



## Frequently Asked Questions

Q: What is your most commonly requested program?

A: Building Powerful Employment Relationships; HR for Tough Times; and Victims, Villains and Heroes are the most commonly requested training program. They touch on hiring, retention, leadership, communication, performance management, and emotional intelligence. When given for an individual company or group, the program is manipulated to meet their specific needs.

When I give a keynote presentation, it is specifically related to the program at hand. For example, I gave a keynote for the Palm Beach County Clerks Office who just won the governor's Sterling Award. The title was "Where Do We Go From Here?" with the goal being to help continue on their journey toward excellence.

Q: What types of workshops and training sessions do you offer?

A: Here is a list of training programs that can run between 1 hour and all day:

### [Building Powerful Employment Relationships](#)

Easily read in a few hours, this interactive and highly unique book takes you through a journey of discovery into the employment relationship. Find out how a business owner and his management team gain unique insights, strategies and tools for effectively managing today's workforce. The book comes with online access to personnel forms, reports and web sites.

### [Victims, Villains and Heroes: Managing Emotions in the Workplace:](#)

You will learn how to manage emotions in the workplace and become a hero to yourself and those around you. This is a powerful program for eliminating destructive workplace dramas.

### **Victims, Villains and Heroes in the Sales Process:**

This keynote is different in kind. Don entertains us with an understanding of how trying to play the hero too hard in the sales process can turn us into villains in the buyer's eyes. You will learn to coax, encourage and inspire your prospects towards the sale!

### [Lawsuit Free: How to Prevent Employee Lawsuits](#)

This program is designed to help you master the essentials of employment law compliance. It will cover those issues that result in the vast majority of claims filed - in any state, at any company. By systematically using the strategies and tools provided in this program you will not only prevent employee lawsuits, but also greatly improve employee relations and productivity.

### **How To Find And Hire The Best Employees:**

Any company is only as good as the employees it hires. If you or any of your managers are involved in the hiring process, this module is a must. Learn the strategies that you will need to find and hire the best employees, while avoiding common legal pitfalls.

### **People, Productivity, and Profits:**

This program is a mile-wide view of the HR function, hiring, retention, performance, compliance, branding, and more are discussed in a rapid-fire, high content, high application program.

### **HR for Tough Times:**

How to quickly assess the bottom line impact of your HR practices and how to excel in a difficult economy.

### **How To Keep Great Employees:**

Many business owners and managers tell us their single greatest challenge today is keeping quality employees. In this module, you will learn the statistics and costs surrounding turnover and retention, as well as why people leave and what your company can do to keep them.

### **Sexual Harassment: What It Is; How To Prevent It:**

Today's most popular and dangerous claim continues to be filed in record numbers. Only through education and commitment can Sexual Harassment be prevented. This session addresses what Sexual Harassment is, the why behind it, and how to prevent its occurrence in your workplace.

### **Diversity and Discrimination:**

Workplace diversity continues as a unique challenge for organizations ever more dependent on cooperative relationships. This session focuses on identifying the challenges and seeking a common ground through the use of proactive strategies and dialogue. It then reviews the legal issues and challenges of preventing discrimination.

### **Investigation, Managing And Preventing Wrongful Employee Conduct:**

How your company handles an investigation goes a long way to determining its legal exposures. Today's laws require a prompt and thorough investigation of employee claims. This module is a do-it-yourself guide to getting an investigation right.

### **Discipline & Termination:**

This module is a must for any manager. It is difficult enough managing the poor performing employee, especially given today's victim mentality. This module provides the strategies and tools needed to make a tough job a whole lot easier.

### **Managing Employees Who Can't or Won't Come to Work:**

One of the greatest challenges is complying with what attorneys call the "Bermuda Triangle"; the very complicated interaction between disability, family and medical leave and work comp laws. In this module we try to make a complicated area much easier to understand and do something about.

Q: What are some of the keynote presentations you can give?

A: Here's a list of subject matters I am well versed to speak on for 30 minute to an hour:

**Revisiting Maslow – Today's Hierarchy of Needs:** This keynote explores the wisdom of Maslow's Hierarchy of Needs. Man's need for survival, security, belonging, ego-gratification and meaning. A concept we guarantee won't be twice forgotten.

