ICATT

ICATT Professional Services, Inc.

2022-2023 COURSE CATALOG

INCLUDING TRENDING & EMERGING TECHNOLOGIES COURSES

We Believe in the People We Serve!
Contact ICATT at info@icatt.net or 904.382.5471

Dear Prospective Client:

We've all heard these words in our professional careers: Increase your revenue, improve productivity, provide outstanding customer service, retain customers, and develop employee morale. But how close are you to achieving your expected results? Simply put, how prepared are you and your company to meet the challenges ahead?

ICATT customizes training to meet your organization's needs. We help you forge ahead, establish new horizons, and build a solid foundation for success. We provide customized training for your staff, cutting edge virtual and self-paced learning, as well as a wide variety of training solutions.

Attracting, retaining, and developing the right people can be a major challenge. When you choose ICATT Professional Services, you gain immediate access to highly skilled professionals determined to provide you with high quality work using proven techniques.

To find out more about ICATT Training Solutions, contact us at info@icatt.net or call 904.382.5417 to speak with an ICATT Training Consultant.

Sincerely,

Gabe Hamda

Gabe Hamda, PhD, SPHR
President, ICATT Professional Services, Inc.

ICATT

**Connect with
ICATT Professional Services**
E-mail: info@icatt.net
Web: http://www.icatt.net
904.382.5417

International Training
ICATT offers training worldwide. Contact our international team today at 904.382.5471

Invest in your human capital with the help of ICATT Professional Services!

We tailor our courses to meet the specific needs of your organization.

About ICATT Professional Services, Inc.

> **CATT Professional Services, Inc.**, headquartered in Jacksonville, Florida, began operating in 1994 with the aim of improving our client organizations' effectiveness and enhancing positive community growth. Utilizing our proven methodologies and flexible approach, we continue to expand our company by utilizing a wealth of private and public-sector experience.

Our consultants are from diverse backgrounds, with more than 100 years of combined experience in our service offerings. Because of our uniqueness and experience, we pride ourselves in an approach that combines teamwork with best practices and world-class reliability, which helps organizations adapt to rapid changes in trends and technology.

At ICATT, we transform ideas into action for learning and competency development. Our approach to performance improvement is three pronged: systems, measures, and results. Our time saving, cost-effective services are customized for your organization's identified needs. **We custom design all our services utilizing a variety of proven business methods.**

ICATT's Vision, Mission, and Values

Vision

We believe in the people we serve!

Mission

We improve organizational performance through:

🌐 **Customized Training**

🌐 **Staffing & Outsourced Services**

🌐 **Cyber Security Services**

Core Values

ICATT's core values include:

Social Responsibilities

ICATT's social responsibilities are to create jobs to benefit our communities, to provide financial support to community initiatives that improve the quality of life for community members, and to act as a responsible corporate citizen.

ICATT Training

ICATT offers instructor-led, self-paced, and virtual classroom training options. Instructor-led courses can be taught on employer site or at a separate off-site location at the discretion of the employer. ICATT utilizes best practices and proven instructional design methodologies in the design of each course. Developed by a team of instructional designers with extensive expertise in a wide variety of specialties, our courses help thousands of professionals each year.

If you don't see the course you are looking for, ICATT can design and develop custom courses and workshops for your organization. Call 904.382.5471 for your Complimentary Consultation.

Course Length

Based on client requirements, ICATT offers one-day through five-day versions of most courses.

Course Design

Our instructor-led courses take an immersive, experiential approach to learning. Their design incorporates proven adult-learning principles and focuses on interaction and skills application to ensure learners acquire relevant and directly applicable workplace knowledge and skills.

Our instructor-led and virtual classroom training formats include:

➢ Interactive discussions / real-world experiences

➢ Hands-on individual exercises, knowledge checks, and visual aids

➢ Facilitated group exercises, interactivity, and simulations

➢ Peer to peer learning opportunities via relevant activities

ICATT instructional designers and course instructors are the best in the industry. They have mastered the art of instruction which includes intense preparation, highly engaged presentations, on-going communication, and post-instruction evaluations. ICATT instructors know how to adapt the presentation of material to participant skill level, professional experiences, and levels of engagement. ICATT's self-paced learning options are designed to supplement and extend instructor-led courses, provide focused training, and support those who need immediate, just-in-time training.

Course Delivery

Whether remote or face-to-face, delivering a training course requires many skills. ICATT trainers know the content well, communicate it skillfully, know how learning works, demonstrate enthusiasm for the content being delivered, and have a high level of empathy for what participants are going through.

The ICATT approach to online course delivery is driven by the utilization of relevant, interactive, experiential learning experiences. Our facilitators are prepared to use and manage remote training platform tools, including Adobe Connect, to build interactive virtual classes that engage and energize participants. You can be confident that ICATT trainers possess the knowledge and skills required to deliver engaging and memorable courses and workshops.

With more than 28 years of experience, ICATT's diverse team of consultants combines teamwork with best practices and world-class reliability, enabling organizations adapt to rapid changes in trends and technology.

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Leadership

Leading Change

A Greek philosopher named Heraclitus, c. 535 – c. 475 BCE, once said, "There is nothing permanent except change." Today, more than ever, we are proving his statement true. Organizations must continually adjust to external and internal forces that require strategic adaptation.

Through experiential, scenario-based interactions course participants will be able to identify the impacts of change, communicate the change process, and create sustainable change systems. Participants are encouraged to build a plan for a change process to ensure they leave class with actions they can implement immediately in the workplace.

This course helps organizations, teams, and individuals answer the following questions:

- What are the risks of not changing? What are some common responses to change?

- What are some best practice approaches to leading change? What are ways to mitigate risks and overcome resistance to change? How do we get people to care?

- What are some effective ways to develop a culture of innovation where change is not only accepted but is also initiated organically by individuals and teams?

Leadership and Strategic Innovations

Today's top companies succeed by making innovation a habit by fostering and implementing critical and creative problem-solving skills that help resolve complex problems. These organizations build a competitive advantage and sustain market growth by putting critical thinking skills and a creative mindset to work in tackling important challenges, eliminating obstacles and managing risk, and applying imaginative problem-solving tools to get unstuck and foster breakthrough possibilities.

At the end of this course, participants will be skilled in developing critical and creative thinking through the application of techniques that examine root causes and encourage considering problems from different perspectives; fostering a culture that values, nurtures, and rewards creative solutions; and building organizational capacity for problem-solving techniques that lead to innovation.

Leadership Skills for New Leaders

Great employees don't necessarily make great leaders without a little guidance. Leading an organization, or part of one, takes competency in many areas.

This course will introduce new leaders to behaviors and skill sets that they can focus on developing throughout their careers. Through a self-assessment, participants will identify their strengths and weaknesses and discover which skills to leverage, as well as the skills they need to focus on cultivating. The importance of staying current in one's field will also be emphasized, with time-efficient methods for doing so presented.

Collaborative Leadership

Collaborative Leadership is a management practice focused on leadership skills across functional and organizational boundaries. The traditional leadership style of top down management is evolving into a collaborative approach that empowers employees and blurs the lines between boss and worker. Collaborative leaders take an open approach in the workplace and view subordinates as team players – encouraging team building and power sharing. The traditional corporate hierarchy is seen as outdated and ineffective in meeting the demands of the global marketplace.

This course is a hands-on and scenario-based training, where participants learn about leadership that champions diversity and inclusion. The training is customized to your organizational reality to ensure participants walk away with actions that can be implemented the next day on the job.

Advanced Change Leadership

Dealing with change and, more importantly, the impact of change is a high priority for all organizations. However, most people dislike change. How many times have you tried to introduce a new way of doing a routine business activity and been asked "Why can't we just do it like we always do?" Unfortunately, resistance to change is alive and well. Yet, history has shown that for organizations to survive in today's competitive landscape, only those who effectively prepare for their change initiatives and gain employee commitment to embrace change will thrive.

This course provides essential information and tools to understand change, guidance on overcoming employee resistance, learning to motivate employees to embrace change and sustaining change to keep your organization moving in the right direction.

