

Learning Catalog

2015



“

We will attract, retain, and grow our people through training, leadership development, and advancement.

”

- Excerpt from API Group Vision Statement

Instructions

This electronic version of the 2015 APi Group Learning Catalog provides an overview of the formal learning opportunities offered by APi's Learning and Development Department. Navigation information is below.

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Bookmarks: Add bookmarks to quickly return to past pages

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What's New

LEaD

Talent Leadership Course (Succession/IDP Planning Best Practices)

This one day course is open to all levels of leadership. It focuses on building leaders' ability to facilitate the development, advancement, and retention of their organization's talent.



The 7 Habits of Highly Effective People

This two day course is open to **ALL** APi Group employees. It focuses on developing skills to increase participants' effectiveness in both their personal and professional lives.



The Department of Learning & Development

Our Mission

To lead the strategic planning and tactical support of cutting-edge learning and development initiatives that continually grow employee capabilities and enhance business performance.

Our Vision

APi Group Learning and Development will support and advance a culture of continuous improvement in which employees accept and embrace ownership of their individual development and their leaders accept responsibility to purposefully and proactively facilitate those efforts. In doing so, APi Group will serve as the model for companies which seek to attract, retain, and grow a thriving, engaged, and accomplished workforce.

Our Values

- ⚙️ **Forward Thinking** - Anticipating organizational needs and proactively implementing proven learning and development solutions to support those needs.
- ⚙️ **Quality** - Unsurpassed excellence in both the internal and external development opportunities we offer our family of companies.
- ⚙️ **Results** - Provide actionable developmental experiences that demonstrate both measureable performance improvement and business impact.



Leadership Development

Outstanding leadership is fundamental to our collective success. Therefore, APi Group dedicates significant resources to assist in the growth of our current and future leaders. **At APi Group...**

Leaders Are...

- ⚙️ **Values Driven**
- ⚙️ **People Focused**
- ⚙️ **Results Oriented**
- ⚙️ **Inspirational**



Leaders Do...

- ⚙️ **Provide engaged and supportive leadership:**
 - Actively share information and effectively communicate big picture direction and vision
 - Asks for and implements employee opinions and ideas
 - Provides frequent and constructive performance feedback and coaching
- ⚙️ **Provide formal employee development:**
 - Implements a formal individual development plan (IDP) process with all direct reports
 - Purposefully provides a wide-range of targeted employee development opportunities
- ⚙️ **Facilitate a work / life blend environment:**
 - Provides individual consideration of direct reports' needs and interests
 - Sync individual interests / motivations with responsibilities and work assignments
- ⚙️ **Support high expectations of success and advancement:**
 - Purposefully designs job responsibilities that facilitate meaningful employee contributions
 - Implements / communicates formal succession planning for all key positions
- ⚙️ **Possess the ability to make difficult employee performance decisions**






APi Group LEaD Challenge

Overview




At APi Group, we wish to acknowledge those who set the example as learning leaders. Those who participate in our five course core leadership development curriculum will complete the challenge.

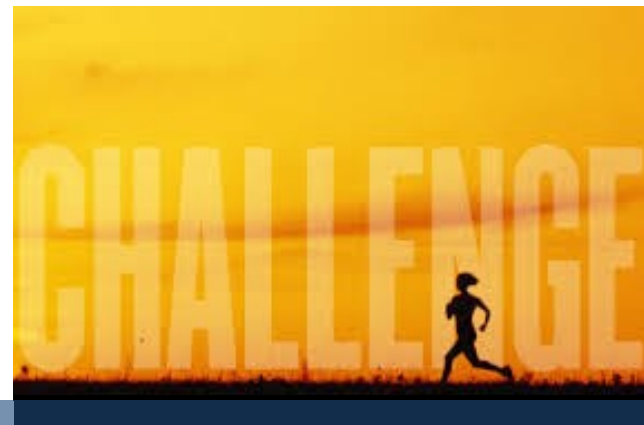
Recognition

Those who complete the Challenge will receive:

-  Certificate of completion
-  APi Group “LEaD” Challenge Jacket
-  \$300 APi Group donation (in their name) to a charity of their choice

LEaD Courses

-  FMI Leadership Institute
-  The Leadership Challenge Course
-  Situational Leadership Course
-  InsideOut Coaching Course
-  **NEW:** Talent Leadership Course
(Succession and IDP Planning Best Practices)



The 7 Habits of Highly Effective People

Overview

The 7 Habits of Highly Effective People is a set of highly respected, empirically proven, and action oriented principles that are routinely exhibited by highly effective people. This two-day course is designed to provide participants with the tools necessary to significantly increase their effectiveness within their personal and professional lives.

Target Audience

This course is both appropriate for and highly recommended to **ALL** employees within APi Group, regardless of position.

