



**FOUNDER | CEO
AUTHOR | SPEAKER
FACILITATOR | CONSULTANT**



Annette is a strong and consultative leader who values the people, process and purpose of each organization. She has excellent skills in communication and presentation and has a proven track record of linking solutions and objectives to business strategy. She has handled multimillion-dollar budgets in different sectors, such as private, public and NGO.

MOST REQUESTED SERVICES:

PROFESSIONAL DEVELOPMENT AND CORPORATE TRAININGS

A great opportunity for your employees or team members to apply new ideas to their work by engaging in interactive activities and dialogue guided by an expert.

KEYNOTE SPEAKING PRESENTATIONS

Delivered with passion incorporating real-world relatable examples. Keynote presentations will give your employees or event attendees an action plan that will leave them more motivated, with clearer career goals, and ready to implement the changes that will take their career and their company to the next level.

FACILITATOR-LED STRATEGIC PLANNING RETREATS

Aims to enhance organizational performance by promoting teamwork, communication, and problem-solving skills. These retreats benefit organizations by fostering a shared vision and culture, encouraging creativity and innovation, and boosting employee engagement and morale.

LEADERSHIP AND EXECUTIVE COACHING

Leadership teams can benefit greatly from working closely with an external advisor who can help them optimize their team dynamics for maximum efficacy. Annette leverages her c-suite level experience from corporate, government and NGO organizations to help leaders to crystalize their purpose (their *why*), develop action goals that are attainable, achieve work life balance, and reinforce practices that help leaders:

- Gain more job and life satisfaction
- Work more easily and productively with others (boss, direct reports, peers)
- Communicate more effectively
- Boost individual and team performance
- Accelerate goal achievement
- Improve collaboration and innovation
- Heighten individual self-awareness
- Improve empathy

ORGANIZATIONAL DEVELOPMENT CONSULTING

Improve financial performance, efficiency and profits | Improve customer satisfaction and product/service quality | Enhance employee engagement, satisfaction and retention | Strengthen organizational structure, culture and processes | Provide greater capacity to adapt and renew the organization

ECONOMIC DEVELOPMENT CONSULTING

Helps public sector organizations:
Increase employment, income growth and standard of living | Enhance tax base, quality of life and competitiveness | Improved access to financial services and markets | Strengthen entrepreneurial ecosystems and innovation | Diversify and sustainable economic sectors



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ABOUT ANNETTE

Annette is an international speaker and business consultant. She assists private and public organizations develop solutions for managing change such as leadership development, multi-generational workforce performance, and organizational culture.

She has developed a process of using the DISC Assessment Tool paired with Emotional Intelligence Training to improve employee, leadership, and team performance.

Annette is the winner of the Palm Beach Small Business of the Year Award, the Unsung Hero Award, the Glass Ceiling Award, and the Executive Women in Leadership Award nominee. She holds a Master's in Business Administration (MBA) and is pursuing a DBA in Management and Leadership from The University of Liverpool (Liverpool, England), and a Management and Leadership Certification from Harvard University.

Annette Gray is the CEO of Risk & Resource Management International Inc, Broker Owner of Global Real-Estate Collaborative, and Founder/President of GBDC Entrepreneurship Institute.

EDUCATIONAL ACHIEVEMENTS:

Harvard University | University of Liverpool: DBA Doctoral Candidate | Wilmington University: MBA | Certified Lean Six Sigma Yellow Belt | Accredited in Service Valuation (ABV)

WHAT THE CLIENTS SAY...

"I highly recommend Annette Gray for training and public speaking opportunities. She is an excellent public speaker, easily engaging the audience, and maintaining their interest throughout. We have used Ms. Gray as a trainer for our leadership development programs, where she provided sessions on Servant Leadership and Emotional Intelligence (and is personally adept at both)."