Creating and Leading a Diverse Organization

Today's organizations are characterized by a diversity of employees. Individuals of various backgrounds come together to form the workforce of an organization. Leading culturally and demographically diverse groups is a critical skill for today's executives and entrepreneurs.

This course is a hands-on, scenario-based training customized to your organization. Topics include the dynamics of championing diversity and inclusion for organizational effectiveness, the nature of 'self' in relation to unconscious bias, barriers to diversity and inclusion, building representational diversity, fostering interactional diversity, committing to structural diversity; and leadership styles and models that promote diversity and inclusion.

Leading in a Virtual Environment

How do you build team cohesion when members are not co-located? How do you know employees are working when you can't see them? How do you ensure success when you feel a loss of control?

Leading a team in a virtual environment requires competency in several specific areas, including identifying your own virtual leadership strengths and challenges. This course will introduce virtual leaders to these required skill sets.

A self-assessment will enable participants to identify strengths to leverage as well as areas to focus more development. Practical project management models will be reviewed, and common communication pitfalls will be identified and overcome. The importance of maintaining a long-distance, respectful environment will be covered. Interactive activities will demonstrate communication lapses and their consequences on the team. A demonstration of electronic tools will be given to offer new solutions to leaders. Virtual success and disaster stories will be shared.

Selecting the Right Talent

Recruiting and hiring the best talent is crucial to the success of your organization. This course offers practical solutions to today's employment landscape. Leverage skills of your hiring managers, human resource representatives, and potential co-workers of the candidate. Perceive your organization and its open position with a new filter.

Participants in this course will learn how to evaluate and spot warning signs in resumes and applications, effective interviewing techniques, and how to identify the best methods for recruiting in your industry and locale. Participants will also learn how to analyze turnover rates, retain good employees, identify problem departments and managers, and creatively examine requirements and salaries of hard-to-fill positions.

Talent Retention Strategies – Succession Planning

Retaining your most productive employees is like walking on a balance beam. You want to provide attractive benefits and salary, yet you are strapped with a tight budget. You want to keep their skills current, but this makes them more marketable to the competition. After a statistical review of current employment trends and financial effects of retention, we will delve into how best to retain and develop YOUR organization's talent. Inspect your organization for problem areas.

In this course, participants will analyze their organizations turnover rate to identify problem departments or managers, as well as their industry for trends that will affect future staffing needs. Participants will practice effective techniques to glean personal motivators for staff members, use a template to prepare employees for career development activities, and create an action plan to retain and develop their best employees.

Strategic Planning

Strategic planning is an organizational activity that is used to set priorities, focus energy and resources, strengthen operations, ensure that employees and other stakeholders are working toward common goals, establish agreement around intended outcomes/results, and assess and adjust the organization's direction in response to a changing environment. It is a disciplined effort that produces fundamental decisions and actions that shape and guide what an organization is, who it serves, what it does, and why it does it, with a focus on the future. Effective strategic planning articulates not only where an organization is going, and the actions needed to make progress, but also how it will know if it is successful.

At the end of this course, participants will be able to define/discuss the attributes of a good strategic plan and distinguish between strategic management and strategic execution. Participants will also identify the basic phases of strategic planning, apply assessment-based inputs from external and internal sources to your strategic plan, and develop a checklist to use as organizational/ team improvements progress.

Developing a Business Plan

Do you want to create a business but don't know where to start? Have others told you that you have a great idea that you should market?

Find out how realistic these ideas are by creating a business plan. Reduce your risk by identifying challenges *before* they arise. Make the most of your time with investors: take the guess work out of what you need to research and learn before requesting financial backing. Devote your resources wisely by beginning your journey with this course.

This course is designed to step you through the decisions you will need to make, using the elements of a business plan, to lead your new business to success. Participants will conduct a detailed SWOT analysis

of their business, develop marketing and sales analyses to present to stakeholders, identify funding sources, and write a human resource and continuity plan for their business.

Negotiation Skills

Leaders know that many tasks are carried out through the work of others. But how do you get someone else to do what you need them to do? It is vital to the success of the team to know how to negotiate with subordinates, team members, and peers. It is equally important to know how to influence others in success negotiations.

This workshop is a hands-on and scenario-based training, where you learn how to negotiate with win/win results and influence others for business success. The course is customized to your organizational reality to ensure you walk away with actions you will implement the next day on the job.

Coaching and Mentoring

In the fast paced, ever-changing world of business, two keys to leadership success are coaching and mentoring. The traditional leadership concepts are failing to keep up with the demands of the flexible and fluid state of business today. Coaching and mentoring are two different concepts, but utilized simultaneously, can produce outstanding performance results with your employees.

This course explores both coaching (performance driven) and mentoring (development driven) with emphasis on techniques, building on-going relationships, removing barriers, applying tools, and developing action plans.

Cost Analysis and Cost Realism

Cost analysis and cost realism refer to the process of independently reviewing and evaluating specific elements of a proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the unique methods of performance and materials described in the offeror's technical proposal.

It is important that cost realism be performed and properly documented to demonstrate that the analysis is reasonably based and not arbitrary. Failure to do so can result in higher than expected costs and increased performance risk. This course melds cost and price analysis approaches with cost realism requirements, addressing both the differences and similarities of tools, methods and techniques

Systems Thinking

We cannot perform our jobs in a vacuum. We know that we interact with many layers of our own organization, as well as those outside our organization. However, we often don't realize to what extent we are interrelated.

This course will demonstrate how using a systems-thinking approach will save you trouble (and dollars!) down the road by avoiding common pitfalls. It will show you that using a wide-angle lens to get a clear picture of how your actions interconnect with other areas of your organization is more effective than a telephoto lens. Taking a page from biological science, we will study social systems, which include subsystems, structure, hierarchies, behavior, and feedback loops. Case studies will be collected and discussed to find more holistic ways to approach our goals. **Find out why 2 + 2 = 5!**

Power Networking

In today's complex and changing world individuals and organizations are improving opportunities though power networking. Mastering the critical skill of power networking is crucial. Power networking involves establishing links and contacts that can advance opportunities. Power networking can not only open the door to new job opportunities, but it can also help land new clients and tap talent for future hiring.

This workshop is a hands-on and scenario-based training, where you learn about change, agility, and resilience. The course is customized to your organizational reality to ensure you walk away with actions you will implement the next day on the job.

Workshop topics include:

- The dynamics of change including a model for leading change, change planning, transition planning, impacts of change on people, and change levers.

- Agile leadership including overview of agile methodology and historical background, creating an agile organization, characteristics of agile organizations, agile assessments, and applying agility to organizational change.

- Resilience development including factors contributing to resilience, assessing your resilience level, strategies for building resilience, characteristics of emotional resilience, building resilient organizations, and assessing organizational resilience.

Continual Process Improvement Strategies

How do you continually improve the quality of your products and services to ensure your organization can thrive in today's global marketplace? In this course you will discover how to make improvements in your own industry through an in-depth look at Continuous Quality Improvement (CQI) using a systems-thinking approach that will bring enhanced success to your organization.

Using a variety of case studies and interactive activities, course participants will identify the elements of CQI models and current tools for tracking quality initiatives, differentiate between continuous and continual process improvement, use the ICOR method (inputs, controls, outputs, and resources) method, investigate the importance of communication in improvement initiatives, and create an action plan to implement continual process improvements in their own organization.

Management & Supervision

Fundamentals of Project Management

Congratulations – you have been assigned a new project! Let this course get your project off to a great start by stepping you through each phase of project management. We will share the latest strategies and tools to ensure your skills are current. Use an upcoming project to make this course most relevant (although this is not required). Document how your team will communicate, meet, and share status before misunderstandings occur. Prevent "scope creep" with a clear project scope definition. Save yourself weeks of rework by getting it right the first time using this class as a guide!

Course participants will take part in a demonstration of the latest project management control tools, write a project charter – identifying roles, scope, and phases – and develop a project risk management plan and a project closeout report.

Project Management

This training course provides core knowledge and an in-depth review of Project Management, with emphasis placed on all concepts, management tools, and processes required for overseeing projects in the workplace.