OFFERED

APi HQ: March 25th - 26th, 2015

APi HQ: November 4th - 5th, 2015

“*By living the 7 Habits, you will become profoundly more effective in the things that matter most to you in your work and personal life.*”

- Steven R. Covey



THE 7 HABITS OF
HIGHLY
EFFECTIVE
PEOPLE

Stephen R. Covey

Building Leaders Series

APi Group offers numerous development opportunities that target critical business, people, and position specific leadership skills. Each of the courses below support participant growth within the “Leaders are,” “Leaders do” competencies:

Courses

- ⚙️ Leader Labs
- ⚙️ Emerging Leader Lab
- ⚙️  **NEW:** Talent Leadership Course
(Succession / IDP Planning Best Practices)
- ⚙️  FMI Leadership Institute
- ⚙️  Situational Leadership Course
- ⚙️  InsideOut Coaching Course
- ⚙️  The Leadership Challenge Course
- ⚙️ DiSC Leadership Course
- ⚙️ FMI Field Leadership Institute
- ⚙️ APi Group Field Leadership Course
(Formerly Foreman Leadership Course)
- ⚙️ Project Leader Course
- ⚙️ Service Manager Course
- ⚙️ Branch Manager Course



Semi-Annual Leader Labs

Overview

These two day leadership development opportunities are most appropriate for senior leaders within APi Group. The content of the two labs is based on an overarching annual theme. These themes focus on building strategic and/or people leadership, knowledge, skills, and abilities.

OFFERED

Minneapolis, MN: February 11th -12th, 2015

Minneapolis, MN: September 16th - 17th, 2015

Target Audience

Senior leadership within APi Group.



“ *The ideas and messages that are delivered at Leader Labs open my eyes, help me understand, make me more aware... and ultimately filter down into the relationships I have with the people I lead.* ”

- 2014 Lab Participant

Emerging Leader Lab

Overview

This two day leadership development opportunity is for those mid-level leaders who have been identified as potential future senior leaders within our family of companies. The lab content is similar to the semi-annual Leader Labs.

Target Audience

Mid-level, emerging leaders within APi Group who do not attend the semi-annual Leader Labs.

OFFERED

Minneapolis, MN: October 1st—2nd, 2015



“ My team is performing at a higher level today than it was prior to the ELL. As a result, I am personally able to spend more time focusing on the big picture and less time on the day-to-day time killers. ”

- 2014 Lab Participant



Talent Leadership Course

(Succession/IDP Planning Best Practices)

2015 Regional Leader Labs

Overview

Supports the following “Leaders do” competencies...

- Provide engaged and supportive leadership
- Provide formal development
- Support high expectations of success and advancement

An organization’s ability to develop, advance, and retain talent is crucial to its success. Purposeful succession and employee development planning are vital tools in this effort. This one day course provides leaders with the best practices and tools necessary for implementing effective succession and individual development plans.

OFFERED

APi Group HQ: June 10th, 2015
Chicago, IL: July 16th, 2015
Denver, CO: August 12th, 2015
Syracuse, NY: September 9th, 2015
Memphis, TN: November 18th, 2015

Target Audience

This course is appropriate for **ALL** levels of leadership. Those responsible for facilitating the development of at least one employee are best served.

Prerequisites

Participants must currently lead at least one employee.





FMI Leadership Institute

Supports the following “Leaders do” competencies...

- Provide engaged and supportive leadership

Overview

The Leadership Institute uses leadership challenges, lively discussions, skill-building opportunities, feedback, and personal assessments to help participants develop a clear picture of their current leadership strengths and challenges.

This four day course involves travel and is a self-registration process. For more information, please go to the APi Group Learning and Development SharePoint site.

OFFERED

Colorado Springs, CO: January 26th-29th, 2015

Colorado Springs, CO: March 9th-12th, 2015

Colorado Springs, CO: April 13th-16th, 2015

Florissant, CO: May 18th-21st, 2015

Florissant, CO: August 10th-13th, 2015

Florissant, CO: September 14th-17th, 2015

Florissant, CO: October 5th-8th, 2015

Colorado Springs, CO: November 16th-19th, 2015

Target Audience

This course is best suited for current or future leaders who have demonstrated the aptitude and interest in developing their leadership skills.

Prerequisites

Participants must currently lead at least one employee.



“ *The exercises, instruction, and assessments are invaluable in helping participants understand their own leadership styles and areas that could be improved.* ”

- Course Participant



Situational Leadership Course

Supports the following “Leaders do” competencies...

- Provide engaged and supportive leadership
- Provide formal employee development
- Support high expectations of success and advancement

Overview

Situational Leadership is a well-grounded and respected employee development model. It focuses on developing flexible / situationally appropriate leadership skills. This one day course provides participants with the knowledge and skills to increase employee self-direction and self-support, resulting in improved employee performance and satisfaction.

