The critical, and indispensable task your business needs to thrive in today's marketplace. It affects the overall performance and effectiveness of an organization, builds new employee skills, sharpens existing ones, enhances productivity, and increases employee retention.

Delivered by credentialed ATD Master Trainers, training sessions with the BlackFin Group are designed to achieve exactly these things and unleashing the full potential of your organization.

**Change Management Essentials**

Base Offering: 1 day

This offering is all about the elephant in the room: Change. Learn the vastly different ways people define change in the business world, how to equip yourself with the proper mindset for effective change, and most importantly, successful strategies for managing change at your company.

Objectives/Takeaways:

* What is an effective change management strategy, and it's importance to you.
* Ineffective Change Management, and it's costs.
* How to implement change in your organization.
* Identifying barriers to change, and how to overcome them.

Who could benefit from attending:

* Executives
* Managers
* SME's or key individuals
* Leaders

**Generational Training: Understanding the Gen Z and Millennials**

Base Offering: 1 day

This training offers learners insight as to how the Gen Z and Millennial generations are impacting the job market, office environments, company culture and business communication. Become better equipped for hiring, leading, managing, and communicating with these two generations. Attending will potentially reshape your business to better integrate the generations that are defining todays workplace.

Objectives/Takeaways:

* The correct identification of both generations.
* The differences between the two, and how those contrast to the other generations in the workplace.
* What drives Millennials and Gen Z.
* What both generations bring to the workplace.
* Effective and ineffective communication with both groups.

Who could benefit from attending:

* Executives
* Leaders
* Managers
* Coaches
* Individual Contributors

**Effectively Onboarding your New Hires:**

Base Offering: 1 day

According to Gallup, 88% of organizations don't onboard well, and studies show effective onboarding is key to employee retention and proficiency . This training offers a complete paradigm shift for how you onboard, and will equip you with the tools to dramatically increase the effectiveness of your onboarding, potentially putting you in that rare 12% of organizations Gallup responders that do a great job of onboarding!

Objectives/Takeaways:

* Why a good onboarding program is critical in today's marketplace.
* What an effective onboarding, and ineffective program look like.
* Steps to avoid in your onboarding program.
* How to build and implement a new onboarding program.

Who could benefit from attending:

* Hiring Managers
* Executives
* HR Teams

**Interpersonal Communication: How to Understand Yourself, and Others**

Base Offering: 1 day

Have you ever been frustrated with not understanding what someone really is trying to say, or with others understanding your message? This training will pull back the curtain, showing how to effectively communicate with your co-workers, and how to better understand how they are trying to communicate with you. These tools will equip you to be a better manager, leader, co-worker, and employee. Don't wait, effectiveness is at your fingertips!

Objectives/Takeaways:

* Understanding what your preferred communication style is.
* The ability to identify the preferred communication style of someone else.
* How to effectively communicate with others, using their preferred style.
* The importance of why you should identify and apply these styles.
* How to identify the communication style of a body of people.

Who could benefit from attending:

* Executives
* Coaches
* Managers
* Leaders
* Development Teams
* Individual Contributors

**Engage**

Base Offering: 1 day

BlackFin's Engage training centers around the increasingly critical, but often overlooked, non-verbal aspects of communication in today's world. With a focus on the subtle aspects of the art of non-verbal communication, this class will potentially redefine how one conducts themselves in today's marketplace, and equip oneself to increase your effectiveness in the workplace.

Objectives/Takeaways:

* The differences between verbal and non-verbal communication.
* The importance of non-verbal communication in today's world.
* What is the impact of screens in today's workplace.
* Identifying screen gridlock, and techniques for addressing it in your company.

Who could benefit from attending:

* Managers
* HR Teams
* Executives
* Leaders

**Instrumental Mortgage**

Base Offering: 2 days

This training offering delves into instrumental mortgage information, not only for the overall mortgage process, but for your business model. All levels of experience are welcome, as both basic and advanced topics will be covered. The end result of this training will be a comprehensive understanding of the mortgage process, and how it applies to you, or your companies role in that process.

Objectives/Takeaways:

* The full lifecycle of the mortgage process.
* The different stages of a mortgage origination.
* How mortgages live after the transaction is closed.
* Where mortgages came from: The evolution of mortgages over the years.
* How your organization fits into the mortgage lifecycle.

Who could benefit from attending:

* Mortgage new hires
* Those with limited mortgage experience
* Experience with only 1 area of the mortgage lifecycle
* Those who have been out of the mortgage industry for a while