Participants will explore the project life cycle and identify success factors at each step in the process, evaluate the relationship between program requirements and overall success criteria, implement various program management tools and techniques, apply effective leadership strategies for program management, maintain continuous alignment of program scope with strategic objectives, analyze differences between program and project risks, and ensure the quality of project deliverables and their impact on program level management.

Managing High Performance Teams

Transform your work group to a highly functioning team today!

Using a variety of case studies, this course will focus on improving dynamics, communication, and results of teams. Course participants will learn to identify and pick the best candidates for their team and to work with team members who may or may not be the best fit for the team. Balancing the blend of part-time, full-time, and consultant roles will be introduced, as well as using the performance snapshot method to enhance or replace an annual performance review.

Topics for this course include assessing how generational, gender, and cultural differences may affect team dynamics, how team scope, roles, and objectives effect team success, and how to create, encourage, and maintain positive relationships among team members. Participants will also learn how to motivate and empower team members while leveraging their strengths.

Effective Delegating

Take this course if you have ever thought to yourself:

- "If you want something done right, do it yourself."
- "He'll resent being asked, thinking I should do the work myself."
- "It's a boring job, so I'll 'lead by example' and do it myself."
- "It'll be quicker if I do the job myself."

Course participants will analyze their schedule to identify tasks to delegate or share with family and office staff, identify the ways delegating tasks can build a stronger team, as well as the pitfalls of delegating poorly and the tasks they should never delegate. Techniques, including checklists and technology, will be explored to determine to whom you should delegate and how much oversight of that task is needed. Participants will build a personal improvement plan to start delegating tomorrow.

Managing Client Relationships

Establishing and maintaining client relationships is key to the long-term sustainability and growth of any organization. Unfortunately, for so many organizations, this need is often overlooked. But organizations are discovering that if they enhance the client experience, a strong, ongoing relationship can develop. Managing customer relations is all about the fact that at a gut level, it's **YOU** the client is buying. This means that it's less about your product and a whole lot more about how you connect and engage with your client on an ongoing basis. In this course, participants will explore the skills needed for authentic customer engagement and identify the importance of personalized client experiences.

Motivating Employees

"Leadership is the art of getting someone else to do something you want done because he wants to do it." (Dwight D. Eisenhower) Yet, what motivates employees to want to do that?

This course will delve into the latest research in how to find and provide what motivates your employees. Motivational theories and research will be summarized and discussed. Practical tips on using positive and negative rewards will be shared. Employee engagement definition, consequences, and strategies will be covered in depth. Stories of difficult employees to motivate will be shared and strategies will be suggested in class. Find out why productive employees will leave a high-paying job if they aren't motivated.

Evaluating Performance

This workshop provides the basic tools you need to conduct effective performance evaluations. Evaluating performance is a process, not a one-time event. After completing this workshop, you will be able to identify the importance and benefits of evaluating performance, assess and prepare necessary documentation, set motivational SMART goals, plan for effective performance reviews, conduct fair and beneficial appraisals, and discover some of the most popular evaluation mistakes. You will also be able to have difficult conversations with positive results!

Participants in this course will discuss the importance of on-going performance documentation and the vital role of the leader; recognize differences between behaviors and attitudes and avoid common mistakes; identify the indicators of low employee morale and address poor performance issues early through difficult conversations with successful results; explain accurate measurement tools and the importance of data collection methods; and practice SMART goals for employees.

Effective Strategies for Poor Performers

At some point, every leader will have to deal with a poor performer, an employee who is not successfully performing his/her duties. Poor performers are not always easy to identify but their impact can be significant, as they threaten the morale, productivity, and effectiveness of the entire organization. As a leader, by continuously addressing performance issues, you signal to the entire organization that you do not accept poor performance.

In this course, participants will discuss the importance of identifying poor performers, the role of the leader, and how best to manage underperformers. Potential causes of poor performance will be discussed, as well as the importance of comparing the employee job description to work performance expectations. The key steps to addressing poor performance and applying tools to retain the employee while meeting the operational needs of the organization will also be covered.

Preventing Harassment in the Workplace

Workplace harassment, which includes sexual harassment, refers to any form of verbal, visual, or physical conduct that could create or contribute to an intimidating, offensive, or hostile working environment. Creating a positive workplace climate in which people listen to each other's perspectives, understand cultural differences, feel safe and respected, and work to accomplish team goals may be one of the most important aspects of managing today.

Preventing harassment in the workplace will save time and money, protect employees, and build company morale. Court decisions and Equal Employment Opportunity Commission (EEOC) Guidelines make clear that training for all types of harassment is helpful.

In this hands-on and scenario-based training, participants will learn ways to foster a safe and productive work environment by identifying what is considered harassment, how to prevent it, and what to do if harassment occurs.

Employee Engagement

Employee Engagement is a key buzzword in 21st century management. The concept rests on the belief that people are the key to achieving a competitive advantage, and employees are valued as assets to be developed, not costs to be controlled. Employee engagement involves helping employees to become more productive, focused and organized. The success of an organization is directly related to the success of its employees.

This course offers personnel with the knowledge and strategies to successfully support employee engagement – an objective consistently shown through workplace studies as a critical enabler of organizational success, financial performance, and positive human capital management outcomes.

Introduction to Quality

How do you deliver better service to your customers? How do you improve the quality of your products to ensure your organization will compete in today's global marketplace?

Take a holistic, systemic approach to improving performance and get positive results in your organization. Avoid groupthink and other debilitating social phenomenon when your organization makes decisions by respecting diverse opinions and ideas.

In this course, we will introduce you to several quality improvement models currently used in successful organizations and to current tools for documenting results of quality initiatives. Participants will practice using decision-making techniques and create an action plan that will bring quality to their organization.

Creating an Inclusive/Diverse Workplace

Today's organizations are comprised of individuals from diverse backgrounds. Effective organizations utilize the collective talents of all their employees and advance a diverse and inclusive workplace.

This workshop is a hands-on and scenario-based training customized to your organization. Course topics include: (1) The nature of diversity – what it is and is not, myths and reality – and its impact on workplaces; (2) Self-awareness as the basis of developing a diverse and inclusive workplace, including how to determine your own implicit biases; (3) An overview of the concepts of belonging/inclusivity, the importance of inclusive management training, and identifying and recognizing discriminatory or oppressive management practices/processes; and (4) Dismantling biased systems within the workplace and maintaining a respectful and inclusive workplace.

Participants will review of changing demographics in the workforce, discuss the positive consequences of cultural awareness, as well as the consequences of a dysfunctional team environment (e.g., withholding information, resentment, absenteeism), brainstorm examples of when a workplace has not felt respectful, and identify what changes could have been made to correct that sense. Illegal behaviors and their consequences will be clarified and compared to disrespectful behaviors.

Creating and Sustaining an Ethical Workplace Culture

How do you protect your organization by ensuring your employees make ethical decisions? Are good ethical decisions rewarded in your organization? Beginning with a review of trends in ethics, this course will examine how ethical decisions affect an organization's success.

Course participants will assess their organization's ethical standards, policies, and structures. Case studies, fables, and stories will be explored, the class will debate opposing sides of situations, and practical solutions will be offered to given issues. Participants will explore the link between employee engagement and an ethical environment and the benefits of creating and maintaining an ethical work environment (as well as the direct and indirect costs of not creating one). Ethical hot spots will also be identified and discussed.

Career Development

Mastering the Interview

The job interview is one of the key elements of the job search process and is used by virtually all employers and companies for selecting their staff. It provides an opportunity for you and your potential employer to decide how well your skills align with the company's needs. Job interviews allow you to get acquainted with prospective colleagues and obtain information to help you decide if that job is the right one for you.

In this workshop, you will explore how to prepare for a job interview – including how to present yourself professionally and express yourself effectively. You will become familiar with the types of questions to expect and the questions to consider asking. Effective methods for preparing for first and second interviews, testing, and shadowing, as well as how to follow up on their interview session, will also be presented. **Interviewing is a skill in and of itself, and as with any skill, we can get better at it with preparation and practice!**

Business Writing That Works

In today's fast-paced workplace, getting to the point clearly, concisely, and respectfully is critical to workplace success. Yet, writing skills continue to suffer in the workplace for a variety of reasons.