OFFERED

APi Group HQ: January 8th, 2015

APi Group HQ: August 5th, 2015

Target Audience

This course is appropriate for **ALL** levels of leadership. Those directly responsible for the performance development of others are best served.

Prerequisites

Participants must currently lead at least one other person.

“ [After attending] The employee I started with has made a 180° change. I was going to fire him, but he has changed so much I gave him a raise. ”

- Course Participant





InsideOut Coaching Course

Overview

Supports the following “Leaders do” competencies...

- Provide engaged and supportive leadership
- Provide formal employee development
- Support high expectations of success and advancement

InsideOut Coaching is a well recognized program that provides leaders with a coaching framework that accelerates employee performance.

This one day program focuses on two primary coaching skills: (1) Understanding key elements of human performance and how leaders can influence them, (2) Holding a coaching conversation that increases employee ownership and performance.

OFFERED

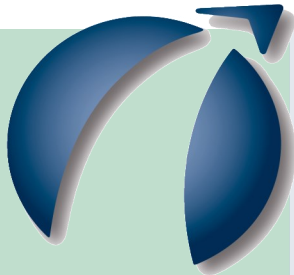
APi Group HQ: October 14th, 2015

Target Audience

This course is appropriate or **ALL** levels of leadership. Those directly responsible for coaching others towards improve performance are best served.

Prerequisites

- Prior completion of the Situational Leadership Course
- Participants must currently lead at least one other person



“ *The employee I have been working with was able to accomplish the goal we established and I’ve seen a change in her attitude and sense of ownership.* ”

- Course Participant

InsideOut™



The Leadership Challenge Course

Supports the following “Leaders do” competencies...

- Provide engaged and supportive leadership
- Provide formal employee development
- Facilitate a work / life blend environment
- Support high expectations of success and advancement

Overview

This one day course incorporates a 360 Degree Leadership Survey to assist participants in identifying their leadership strengths, as well as opportunities for improvement. Participants leave the course with a detailed short / long term action plan for increasing their leadership effectiveness.

OFFERED

APi Group HQ: February 25th, 2015

Target Audience

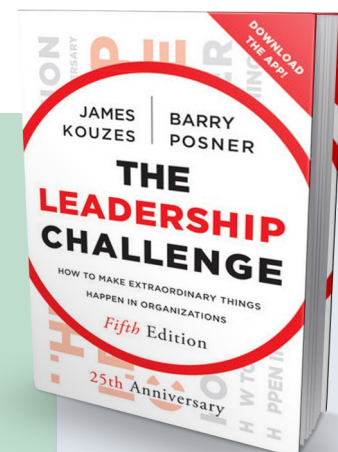
This course is best suited for those who currently lead at least one other person. It is extremely valuable for **ALL** levels of leadership, from the front line supervisor to the executive level leader.

Prerequisites

Participants must currently lead at least one employee.

“ *Since attending this course, I have noticed that I am building stronger relationships with the people that I lead. Because of this, their communication and willingness to go the extra mile have improved significantly.* ”

- 2014 Lab Participant



DiSC Leadership Course

Overview

The DiSC Leadership course will further refine participants ability to influence / set conditions for superior employee performance. It incorporates a DiSC assessment to help participants better understand their leadership preferences and their impact on others. This course will help participants leverage these understandings to increase their influence on the performance of others.

OFFERED

Provided to companies upon request.

Please contact [Mike Shands](#) if interested.

Prerequisites

Previous attendance of the Situational Leadership and InsideOut Coaching courses is optimal, but **not** required.

Target Audience

This course is best suited for those who currently lead others in your organization. It is appropriate for **ALL** levels of leadership.



“ *I am influencing my team in a more positive, energizing manner.* ”

- Course Participant



FMI Field Leader Institute

Overview

Similar to the FMI Leadership Institute, the FMI Field Leader Institute uses leadership challenges, lively discussions, skill-building opportunities, feedback, and personal assessments to help participants develop a clear picture of their current leadership strengths and challenges. During this course, the entire institute is specifically reserved for the APi Group Field Leader audience.

Target Audience

This course is best suited for current field leaders who have demonstrated the aptitude, interest, and have the longevity to develop their leadership skills.

OFFERED

Florissant, CO: February 16th-19th, 2015

Florissant, CO: December 7th– 10th, 2015

“ *It was eye opening. It showed me how much potential I have and how to use it to my advantage.*

”
- Course Participant



APi Group Field Leadership Course

(Formerly Foreman Leadership Course)

Fire Protection & Mechanical / Industrial

Overview

This one day course focuses on the development of current and future field leaders in the following three areas:

- (1) Leadership / Communication Skills
- (2) Scheduling
- (3) Project Planning

There are two versions of this course, Fire Protection and Mechanical / Industrial. Each provides the same course content, but include industry specific examples. Topics are facilitated by experienced subject matter experts within APi Group.

