

## WHY INTEGRATED PEAK SOLUTIONS?

Integrated Peak Solutions is a growing employee development company that provides training and consulting services to customers and community organizations in San Antonio and the surrounding area. Integrated Peak Solutions' programs range from basic employee development to executive leadership coaching. IPS is building a rich history of improving the organizations it services through its efforts to ensure anyone who comes in contact with them sustains a positive development experience.



Gary L. Arnold, president of Integrated Peak Solutions, holds a Master's Degree in Human Resource Management and has over 25 years leadership and training experience in military and business positions.

### Satisfied clients:

#### **Mike Bennett, CEO, American Red Cross**

Teamwork is important to every organization. In our world, it's vital that our volunteers and employees form a seamless, responsive, caring team as they assist our communities. Gary Arnold understands responsive; he understands caring; and he demonstrates these attributes every time he works with our class participants. The details of how we work with each other are the most important in completing our mission; Gary excels in making that clear, understandable, and useful in every session he presents. We're fortunate to have him as a member of our team.

#### **Michael G. Himoff, CEO/Owner, V.I.P. Staffing**

Gary Arnold was given the task of teaching our company how to communicate within a team structure, dealing with constructive criticism, and accountability regardless of position. While doing this he helped us raise the bar, yet at the same time keep stress levels low. Gary is an individual with a very high level of professionalism, integrity and understanding of how to complete a task.

*Speaking Opportunities*  
Embracing the Generations  
Excuse Me... Your Attitude is Showing

*Chart Your Course  
With Us*

[www.ips-sa.com](http://www.ips-sa.com)

**INTEGRATED PEAK SOLUTIONS**

*Business Growth Through Employee Development*

### **DISC Behavioral Style Assessments**

Interviewing Insights  
Management Version  
Sales Version

### **DISC Workshops**

Team Communications  
Selling With Style

### **Contact us for details**

**INTEGRATED PEAK SOLUTIONS, LLC**

210-259-9761

[info@ips-sa.com](mailto:info@ips-sa.com)

[www.ips-sa.com](http://www.ips-sa.com)

## *The Four Points*

**A Professional  
Development Program  
For Today's Leaders**



# The Four Points

Invest In Your People

## The Four Points of Leadership

**Integrity:** Treating everyone by the same set of principles by doing what you say you are going to do.

**Vision:** Sharing a dream and direction that other people want to be part of and follow.

**Communication:** Ensuring the message sent is the message received.

**Teambuilding:** Developing people to contribute the most by utilizing their greatest strengths.

By implementing our *The Four Points Program* your supervisors and managers will develop the leadership skills and knowledge needed to excel in their present and future positions.

*Each workshop is 3 – 4 hours in length*

*Small or Medium Group Setting*

*All workshops include:*

- \*Lecture
- \*Interactive Exercises
- \*Discussion
- \*Accountability Follow-ups

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### Other In-Depth Training Opportunities:

Attitudes  
Diversity  
Team Building  
Customer Service  
Change Management  
Emotional Intelligence  
Presenting With Purpose  
High Performance Leadership  
Making Good Hiring Decisions

*DISC Behavioral Style Assessments*

## Level I

### *Essential Basic Development*

#### Effective Supervisory Skills

- Gain an understanding of their role in leadership
- Learn to grow from the common mistakes many supervisors and managers make
- Understand the legal responsibilities of a leader
- Identify the competencies necessary for success when in a leadership position

#### Leadership/Personal Responsibility

- Learn the meaning and nature of personal and leadership responsibility
- Understand how we sometimes avoid taking responsibilities for our actions
- Claim ownership for the results of decisions made

#### Active Communication

- Understand how people's assumptions, perceptions and viewpoints differ.
- Learn the basics of face-to-face communication
- Improve their active listening skills

#### Dealing With Conflict

- Understand the difference between healthy and unhealthy conflict
- Learn to respond to potential conflict situations
- Practice a Three-step Model for resolving conflict

#### Setting Performance Expectations

- Understand the importance of discipline and conformity
- Learn how “non-negotiables” are an essential part of leadership
- Practice utilizing the skill of harnessing harmful behavior

#### Giving and Receiving Feedback

- Understand the meaning of feedback
- Discover how open or closed a person is to feedback
- Learn to give *and* receive feedback

## Level II

### *Team/Personal Development*

#### Personal Productivity

- Learn to align your time with your priorities
- Set professional goals to guide your productivity
- Develop a systematic approach to managing your daily events

#### Group Dynamics

- Understand what “Group Dynamics” really is
- Learn the concept “Shared Leadership” within a group
- Identify how your team can improve its group process

#### Making Decisions Under Pressure

- Understand the essential elements of emotional intelligence, (Key Moments)
- Learn to choose positive decisions when under pressure
- Understand how to be proactive rather than reactive

#### Holding Meetings That Work

- Learn discussion skills to improve meetings
- Establish and run a meeting from an agenda
- Learn the characteristics of effective and efficient meetings

#### Problem Solving

- Understand the challenges of group problem solving
- Learn how to utilize “creative brainstorming”
- Develop skills in the use of cause and effect diagrams to analyze problems

#### Understanding Change

- Gain an understanding of the importance and benefits of effective change management
- Understand how resistance to change can create stress and lower productivity
- Learn the dynamics of the change process