In this course, participants will develop business writing skills that convey messages clearly and effectively – improving productivity and getting others to pay attention to what you have to say – and identify the forms that are used in business and the techniques that good writing requires.

Topics for this course include the value of good written communication, how to write and proofread your work so it is clear, concise, complete, and correct, how to apply these skills in real world situations, and the proper format for memos, letters, and e-mails.

Goal Setting

We all have things we want in life. The route to realizing these wants is to transform our dreams and wishes into reality. This workshop will lead participants through thinking, planning, and acting on what they really want. Getting where you want to go in life requires goal setting.

At the end of this workshop, you will be able to identify what's important to you in your life, including your dreams and goals for both the short- and long-term, utilize goal setting strategies and activities, apply appropriate language to articulate what you want in your life, employ motivating techniques to help you reach your goals, and identify strategies for dealing with setbacks.

Public Speaking – Presentation Survival School

A great presenter has both skill and confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this workshop, you will master the skills that will make you a better speaker and presenter.

Learning objectives for this workshop include establishing rapport with your audience, implementing techniques to reduce anxiety, identifying your strengths as a presenter and techniques for appealing to different types of people, demonstrating the impact of visual aids, creating a professional presence, and preparing and organizing information in different ways. **Workshop participants will prepare, practice, and deliver a short presentation.**

Conflict Resolution: Dealing with Difficult People

Have you ever felt like you are constantly meeting people who seem to be having a bad day – stubborn, incorrigible, miserable, or passive-aggressive? While you might feel like the remedy is to hide in your home in order to avoid people, eventually you will have to pick up the phone or step outside and interact with someone.

Successfully handing difficult interactions comes from approaching those conversations with a plan and with the knowledge of both how you behave and how you can influence others. Acquiring these skill means you will have more meaningful and significant conversations and turn difficult situations into opportunities for growth.

At the end of this workshop, you will be able to identify how your own attitudes and actions affect others, demonstrate new and effective techniques for dealing with and managing angry and challenging people, and develop coping strategies for dealing with challenging people and situations.

Creating Winning Proposals

Proposals are precise and persuasive documents that are fundamental tools in organizational funding and output. Potential projects must be a good fit for your organization and your organization must be ready to do the work contained in the proposal. The most successful proposals are those that fulfill both the mission and values of your organization and those of the funding agencies.

This course will explore sources of funding, types of proposals, and methods for writing proposals that will meet funding agencies requirements. Tips and techniques to increase the potential success of your proposals will also covered, as well as how to build and maintain relationships built on honesty.

Participants in this workshop will: (1) identify potential funders for your organization on the Internet and use evaluative skills to identify the appropriateness of funding related to your own organization, (2) describe the necessity of matching funders interests with organizational needs when making decisions about the validity of submitting a funding proposal, (3) explain the basic process for successful proposal writing and the elements of proposal writing for not-for-profit organizations, (4) discuss effective relationship-building strategies to engage with funders and then apply this knowledge in writing a funding proposal, (5) describe at least five reasons why funding proposals can be rejected, and (6) plan, write, and submit a proposal in response to funders guidelines.

Developing Your Executive Presence

Have you ever noticed how some people immediately command attention and respect when they walk into a room? Do you have that kind of presence? If not, is it something that you would like to develop? This workshop will help you do just that by building your credibility, improving your personal appearance,

honing your networking skills, and enhancing your ability to communicate effectively. You will also receive an introduction to core leadership skills.

At the end of this workshop, you will be able to identify the elements of a strong executive presence, build trust and credibility with others, communicate effectively using verbal and non-verbal techniques, create a strong, positive first impression and maintain that impression as you build a relationship with others, and develop key leadership skills, including techniques for coaching, motivating, and delivering feedback.

Building Your Self-Esteem and Assertiveness Skills

Healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this workshop participants will discover some techniques that can dramatically change how they feel about themselves and how they approach the world.

Course participants will explore the meaning and origins of self-esteem, how to improve and build self-esteem, the power of positive thinking, projecting confidence, being assertive, goal setting, and creating an action plan to achieve your goals and dreams.

The Talents Within

How can you be fulfilled in your career if you don't know whether your natural talents are even being used in the tasks you perform? Unfortunately, most people can't even name their natural talents. This may come as a shock, but the old adage that says you can 'do anything in life' is false. You can't do anything, but you can do a lot more of what you're already naturally good at.

Every one of us is born with a unique set of talents. These are natural, God-given abilities that come so easily we often do not consider them special. Our talents are the core of who we are – that never-changing part of ourselves that endures despite the tumultuous nature of the world we live in.

This course has been created to help people discover their natural talents, which are so critical to career fulfillment and by extension the success of an organization. It offers individuals and teams alike a new vocabulary that positively identifies and describes what their ingrained talents are and where they will naturally meet with success.

Planning for Financial Emergencies

Do you ever wish you knew more about personal finance? Well, no matter where you are in your financial journey, there is always more to learn, and research shows that financial education is most effective when it is relevant to a decision you are faced with right now.

These courses are intended as a starting point to raise awareness, to increase skills and knowledge related to personal finance, and to guide you to helpful resources. Topics include establishing personal financial security (well-being) based on your personal values and circumstances, analyzing how your money management habits affect for financial security, and implementing strategies and systems to realize your own sense of financial well-being.

Teamwork, Collaboration, & Communication

Being a Team Player

Teamwork is essential in any successful organization, and many of us would consider ourselves to be team players, but are we really? Do we know what that takes and what managers consider to be the qualities that make a person a team player, or that make a good team player a 'great' team player? Everyone brings their own skills and strengths to the table and knowing how to use those skills within the context of a team is vital to helping an organization succeed. Effective teams are comprised of individuals who pride themselves on being great team players.

In this workshop, you will describe "team player" versus "non-team player" and differentiate between the two, identify the qualities and skills of a team player, and determine what type of team player you are and how that applies in your workplace. You will identify the different types of workplace teams and determine which teams successful organizations need most and develop strategies to improve organizational teamwork. Participants will also identify the different types of teams that exist within organizations and what working together as a team looks like.

Teambuilding

Teambuilding requires planning and coordination and comprises both the team member interactions and the environmental dynamics. In this course, participants will identify and discuss the basics of teambuilding, including the roles of team leaders and team coordinators.

Course topics include preplanning strategies, the role of effective communication, team roles and functions, the significance of standardized procedures, the correlation between team behavior and successful team performance, and the important components of team coordination.

Assembling Quality Teams

This class will discuss how to select a diverse skill base and cross-departmental representation for a quality team from within your organization. We will take you from the beginning to the end of the process using the FOCUS-PDSA model. Using a variety of case studies, we will focus on how to improve dynamics, communication, and results of your team. Take a holistic, systemic approach to improving performance and get positive results in your organization.

This course emphasizes how generational, gender, and cultural differences bring useful differences to team skills and abilities. Participants will write a team charter, develop team guidelines, and identify research resources, best practices, and current tools for documenting results.

Workplace Collaboration

Collaboration is a skill that utilizes one or more people to produce or create a result or shared goal. Collaborators are equal partners and everyone in the group must have a shared vision or outcome, and not only work together, but think together and create a product resulting from the group effort. Do we know what it takes to achieve successful collaboration with colleagues? Why is collaboration important? What are the benefits of collaboration in the workplace, and how can employers create a collaborative environment and reward employees for collaborative efforts?

Course participants will define collaboration, describe the collaborative qualities individuals often possess, identify what a collaborative environment looks like and what it takes to work collaboratively with your colleagues. You will discover the difference between collaboration, cooperation, and teamwork, and

identify the six steps that make collaboration work. You will also describe the advantages of and obstacles to collaboration, develop strategies to improve a collaborative work environment, share tips for employers to reward collaboration, and define how technology affects collaboration.

Building Success through Excellent Customer Service

When customers interact with you, are they walking away "bragging" about how well they were treated and the great service they received? Do they feel you have anticipated and responded to their needs? It can be difficult when several competing sources are putting demands on your time to provide this high level of service.

