

*Smart Talk With Mitchell C. Baldwin*

# The Human Services CHAMP

Mitchell C. Baldwin

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**Mitchell C. Baldwin “The Human Services CHAMP” presents the following topics in seminar or workshop format. The CHAMP Series is recommended as a total training program for corporate audiences, but each is also available as a single program. Combining personal anecdotes with real-life examples gathered over a lifetime of work experience, Baldwin takes each group through training exercises, creating a lasting and memorable impact.**

## **Champion Champ--LEADERSHIP**

*Leadership Your People Will Follow*

In this program, Mitchell Baldwin discusses the tools for becoming a powerful and trusted leader. Whether you're managing a small organization or a large company, you have to earn respect and commitment from your staff in order to ensure success for all. There are many ways to lead—self assessment allows you to identify your leadership style. Mitchell will teach you the techniques to encourage your employees to perform at their peak; establish a positive atmosphere in the workplace; empower employees to “do it right the first time” by providing the proper instruction; develop listening skills to ensure accuracy, and the ability to choose the right words and tone to motivate others to want to work for you; develop the power of presentation and how to handle yourself with style and grace; and to say what you mean and mean what you say.

### **Objectives**

- To discover your leadership type
- To find out about yourself
- To create a caring environment
- To communicate with confidence
- To learn how to express your needs without alienating others

### **Benefits**

Attendees will:

- gain positive influence over staff
- instill confidence in those they manage
- empower others to perform at their peak
- understand their people and their needs
- listen actively to what their people are saying
- develop a strong and motivated workforce

# **Champion Outlook--CHANGE**

## *Embracing Change Positively*

This workshop is designed to create an atmosphere in which participants can effectively change their lives. It provides the opportunity for meaningful self-assessment and self-approval. Training vignettes, simulations, exercises and the immersion process itself make the workshop memorable, powerful and productive for both personal and professional development of the participants.

### **Objectives**

- To assist the ongoing process of increasing workforce productivity
- To encourage employees to do self-assessments
- To introduce the 7 steps of employment
- To stress the importance of a positive attitude
- To demonstrate the importance of caring enough to produce at peak performance
- To instill the confidence to confront and overcome fears

### **Benefits**

Attendees will:

- become more confident
- have a better outlook on life
- realize how their contributions affect the bottom line
- have the confidence to bring all new innovation ideas to management
- value their jobs
- realize the company mission
- become ambassadors of goodwill
- have a purpose for coming to work
- understand they are personally responsible for their actions
- have a greater appreciation for the company

# **Champion Mindset--PEAK PERFORMANCE**

*Unleash the Greatness in You*

In the current economy, with your competition working hard to out-smart, out-sell and out-perform you, giving 99% is not good enough. Just like a car has to fire on all cylinders to run efficiently, if you aren't using all of your inherent resources, you aren't going to go very far. Mitchell Baldwin will guide you to the top of your game by showing you how to identify and remove the "negative hats" you're wearing that slow you down and keep you from performing at the championship level.

## **Objectives**

- To discover allegiance to oneself
- To learn how to perform self-assessments
- To create self-esteem building blocks
- To communicate positively

## **Benefits**

Attendees will:

- gain a better outlook
- realize they have value
- experience decreased absenteeism
- become positive company ambassadors
- experience reduced negativity
- increase productivity
- increase self esteem

You deserve the very best. Give your best and it will come back to you ten-fold. Don't be afraid to succeed!

# **Champion to Legendary--CUSTOMER SERVICE**

*Providing Outstanding Customer Service and Enjoying It!*

To understand the basics of providing outstanding, quality customer service and TOTAL SATISFACTION, you need to understand the customer. Simply put, do the things that customers expect—and more. Often employees are so busy there is little time to think about their jobs and how they relate to the overall success of the company. Sometimes, those who spend much of their day talking to external customers don't consider their jobs to be very important. The fact is that anyone regularly involved with customer contact has one of the most important jobs in the company. Consider these three points:

1. The success of a company depends on its customers; they are supplying the necessary cash flow that keeps the doors open. These customers will not return unless they are treated professionally and courteously.
2. Anyone working directly with customers occupies a position of trust.
3. Companies with reputations for outstanding service were built over time by people like you.

## **Objectives**

- To understand what customers value
- To understand that there are internal customers as well as external customers
- To develop techniques that increase value with the customer
- To set up customer loyalty procedures
- To make better decisions using timely and accurate information

## **Benefits**

Attendees will:

- experience decreased negativity
- see increased quality
- enjoy increased productivity
- increase departmental pride
- build self esteem
- expand departmental communications
- grow employee confidence
- boost willingness to meet customer needs
- enhance community and departmental partnerships
- craft deeper relationships with colleagues and management
- enhance the organization's image
- reinforce a customer-oriented culture

# **Champion Framework—TEAMBUILDING**

## *Turning Groups into High-Performance Teams*

Standing alone, one person within an organization will have some impact; however, when several people work together, great things can be achieved. Mitchell Baldwin teaches managers how to build effective company-centric teams. Champion Framework training will give you the tools to create high performance teams with vastly improved company-wide communication skills, and wipe out turf barriers, individual pettiness and wasted internal effort.

### **Objectives**

- To identify your best players and bring them together
- To build trust
- To create a nurturing environment
- To guide employees to work as a team instead of a group
- To recognize each person's importance to the overall success of the team
- To strengthen the importance of communication

### **Benefits**

Attendees will:

- have employees working in harmony
- observe a caring environment
- get employees to see big picture
- market employees effectively
- recognize employee roles and how they fit
- realize that everyone is important
- build trust

# **Champion Foundation--COMMUNICATION**

*Communicating and Listening for Success!*

This program will demonstrate that communication is the thread that holds every organization together. Effective communication is the key component that energizes and controls all other aspects of a community, whether social or business; in fact, it's THE LIFE BLOOD OF EVERY ORGANIZATION. Mitchell Baldwin will teach you to communicate with peers and managers in a way that builds understanding, high morale and achievement, and to develop the skills to receive, understand and accurately transmit messages. Following this presentation, your employees will no longer communicate in the form of smoke signals--hazy, coded, non-verbal messages that are hard to decipher. Mitchell will show them how to communicate effectively.

## **Objectives**

- To become aware of our impact on others
- To understand the different forms of communication
- To keep the lines of communication open
- To create messages that build understanding
- To listen actively
- To use feedback effectively
- To be aware of the impact of body language
- To understand why listening is important
- To increase listening skills

## **Benefits**

Attendees will:

- improve relationships
- reduce or eliminate mistakes
- achieve better understanding
- manage expectations
- banish prejudices
- increase focus
- control emotions and negative attitudes
- minimize interruptions and distractions

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Mitchell C. Baldwin, former employee of Alabama Power Company, and Founder of CHAMP, Inc., has been cited for his outstanding work in motivation. His approach is simple and straightforward; who is better to relate to your employees than one of the most recognizable and respected former employees of one of the country's largest providers of energy-- Mitchell Baldwin.

Mitchell knows the importance of Positive Mental Attitude and confidence. Mitchell has been a real estate entrepreneur for many years, performed the duties of Chairman of the Board for CHAMP, enjoys life and believes everyone has the power to achieve. Mitchell wants to share his experiences with you and your employees.

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