**Victims, Villains and Heroes – Emotions at Work:** Based on the book *Victims, Villains and Heroes: Managing Emotions in the Workplace*, Don takes us on an exploration of our various roles and the stage we find ourselves on at work every day. He provides a reference that will affect us at work and at home for a lifetime.

**Leadership That Works:** Peter Drucker once said that management tends to recycle ignorance. That's because leadership hasn't done its job of communicating its vision, mission and goals properly. In this keynote Don gives us a reference for framing our message in a way that an entire organization can get on the bus.

**Powerful Strategies for Today's Human Resource Executive:** There is a reason the editor of *Fast Company Magazine* wrote a piece "Why I Hate HR". Here's what you can do about it. Don uses wisdom gained from working with thousands of CEOs and Human Resource Executives nationwide.

**Marketing In-House:** Don claims that we treat our clients and customers in color and our employees in black and white! In a keynote chocked full of "a-ha's", Don shares insights gained in the marketing arena can be applied when marketing to your employees. The result is greater loyalty, reduced turnover and improved productivity. What more can you ask for?

**Victims, Villains and Heroes in the Sales Process:** This keynote is different in kind. Don entertains us with an understanding of how trying to play the hero too hard in the sales process can turn us into villains in the buyer's eyes. You will learn to coax, encourage and inspire your prospects towards the sale!

**Why We Don't Do What We Know We Ought To Do:** A number of years ago Don realized the most powerful question is "Why not?" Why don't people and organizations do what they know they ought to do? In this keynote Don explores the emotional playground that stops us from reaching our full potential. What's stopping you or your organization?

**Beyond Process Engineering – Where We Go From Here:** In this keynote Don explores the new frontier of business – the right brain approach. Whether you want to call it emotional intelligence, right brain thinking or leading with the heart, there is no denying where the future lies. Guaranteed to be an enlightening experience!

Q: Are you flexible about your title and content?

A: Yes, I am, but...there's a reason why I use those titles and that content. Having said that, I am always willing to adapt my materials to the needs of the audience at hand. For example, one of the workshops I did on performance management had its title changed to The Magic of Performance because of a "magical" theme for the entire conference. I am also greatly appreciative that one size does not fit all. Some associations consist of large employers, where others are more entrepreneurial in nature. I'll work with the client to adjust the presentation accordingly.

Q: What else do we, or can we, get in addition to your program?

A: To begin with, all participants get plenty of take home material. I also have plenty of materials that can be sold at a discount, given as a raffle item, or included as part of the workshop fee. The most common items I work with are access to the [HR That Works](#) program and providing the [Victims, Villains and Heroes](#) book.

Q: What about post-workshop follow up?

A: That depends on the needs and desires of the organization. I have engaged in follow up training, follow up implementation efforts, follow up coaching, and the like. Since I am a big believer in execution, follow up is very important.

Q: How much do you charge for your speaking and training?

A: I charge \$3,500 for ½ days and \$5,000 for a full day, plus expenses, for any speaking within Southern California and \$5,000 for ½ day and \$7,500 for a full day, plus expenses, outside of Southern California. Because I set one flat fee for my time, most folks will take advantage of it by having me speak for in separate sessions. For example, if I do a keynote presentation, I may follow up with a workshop as well. If we're doing training at your company, we can begin at 8 and go until 4:30. I am also open to negotiating my fee for several speaking dates. If the fee for my services is an issue for your company or organization, we can discuss ways to still get the job done. For example, I have suggested ways to find a sponsor, share the cost with another group, or allow for "back of the room sales" of the HR That Works program.

Q: Can you provide me with references?

A: Absolutely. I invite you to follow up with any organizations that I have spoken to set forth in my [speaking schedule](#) and I can also provide you with a book of [testimonials](#). Either way I want you to be assured that you're hiring the best.

Additional Considerations:

- I will provide you with a master handout file so that you can place it on your website.
- You have the right to record and distribute the presentation to your organization.
- I want to know the company or organization I am speaking for and will do surveys, phone calls, rent a bridge line, or anything else necessary to properly address your needs.
- I am most willing to attend any social functions immediately before or after my presentation.