Course topics include identifying your customers, creating a climate of service with effective communication techniques, defining the importance of perception in relation to customer service, determining how to adapt your style to deal with different types of customers, and identifying barriers and applying defusing techniques to deal effectively with angry or upset customers. Participants will discover how to become a strategic partner via proactive consulting, to work collaboratively to deliver a customer-oriented focus, and to measure customer service and satisfaction through performance indicators.

Customer Service Skills for IT Professionals

Providing resolution to technical problems while maintaining excellent customer service skills creates a unique challenge for today's IT professionals with both skills needing to be mastered. IT professionals also need to demonstrate the ability to understand, get along with, and influence people throughout an organization. Even though IT jobs are primarily technical in nature, the human component is always present, and it's often the most challenging part of the job.

This course provides the customer service skills necessary to deliver quality service in today's high expectation and complex support environment. The program is designed to impart soft skills and relationship building strategies for effectively working with all types of internal and external customers to solve technical issues whether in person or over the phone.

Active Listening

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. **Active listening is a valuable skill that can be acquired and developed with practice**.

This course was designed to help participants develop and practice their active listening skills. Workshop topics include identifying the components of active listening, body language fundamentals, the importance of attitude, encouraging conversations, building relationships, and overcoming listening roadblocks.

Cross Cultural Communication Skills

Businesses of our time are global in nature as they include people from countries around the world. The people from different countries bring with them their respective cultures that shape the diversity of workplaces. It requires skills to communicate across cultures. The ways you approach and treat people of other cultures facilitate communications. Effective communication in such diverse working environments is key for the success of the organization.

Workshop participants will gain insights into how culture impacts communication, discover the role of cross-cultural communication, identify communication etiquettes among cultures, and practice strategies for developing communication skills in diverse workplaces.

Diversity, Equity, Inclusion, and Accessibility

Today's organizations are characterized by diversity of employees. Individuals of various backgrounds come together to form the workforces of businesses. Effective organizations are those which utilize the collective talents of employees based on the values that advance diversity, equity, inclusion, and accessibility (DEIA).

This is a hands-on and scenario-based course that includes the following topics:

1. The nature of diversity, equity, inclusion, and accessibility – what it is and is not, myths and reality, people's awareness, and impacts on workplaces.

2. The multiple dimensions and layers of diversity, equity, inclusion, and accessibility including internal, external; and organizational dimensions, generational differences, and the principles of cultural competence.

3. Self-awareness as the basis of developing competence in a diverse workplace, sources of self, and impacts on workplaces.

4. Discovering what microaggressions look like and how to determine your own implicit biases.

Additionally, course participants will identify the laws, regulations, and Executive Orders that promote DEIA In the workplace, develop a framework for defining and assessing DEIA issues or problems, explore strategies for engaging employees to solve DEIA issues, and determine how to implement these strategies in the workplace.

Workplace Essentials

Planning for Workplace Safety

Organizational safety plans show that senior management takes worker health and safety seriously. Safety plans provide a system of policies, procedures, and practices to help prevent accidents/incidents, give workers important information to help them create a safe working environment, and outline a consistent methodology for the company's approach to health and safety.

This workshop will give participants a foundation from which to develop their own organizational safety plan and to take the next steps in building a safety culture. Course topics include identifying the components of a comprehensive organizational safety plan, including the safety plan introduction, incident and critical incident response plan, and a basic communications plan for a specific accident/incident occurrence.

Course participants will write an organizational safety policy, develop training solutions for common accidents/incidents, describe the utilization of safety inspections and safety audits, as methods to identify unsafe conditions, and apply corrective actions using a 6S Inspection Checklist. Participants will also conduct a 6S Inspection, brainstorm policies and procedures that one might find in the appendix of a safety plan and identify the steps that can help an organization write, implement, and review a safety plan.

Disability Awareness in the Workplace

People with disabilities have long been excluded from or underrepresented in the workforce. And while the signing of the Americans with Disabilities Act (ADA) opened the doors for inclusion and employment for millions of people with disabilities, a culture of stigma and misunderstanding continues, with many disabled persons being underemployed or unemployed.

At the end of this course, participants will be prepared to take the next steps to welcome people with disabilities into their workplace. Course topics include definitions, laws, statistics, misconceptions and realities, invisible disabilities, bias awareness, language and communication, accessibility and accommodations, overcoming barriers, advocacy, and diversity, equity and inclusion in the workplace.

Crisis Management

A fact of doing business is that viable organizations need to be ready for emergencies. The worst plan is not to have any kind of plan at all; and the best plans ought to be routinely tested and adjusted so that they continue to work. Fortunately, businesses do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help prevent, respond to, and recover from all types of crises. This course will help you ensure that your organization is ready to manage any kind of emergency.

At the end of this workshop, participants will be able to assign people to an appropriate crisis team role, conduct a crisis audit, establish the means for business continuity, determine how to manage incidents, and identify ways to help your team recover from a crisis. Course participants will also apply this process in a practical exercise.

Professionalism in the Workplace

Ever get confused about what is acceptable behavior in the workplace? Ever get the feeling you are not quite fitting in despite high quality work? This class will keep you rolling with laughter at examples of real workplace disasters and prepare you to avoid them yourself. Bring your own most embarrassing story and learn to become an employee who talks and behaves professionally to enhance your career.

Regardless of the position you hold, professionalism isn't limited to a business executive wearing a suit; instead, it means demonstrating several soft skills including character, enthusiastic attitude, excellence, competency and conduct.

Today's job market is becoming increasingly more competitive. You will need to discover how to be successful, not only in getting hired, but also getting ahead. There are little qualities that an employer appreciates more than those who demonstrate the combination of qualities that make up professionalism.

Conducting Effective Meetings

Most employees joke about the overabundance of insufferable meetings in the workplace, so why do we still hold so many of them? The business cost of useless or ineffective meetings is high. Learn to lead your organization more effectively through better meeting management.

We will be answering questions such as:

- Could this meeting be replaced with a group email?
- How can I get that annoying person to behave during the meeting?
- Could we delegate someone else to attend this meeting?
- Does this meeting serve another purpose?

This course will cover the various roles meetings play in our workplace, the cost of meetings, information sharing vs. collaborating conversations, meeting facilitator responsibilities, creating action plans, and improving meeting efficiency.

Designing Powerful Presentations

Training and development that bears a lasting impact becomes important to the new recruit and all stakeholders. The training specialist must approach the task of creating engaging presentations, using purposeful methods and tools to create presentations that are meaningful and enthralling.

This course will focus on presentation topics, trends, and important aspects that will prepare the trainer prior to delivering and/or facilitating any kind of training presentation. Participants will discuss the methodologies for delivering engaging presentations, apply the general principles and practice of successful presentations, diagnose needs to align with the best practical media for the effective delivery of module training with a slide presentation, and as a presenter/facilitator, and formulate a new course presentation using familiar tools in a media rich format.

Time Management

1440 is the number of minutes in a day. Daily choices, decisions, and actions: it comes down to where and how you choose to focus your time and attention. No matter what the economy does, or your supervisor does, or how the company wants to cut costs – only you control how your time and attention are spent.

Course participants will discover how they spend their time – identifying their time wasters and ways to avoid them. Participants will also apply time management techniques and develop a plan for time management improvement.

Basic Mathematics for the Workplace

Mathematical skills help employees analyze and solve problems. And in an age driven by data and technology, it is more crucial than ever. In this course, participants will revisit everyday mathematical concepts and functions, as well as using math to solve problems and reach meaningful conclusions.

Topics for this course include performing basic calculations required in the workplace, such as converting fractions, decimals, and percentages, and interpreting and applying the results of computations.

Applying Emotional Intelligence in the Workplace

Ever wonder if you are an emotionally intelligent (EI) person?

Emotional intelligence, also known as emotional quotient or EQ, refers to the ability to identify and manage one's own emotions, as well as the emotions of others. There are few qualities that an employer appreciates more than those who demonstrate the ability to interact effectively and positively with their colleagues to communicate, solve problems, and handle conflicts.