OFFERED

APi Group HQ: TBD (Fire Protection)

APi Group HQ: TBD (Mechanical/Industrial)

Target Audience

This course is best suited for both current and future field leaders in your organization.



“ *I now approach projects proactively. Any problems that I think could cause us issues, I bring to the table and act on it as quickly as possible to keep things moving forward.* ”

- Course Participant

Project Leader Course

Overview

This two day course focuses on proactive project ownership, through a leadership lens. Classroom facilitation is led by internal senior company leadership. Areas of focus include: Leadership and management, finance, and pre / post project planning.

This course is **not** industry specific.

OFFERED

APi Group HQ: February 9th– 10th, 2015

Target Audience

The course is best suited for new to mid-level project managers who have demonstrated strong potential.

“ [Because of the course] I pre-planned for my outage and it has paid off. We are on schedule, within the budget, and the customer is very pleased. ”

- Course Participant



Service Manager Course

Overview

This three day course focuses on three key areas of leadership (financial, business, and people), in order to assist service managers in optimizing business performance.

Classroom facilitation is led by internal company senior leadership.

OFFERED

APi Group HQ: December 1st-3rd, 2015

Target Audience

This course is best suited for both current and future service managers within your organization.

“ Using my new skills, I can better define goals and expectations. My employees have a better understanding of where and how to focus their energy and what they are trying to accomplish. ”

- Course Participant



Branch Manager Course

Overview

Similar to the Service Manager course, this three day course focuses on three key areas of leadership (financial, business, and people), in order to assist branch managers in optimizing business performance. However, the subject matter is tailored to the branch manager role.

Classroom facilitation is led by internal company senior leadership.

OFFERED

APi Group HQ: August 25th-27th, 2015

Target Audience

This course is best suited for both current and future branch / operations managers within your organization.



“ The discussions revolving around the management of people and strategic ways to approach situations had a substantial positive impact on how our group interacts on a daily basis. ”

- Course Participant

Building Relationships Series

APi Group is replete with talent. Our expertise and ability to provide quality solutions distinguishes us from our competitors. The ability to communicate our value in non-monetary terms and provide unparalleled service is critical to our success. This requires skills and knowledge that go beyond our extensive technical expertise.

Courses

- 🔗 Presentations Strategies Course
- 🔗 Customer-Centric Sales Course
- 🔗 Relationship Based Negotiations Course
- 🔗 Exceptional Customer Service Workshop



Presentation Strategies Course

Overview

More and more we are asked to present our company, business philosophy, and team to prospective customers. This increasingly occurs within a presentation setting. Within this environment, we have a finite period of time to make a connection with the customer and create a desire on their part to work with us. Facilitated by Paul Grunau, this one day course will provide participants with both strategy and tactics to improve the effectiveness of their presentations and get more wins.

OFFERED

APi Group HQ: September 15th, 2015

Target Audience

Company representatives that are involved in the preparation and delivery of presentations to customers; in either a one-on-one or group setting.



“ [After attending] I am able to create more appealing proposals for our customer base and establish competitive advantages ”

- Course Participant

Customer-Centric Sales Course

Overview

This two day course, provided by Huthwaite International, provides a proven customer-centered sales approach (customized to our industry). Participants are exposed to tools and techniques that will uncover customer's needs in order to provide solutions that they truly value.

OFFERED

APi Group HQ: TBD

Target Audience

Those who engage in sales and business development interactions with current and potential customers.

“ *Previously, I only listened, now I am able to listen and professionally probe our clients to develop needs and payoffs.* ”

- Course Participant



Relationship-Based Negotiations Course

Overview

This one day course is designed to provide a process, theories, and tools that will aid in achieving positive, relationship-based negotiated outcomes. Elements of this course include: Planning negotiations, tools and techniques to effectively manage outcomes, and dealing effectively with difficult people and situations.

OFFERED

APi Group HQ: April 22nd, 2015

Target Audience

Employees who enter into negotiations with customers (e.g. change orders, contracts, projects, etc.).

“ The course gave me the tools to approach a project from the owners perspective and is going to be a huge asset when sitting down to negotiate. ”

- Course Participant



Exceptional Customer Service Workshop

Overview

This one day workshop provides teams with an increased understanding of how customers define exceptional customer service, and behaviors that promote the delivery of consistent exceptional customer service. The course culminates in an exercise in which the team creates (and commits to) a specific customer service mission statement with supporting objectives. This mission statement provides the foundation for creating a customer oriented team culture.

OFFERED

Provided to companies upon request.

Please contact [Mike Shands](#) if interested.

Target Audience

Teams: Small companies, branches, or divisions within larger companies.





Learning and Development: Key Contacts

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