to develop for continuous improvement.

Simulations provide participants the freedom to experiment with various strategies, make tough decisions and face consequences in a safe arena that prepares them for real-time application. It is the perfect way for individuals to engage in fun activities that pave the way for driving success in future or current business endeavors.

Target Audience: Intact teams or a group of individuals from various backgrounds looking to improve productivity, communication and shorten/strengthen the lifecycle of processes within their organizations.
Duration: Varies depending on the size and needs of the organization and individuals. The timing can range from 1-4 hours.

Action Learning

Learning by doing.

Action learning is a systematic process through which individuals share good practices, motivate one another by challenging thoughts and actions and develop new ideas for continuous improvement on the job. In all the educational opportunities the Michigan Chamber of Commerce provides, we encourage participants to act, reflect, learn and plan. Our approach is not to just teach, but to engage individuals in experiences where they can immediately transition concepts to reality.

Target Audience: Anyone who participates in our offerings. Action learning can be found in all of the sessions offered by the MI Chamber.
Duration: Ongoing — when an individual engages in learning with the Michigan Chamber, we stay in contact to make sure we provide the support that meets the needs of each participant or team.