Participants in this course will complete an assessment to identify their own EI skills, interpret the concept of EI, explore the characteristics of emotionally intelligent people, identify ways to improve one's emotional intelligence, identify ways to handle interpersonal relationships judiciously and empathetically, and to strategize methods to transfer this knowledge to the workplace. Participants will also complete an assessment to identify their own EI skills and identify the four domains of emotional intelligence – self-awareness, self-management, social awareness, and relationship management.

Advanced Emotional Intelligence

Mastering emotional intelligence (EI) plays a significant role in an individual's life. Self-awareness and self-analysis can significantly help us to understand why we do what we do and how we can make changes that will improve our energy and interactions with and responses to others. Emotional intelligence encourages the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.

Participants in this course will focus on personal skills, using a variety of examples, case studies, example conversations and techniques to master the EI competencies. Numerous exercises will help participants identify critical behaviors, raise EI awareness, and handle other people's reactions.

This course supports the ECQ competencies of leading change and leading people. These competencies involve the ability to bring about strategic change within and outside an agency or department to meet organizational goals, develop new insights; question conventional leadership approaches; encourage new ideas and innovations; and present cutting edge ideas on effectively lead change in an organization.

Mindfulness

Mindfulness is the psychological process of bringing one's attention to the internal and external experiences occurring in the present moment which can be developed through the practice of meditation and other training. This course is for anyone seeking to improve their focusing capabilities and become a more mindful person and leader.

This course will present the concepts and demonstrate some basic methodologies to effectively use Mindfulness. Topic will include defining mindfulness, the difference between mindfulness and meditation, the benefits of mindfulness, and the different mindfulness techniques that can be used to minimize distractions and improve focus. Participants will practice applying mindfulness in real time.

Managing Stress

There are few people on this planet who can say they don't struggle with managing stress from time to time. Come explore a variety of creative strategies, tips and techniques to prevent and relieve stress and face daily challenges.

Course participants will take a brief self-assessment to identify their current stress level and patterns and learn how to identify "toxic" behaviors and keep negative emotional patterns from recurring. Topics include the short and long-term consequences of stressors, reframing perspectives on stressful situations, stress-busting time management practices, purposeful and intentional awareness, basic breathing techniques, positive psychology, self-destructive behaviors, and choosing positive strategies to build a personal management plan.

Federal Retirement Planning

Will you really be ready to retire when you are eligible? The decisions you make now will determine your standard of living later. This class will help you maximize your opportunities and determine how much you will need to retire comfortably. Because retirement and other benefits have become much more complicated, it is more important than ever to learn what is best for you!

Participants in this course will:

- Develop a realistic action plan to help them meet their retirement goals.

- Describe how their annuity will be computed, who is eligible, and what taxes they will pay.

- Define methods for reducing personal debt, as well as the basics of money management.

- Review the rules for unused annual leave and unused sick leave.

- Research how their Social Security benefits will be computed and what taxes they may be required to pay.

Note: This course covers: eligibility, computation, disability, survivor benefits, FEGLI, FEHB, LTC, voluntary contributions, TSP options, retirement paper processing, where to obtain retirement help, and other retirement life actions.

Cybersecurity Hygiene

Cybersecurity hygiene refers to an organization's best practices for keeping their network and data safe and secure. These cyber hygiene practices include establishing protocols, regularly checking systems for breaches, and adding protections that prevent and block malware and other cybersecurity threats.

This course provides a foundation for cyber hygiene practices that will keep your organization safe from security breaches. Topics for this introductory cyber hygiene course include basic terminology, the major cybersecurity risks, types of access management controls, and best practices for securing workplace devices and resolving security breaches.

Trending & Emerging Technologies

Overview

ICATT Professional Services (www.icatt.net) is pleased to present our training course series on Trending and Emerging Technologies. The expected outcome of these classes is to expand concept awareness and impart a working knowledge of Trending and Emerging Technologies that can be incorporated into operational functions.

We can customize courses to meet organizational needs – from one-day overview versions to five-day extended courses that include pre- and post-assessments, numerous demonstrations, and discussions combined with activities designed to integrate concepts and provide in-depth instruction on course material and its application. All training courses fully engage participants using instructional design best practices.

Private and public organizations are facing profound challenges and changes in the way they serve and engage consumers. These changes include an explosion of channels of communication, beyond conventional media, which has completely transformed consumer interactions and resulted in a massive amount of data that can provide further insights into operational efficiency.

The process of decision-making has also shifted from conventional to evidence-based and data-driven. The implications of these changes are that many established operating models have been disrupted, forcing organizations to continuously adapt to new technologies in order to respond efficiently in this consumer-driven world.

As data complexity grows in terms of volume, velocity, veracity, and variety, it becomes more challenging to flesh out insights from it. This is where the power of advanced analytics and big data technologies comes in handy. Private and public organizations that have implemented and adopted digital transformations have become very successful. Those lagging behind are struggling to enjoy sustained growth and achieve desired efficiency and performance.

New Technologies Courses

Hyperautomation

Hyperautomation is a studied, business-driven approach that allows organizations to rapidly identify, vet, and automate as many business and IT processes as possible. It represents a framework and set of advanced technologies for scaling automation in an organization.

Course topics include defining the hyperautomation ecosystem, identifying how hyperautomation works, distinguishing between hyperautomation and automation, assessing the benefits of hyperautomation, and examining the challenges of hyperautomation.

Predictive Analytics

Predictive analytics is used to analyze current and historical facts in order to "predict" future or otherwise unknown events. It is a category of data analytics aimed at making predictions about future outcomes based on historical data and analytics techniques, such as statistical modeling, machine learning, and business intelligence.

Topics in this introductory course include examining the differences between predictive analytics and data analysis, artificial intelligence, and traditional forecasting, as well as an overview of the four distinct categories of modern analytics – descriptive, diagnostic, predictive, and prescriptive.

Artificial Intelligence Engineering

Artificial Intelligence (AI) Engineering is a field of research and practice that combines the principle of systems engineering, software engineering, computer science, and human-centered design. An AI engineer is an individual who works with traditional machine learning techniques like natural language processing and neural networks to build models that power AI-based applications.

Topics for this introductory course include: the role of an AI engineer, the educational and knowledge requirements to be an AI engineer, the AI engineering career landscape, and the distinctions between AI engineers, data engineers, and data scientists.

Blockchain

Blockchain is essentially a digital ledger of transactions that is duplicated and distributed across the entire network of computer systems on the blockchain. This technology is a secure way for individuals to deal directly with each other, through a linked peer-to-peer network, without an intermediary like a government, bank, or other third party. Blockchain is the technology that enables the existence of cryptocurrency.

Topics for course include the history of blockchain technology, how blockchain technology works, the concept of "digital wallets," how blockchain companies make money, which companies are major players in developing applications and data governance tools that run on blockchain, and a look to the future of blockchain technology.

Cloud-Native Platforms

"Cloud native" describes an approach to building and running applications – designing, implementing, deploying, and operating – that makes use of the products and services offered by could service providers. Cloud-Native platform technologies allow for the building of new application architectures that are resilient, elastic, and agile — enabling enterprises to respond to rapid digital change.

Course topics include examining the use of a cloud native approach in creating applications, the benefits of cloud native architecture, and cloud native security challenges.

Introductory Technologies Courses

Overview of Trending and Emerging Technologies

Technology is rapid and ever changing. Public and private organizations need to adapt at remarkable pace in order to digitize and transform their operations. The changing landscape comes with its own challenges and opportunities, which necessitates improved and continuous knowledge of trending and emerging technologies.

Course participants will leave this course with comprehensive information on the current technologies that are impacting and transforming the way we work, interact, make decisions, and manage systems.

Course topics include the internet of things (IoT), 5G, big data, cloud computing, artificial intelligence, blockchain, and cybersecurity.

The Internet of Things

The Internet of Things (IoT) refers to the rapidly growing network of connected objects that are able to collect and exchange data in real time using embedded sensors – thermostats, cars, lights, refrigerators, and more can all be connected to the IoT. Amazon's voice assistant, Alexa, as well as Siri and Google Assistant are comprehensive IoT services.

Topics for this course include the the pros and cons of IoT, the business opportunities IoT presents, the implementation challenges of IoT, and how IoTs can be used to improve organizational growth.

