

With the current budgets of most organizations being very limited, you may have been particularly conservative in your spending throughout the year.

If, however, you are at risk of losing year-end funds, you might want to invest a modest amount in developing the critical interpersonal skills of your leaders, managers and employees.



Lynne Carbone & Associates, Inc. has proven training programs ready and available to deliver to your teams on short notice. Sign up for a 4, 6, or 8-hour workshop that will promote high performance and advance your workforce capabilities. Some workshop examples include:

- Diversity and Workplace Inclusion
- Conflict Management
- Soft Skills
- Innovation
- Accountability

[Click here](#) to download more detailed descriptions of our workshop offerings, all designed for practical application and affordability, then call 301-986-0033 to schedule a LCA workshop for your team.



## Attention NOAA Colleagues!

LCA holds a 5-year Blanket Purchase Agreement (BPA) covering services from October 1, 2014 through September 30, 2019. This mechanism provides for **FACILITATION SERVICES** available NOAA-wide. [Click here](#) to see the detailed statement of work delineating the types of consulting services provided.

The contracting process is straight-forward, requiring NOAA clients to contact the new COTR, Sherri Watkins at [Sherri.Watkins@NOAA.gov](mailto:Sherri.Watkins@NOAA.gov) (301-713-3196 x 147) to develop a statement of work, and when approved, commit funding. Because LCA has already competed for this contract award, the process is streamlined and time efficient for the Line Offices.

If you would like to find out more about the contract or would like to enlist LCA services, please contact Lynne Carbone at [LCarbone@LynneCarbone.com](mailto:LCarbone@LynneCarbone.com) or call our office at 301-986-0033.

## Technical and Scientific Leaders Need to Master "Soft Skills"

Do you know what it takes to lead a high performing organization? Does your skill set include getting the most from your employees and teams with engaged listening, speaking effectively, providing constructive feedback and managing differences and conflict as a normal part of the

day-to-day work? We have combined the best practices of leaders who are most effective with practical applications as experienced in the workplace and developed a **SOFT SKILLS for TECHNICAL & SCIENTIFIC LEADERS** workshop that provides the right tools for building emotional intelligence skills. Our real world practice scenarios involve communicating effectively, providing constructive feedback, and managing conflict and differences in the workplace.

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## Learn to Resolve Conflict Without Chaos

Because of the diversity of views and experiences, conflict emerges as part of our everyday lives. LCA uses the Thomas-Kilmann Conflict Mode Instrument® to assess your preferred conflict modes and then teaches you to recognize different modes and apply appropriate strategies for effectively managing conflict. Our **CONFLICT MANAGEMENT** workshop gives you and your team the opportunity to try different approaches (accommodating, avoiding, collaborating, competing, and compromising) through role play situations. Participants learn how to choose and use the appropriate strategies for conflict resolution, and walk away more comfortable and confident in managing differences in the workplace and at home.



## Are Your Team Members Each Accountable for Results?



Wouldn't it be great if everyone in your organization did exactly what they said they would do? Would your team be more efficient if each member met their commitments and delivered their portion of the organization's mission?

**ACCOUNTABILITY** is an essential element of an effective team. Let LCA provide your team with a simple framework and hands-on practice for assuming responsibility and demonstrating accountability on all levels.

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LCA is an organization and management consulting firm established in 1989 and based in Bethesda, Maryland. Our core competencies include strategic and execution planning, leadership and team development, organization assessment and change, customized training and executive coaching. Our LCA consultants have the experience and expertise to help your team members reach their highest potential. To learn how your team can benefit from one of our **INTERPERSONAL and TEAM SKILLS WORKSHOPS**, or to find out more information about the firm, call **301-986-0033** or [email us](#).

Sincerely,  
Lynne Carbone, President & Executive Consultant  
LYNNE CARBONE & ASSOCIATES, INC.