Introduction to Agile Methodology

At the heart of Agility is a fundamental shift to a mindset that encourages continuous feedback, team collaboration, and iterative and incremental development to deliver what matters most to customers (internal and external). Success in the age of Agility is dependent on your ability to equip teams to radically collaborate, think small, move fast, and embrace learning.

This course is designed for anyone who is considering the use of Agile methods for software development, including Project, Program, and Product Managers. Topics presented will include the domains of Agile practices, Lean Kanban, Agile mindset, the history of Agile, Extreme Programing, Agile story mapping, the Scrum Framework, and Agile retrospectives.

Introduction to Cloud Essentials

Cloud computing has had a tremendous impact on the way modern applications are built and delivered. Cloud computing is about storing, accessing, and processing data and programs over the Internet. One of the major advantages of using cloud services is that an on-premise big data infrastructure is not required; and scalability is not an issue. Cloud computing models offer the promise of massive cost savings combined with increased IT agility.

Topics covered in this introductory course include the benefits of the cloud, types of cloud architectures, cloud economics, making sense of virtualization and containers, as well as open source, enterprise, public, private, and hybrid cloud.

Introduction to Data Analytics

Data analytics refers to the extraction and categorization of data to identify and analyze behavioral data and patterns. Depending on organizational requirements techniques and processes will vary. However, the goal of these qualitative and quantitative techniques and processes is to enhance productivity and business gain.

Participants in this course will delve into the aspects of data, big data, and data science processes; the types of analytics and different analytics tools, datasets relevant to ones' operations, and perform descriptive, visual, and predicative analytics.

Fundamentals of Statistics for Trending and Emerging Technologies

Statistics is the science that turns data into information and then into knowledge. Based on the collection, display, and analysis of data; statistics could help us in making wise decisions in the face of uncertainty. This course covers applied statistical methodology from data analysis viewpoint. In this course, you will become familiar with the basic concepts of modern statistic, as well as some of the representative applications of statistics.

Course participants will identify the extent to which statistical methodology is anticipated to fuel the next IT transformation, explain the main features of traditional and modern statistics, identify the role of formal statistical theory and informal data analytic methods, distinguish statistical methods relevant to upper division interdisciplinary courses, and analyze statistical data to enhance students' critical thinking in domains involving judgments based on data.

Lean Six Sigma — Yellow Belt

Lean Six Sigma is a data-driven methodology that relies on collaborative team efforts to improve performance while providing a framework for overall organizational culture change. This is achieved by systematically eliminating process defects and waste and reducing variation using the five phases of this methodology — Define, Measure, Analyze, Improve, and Control (DMAIC) — and lean principles applications. The statistical implications of "Six Sigma" are simply a measure of quality that strives for near perfection – a drive toward six standard deviations between the mean the nearest specification limit in any process.

This Lean Six Sigma **Yellow Belt** course focuses on Lean Six Sigma awareness, including what, where, why, and how of this method, as well as the roles and responsibilities of team members and main tools and techniques used in this approach. A "Yellow Belt" participates as a core team member or subject matter expert on a project but does not lead the project on their own.

Quantum Computing

Quantum computing is a completely new way of transmitting and processing information based on the phenomena of quantum mechanics. It takes advantage of the strange ability of subatomic particles to exist in more than one state at any time so that computing operations can be done much more quickly and use less energy than classical computers. Quantum computing has a potential computing power that is a trillion times more powerful than what we get from today's advanced supercomputers. This course will cover the basic concepts of quantum computing, contrast them against traditional computing information processing, and demonstrate the advantages of this radical new approach.

Course participants will effectively compare and contrast quantum computing and conventional computing, investigate the basic concepts and techniques of quantum computing and conventional computing, explain the implications of quantum computing for the theory of computation, and identify the techniques and procedures involved in the possible replacement of conventional computing to quantum computing.

Intermediate and Advanced Technologies Courses

Artificial Intelligence

Artificial Intelligence (AI) is a technology that emulates and enhances human performance. AI-based applications are already at the forefront of algorithmic decision-making and are transforming operations, processes, and interactions. In this course, participants will become familiar with the basic concepts of modern AI, as well as some of its representative applications.

Course participants will develop intelligent systems by assembling solutions to concrete computational problems, identify the role of knowledge representation, problem solving, and learning in intelligent-system engineering, apply AI to the role of problem solving, vision, and language in understanding human intelligence from a computational perspective, and explain the limitations of current Artificial Intelligence techniques.

Business Intelligence

Business intelligence (BI) is an umbrella term that combines applications, analytics, data mining, data visualization, data tools and infrastructure, and best practices to help organizations make more data-driven decisions. Microsoft Excel is still one of the most commonly used BI tools.

This course covers the basic concepts, benefits, and features of BI along with its current status and expected future emergence as a tool for business enhancement. Course participants will define BI and identify BI components (architecture), describe the purpose and benefits of BI in a business, define online analytical processing (OLAP) as used for BI, and identify BI tools/software currently in the market.

Digital Mesh

Today, our electronic devices are being used as connection points to access applications and information, or to interact with people, social communities, governments, and businesses. Digital mesh refers to a cooperative local network of these devices, where they can automatically speak to each other and interoperate seamlessly. This course will demonstrate the extent and depth of digital mesh and look ahead to future developments and expectations.

Course participants will describe the digital mesh architecture of business systems, discuss the digital mesh architecture related to digital mesh devices, identify the underlying features provided by a typical device mesh system, and list security and management issues that affect device mesh systems.

Neural Networks

A neural network is an advanced machine learning technique based on how neurons and synapses work in the human brain with the goal of solving problems in the same way that a human would. This course will examine the background and present and future applications of neural networks.

Course participants will define a neural network, design and implement various neural network architecture, describe simple models of recurrent neural networks, construct a simple neural program, and discuss strategies to make neural networks generalize better.

Big Data Analytics

Like gold or land, data is an important resource. It is generated and collected everywhere and technology – which is getting cheaper, easier to use, and more powerful – makes it possible to gather, store, retrieve, and process large volumes of data.

Big data is a term that describes the large volume of data – both structured and unstructured – that inundates a business daily. Analyzing big data allows analysts, researchers, and business users to make better and faster decisions using data that was previously inaccessible or unusable.

This course covers the basic concepts and characteristics of big data analytics, including the approach, value, and methodologies of using these analytics for more efficient and effective business practices. Course participants will examine the history of data and big data analytics, the key terms and jargon of data analytics, the basic phases of a big data analytics project, the different types of data, the mathematical approaches for data analytics, and the role of analytic reasoning and logic to guide and validate efforts.

Text Analytics

Data is becoming increasingly important as organizations look to make evidenced-based decisions that enhance operations, improve efficiency, reduce risk, increase return on investment, and much more. Conventional methods of processing and analyzing data do not work with unstructured data, which makes up more than 80% of all data being generated across the board.

Unstructured data is often available in huge chunks of texts, tweets, posts, and comments – none of which are stored in a traditional relational database framework – and hence, cannot easily be accessed, transformed, and analyzed. This is where text analytics comes into play. It essentially reflects the process of converting highly unstructured data into valuable insights.

This course will address the basics of text analytics, natural language processing, and text data mining in general with an emphasis on statistical approaches. Course participants will assess the major techniques used for mining and analyzing text data to discover interesting patterns, extract knowledge, and support decision making.

Machine Learning

Machine learning (ML) is a method of data analysis that automates analytical model building. Using algorithms that iteratively learn from data, ML allows computers to find hidden insights without being explicitly programmed where to look. This course is an introduction to the concepts, processes, and techniques used to build systems that learn and adapt using real-world applications.

Course topics include identifying supervised learning techniques for regression and classification, identifying unsupervised learning techniques for data modeling and analysis, comparing and contrasting probabilistic versus non-probabilistic viewpoints, and applying optimization and inference algorithms for model learning.

Intermediate Cloud Essentials

Cloud computing is about storing, accessing, and processing data and programs over the Internet. The "cloud" is just a metaphor for the Internet. One of the major advantages of using cloud services is that an on-premise big data infrastructure is not required; and scalability is not an issue. Cloud computing models offer the promise of massive cost savings combined with increased IT agility. It is considered critical that government and industry begin adoption of this technology in response to difficult economic constraints.

This intermediate level course focuses on virtual machines, native programming, cyber security and cloud risks, development architectures, the Amazon, Google, and Azure clouds, serverless computing, key cloud development methodologies, quality assurance, operations, and the main cloud back-end languages (PHP, Java, & Python).

Lean Six Sigma — Green Belt

Lean Six Sigma is a data-driven methodology that relies on collaborative team efforts to improve performance while providing a framework for overall organizational culture change. This is achieved by systematically eliminating process defects and waste and reducing variation using the five phases of this methodology — Define, Measure, Analyze, Improve, and Control (DMAIC) — and lean principles applications. The statistical implications of "Six Sigma" are simply a measure of quality that strives for near perfection – a drive toward six standard deviations between the mean the nearest specification limit in any process.

This Lean Six Sigma **Green Belt** five-course focuses on Lean Six Sigma tools usage, the five phases of this methodology, and lean principles applications. A "Green Belt" can apply this methodology at a high level of proficiency and leads improvement projects and/or serves as a team member on complex projects lead by a Lean Six Sigma Black Belt.

Microsoft Products

ICATT offers training in the following Microsoft products:

- Microsoft Word – beginner, intermediate, and advanced levels
- Microsoft Excel – beginner, intermediate, and advanced levels
- Microsoft PowerPoint – beginner, intermediate, and advanced levels
- Windows 10 – Installing and Configuring
- Windows 10 – Supporting and Troubleshooting (**Prerequisites:** Students should have previous experience with installing and configuring Windows-based operating systems.)

Soft Skills Technologies Courses

Soft Skills for Technical Professionals

Recent research reveals that 85% of job success comes from having well developed soft or people skills, and only 15% comes from technical skills and knowledge (hard skills). Unfortunately, many professionals, especially those in technical fields over-depend on their technical skills. Participants in this course will gain the insights and skills needed to develop the 12 soft skills that can make or break their individual and collective success.

Course participants will examine the vital role soft skills play in three areas: Mastering Self, Getting Along with Others, and Leading Others. Participants will also examine the soft skills necessary to succeed in managerial positions, including tools, processes, and approaches, practice improving their soft skills, and develop action plans for transferring this knowledge to their workplace.

High Tech / High Touch

Author Daniel Goleman wrote that emotional intelligence (the ability to process, use, and manage emotions in social settings) can matter more than IQ to workplace success. And studies suggest that we face an empathy deficit in the workforce.

High tech refers transacting with technology, whereas high touch refers to interacting with others in a customer service environment. There are two parts to successful customer service and customer relationship building in a high tech, high touch environment: solutions and social sensibilities. Building enduring customer relationships requires attention to <u>both</u> parts.

Topics for this course include the concepts, competencies, skills, and strategies associated with customer service and customer relationships (high touch) in a high-tech environment.

ICATT Coaching Capability

ICATT's mission has always been to improve workplace performance through customized training, project staffing and organizational effectiveness consulting services. We possess 23 years of direct government and sub-contracting experience successfully helping agencies develop their talent and achieve their mission.

Coaching Approach

The complexity and pace of change in the workplace requires staff members to be agile and resilient. It is now a well-established fact that the higher you rise in an organization the more critical emotional intelligence becomes. Coaching is one of the most effective approaches to helping individuals embrace change and identify blind spots.

ICATT's work in organizational effectiveness, supported by a growing body of research has shaped our firm belief that investing energy in developing strengths allows for more potential for growth than focusing on deficiencies. We believe this is critical in today's workplace and have taken this approach in our work for several years and have seen first-hand the dividends pay off in our own and our client organizations.

Our approach to coaching is to provide a safe space for reflection, challenge self-limiting beliefs and allow pathways for individuals show up in their "best self" and tap into their full potential. **Our Coaches commitment is to help clients convert these insights to action.** Our Coaches utilize impactful approaches to help clients obtain breakthrough insights. They have successfully helped coach executive leaders though challenging times, prepared high potential talent for their next roles and helped those who are transitioning find purpose in their new roles.

Types of Coaching/Sample Coaching Services

Executive Coaching

- Setting goals and defining milestones

- Navigating conflicts and personality differences

- Cultivating key relationships

- Onboarding into a new role

- Uncovering blind spots

- Avoiding typical derailleurs

- Strengthening emotional intelligence

- Polishing leadership presence

- Identifying and shaping a personal leadership brand

- Skill development around listening, coaching, feedback and delegation

Individual Coaching for Career Development & Emerging Leaders

- Improve managerial and leadership capabilities to ensure sustainable organizational effectiveness and success

- Skill-based coaching to identify and work on development areas related to managing organizational/departmental goals

- Support individuals in creating development plans and approaches for addressing feedback arising from an assessment process

Team & Group Coaching

- Integrate senior level hires as part of onboarding

- Support teambuilding efforts based on newly defined senior team roles and responsibilities

- Team building
  - Facilitating conversations

  - Skill building

  - Communication

  - Team charters and operating agreements

  - Vision and values

Career Transition Coaching

- Support individuals transitioning into significant management roles

- Support individuals in creating development plans and approaches for a transition outside their organization / new career

Executive Coaching Engagement

Staff

Our Coaches have extensive experience in talent management and organization development across diverse industries. Coaches are credentialed with the International Coach Federation and / or have significant industry experience and related educational qualifications, such as a Ph.D. or master's degree in organizational development / human resources.

Our Coaches believe in continuous learning and are certified in certified in numerous psychometric assessment tools and coaching approaches. Their experience and qualifications allow them to diagnose and partner with Client's to successfully steer a talent initiative.

Coaching Terms

Coaching periods are customized to the context and needs of the individual and typically range from 3 to 12 months to allow for application of learning. **Services are provided both in-person and remotely.**

Quality Control Plan

Given numerous stakeholders and collaborators are sometimes involved, ICATT has internal Project Management standards that are adhered to keep projects on track and in:

- Delivering quality and value to our clients.

- Setting and aligning expectations internally and with the client

- Fostering an environment of order, synergy and harmony among stakeholders

Data & Deliverables

Confidentiality of data is of utmost importance and ICATT has measures in place to maintain confidentiality of information and personal data.

Deliverables such as reports, assessments and notification of completion will be done via email to ensure documentation and that all appropriate parties are updated.

Invoicing

ICATT has an administrative office that is dedicated to handling invoices and billing queries to ensure smooth operations.

Client References

Client references and past performance on relevant work will be shared upon request.

Purchasing Vehicles

- GSA MOBIS Schedule (GS-02F-0062W)

- CAGE code 1SMV9

- DUNS 109381215

Contact Information

- **Email:** info@icatt.net

- **Website:** www.icatt.net

- **Phone:** 904.382.5471

ICATT PROFESSIONAL SERVICES

www.icatt.net | 904.382.5471 | info@icatt.net

ICATT Professional Services, Inc., is your joyful source for professional development, talent sourcing, applied data analytics, and social enterprise.

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ICATT PROFESSIONAL SERVICES

🌐 **Professional Development:** Instructional Design, E-Learning, Training Services

🌐 **Talent Sourcing:** Outsourcing, Staffing and Recruitment

🌐 **Applied Data Analytics:** Data Based Decision Making, Impact Analysis, Data Mining, Data Visualization, Evidence Based Framework

🌐 **Social Enterprise:** Community Career Services, Career Makeover, Externships, In-Kind Based Occupational Training and Enhancing Employability Brand

DUNS: 109381215

CAGE: 1SMV9

NAICS Codes: 611430, 611420, 611710, 541330, 541611, 541612, 561320

GSA SCHEDULE: GS-02F-0062W through 11/24/2024

SOCIO-ECONOMIC STATUS: Small Business Enterprise, Certified Minority Business Enterprise (MBE), Certified Disadvantaged Business Enterprise (DBE)

ICATT IS HOME TO:

With more than 28 years of experience, ICATT's diverse team of consultants combines teamwork with best practices and world-class reliability, which helps organizations adapt to rapid changes in trends and technology.

We Believe in the People We Serve!

ICATT Professional Services, Inc.
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