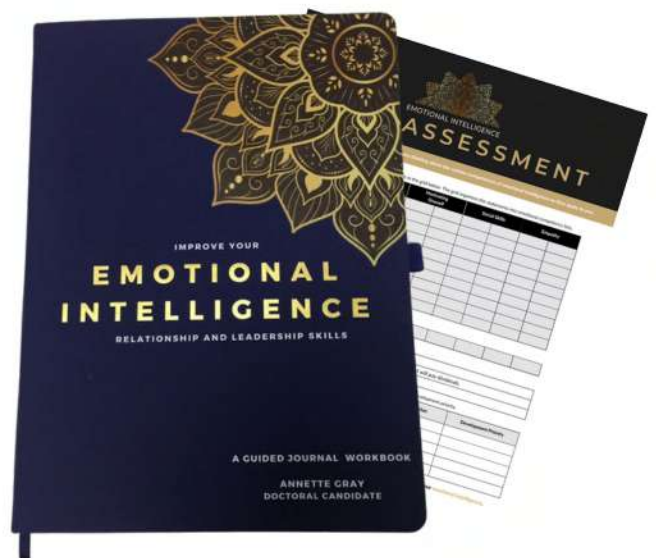
- Todd L'Herrou, Nonprofit Leader

"In addition to her amazing work ethic, [Annette] has passion and enthusiasm for every task she undertakes. She is highly educated and has the ability to relate to people all across the globe. I am more impressed with her dedication and follow-through. When I need a go-to person for any of my business needs, my first call is to Annette. It is for these reasons and many more that I would highly recommend her to my clients and colleagues."

- Kristen Conti, Peacock Premier Properties

Annette Gray is a knowledgeable person, in helping people develop their business and its plans in every single way. I highly recommend her for anyone who wants her expertise and advise. She has great contacts and is innovative in her approach. Consistent, helpful, and inspires you to reach your full business potential.

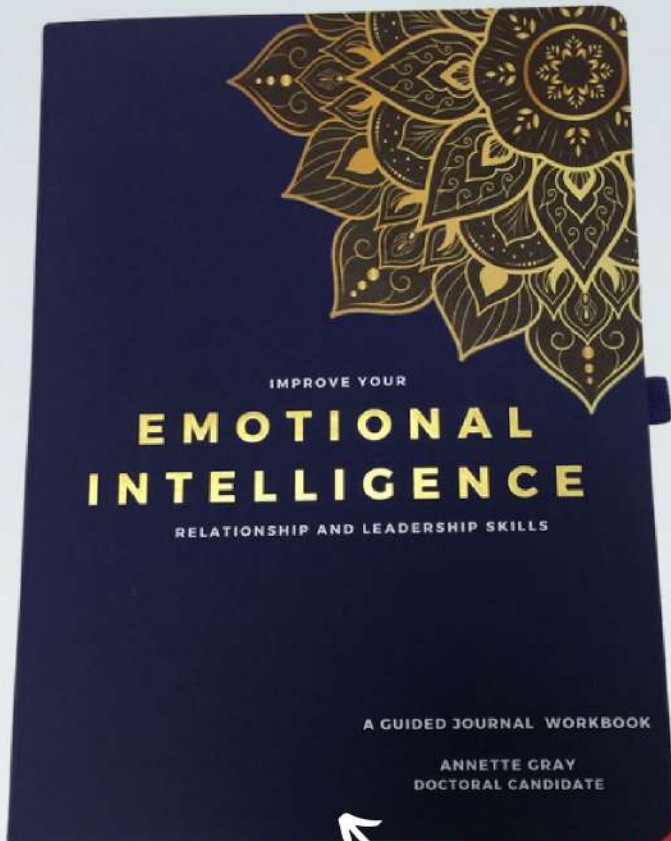
- Adele Helen Terzis, Faith Rocks Productions, Inc.



WHAT'S NEW FROM ANNETTE GRAY

**Improve Your Emotional Intelligence,
Relationship and Leadership Skills**

A Guided Journal Workbook

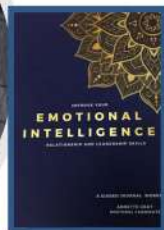


If you are looking to advance to the next level in your professional field, improve personal and work relationships, this is the journal for you. This journal-style workbook takes you on a fifty-three-week journey. The journal begins with two habit tracker activities. Why? Because **what we practice becomes a habit, and what becomes a habit becomes our nature.**

On a weekly basis, you will identify weekly goals, set weekly priorities and track the events that impact your habits both in positive and negative ways. At the beginning of the journey and every eight weeks, you will take a self-assessment that measures the elements of EQ. You should incorporate the results into your goal-setting for the subsequent weeks. The activities are designed to **improve self-awareness, develop tools for managing your emotions, and guide your behavior in team and leadership scenarios.**

AVAILABLE IN AMAZON AND ON MY WEBSITE!

**WORKSHOP TRAINING
OR SEMINAR
+ EQ JOURNAL**



**KEYNOTE SPEAKING
SESSION
+ EQ JOURNAL**



We have all been to that seminar or workshop and leave feeling motivated, and super charged with desire to change and do better; only to have that motivation fade within weeks. We recommend combining our seminars and keynote presentations with the Emotional Intelligence Guided Journal written by Annette Gray. The journal is appropriate for all levels of professional growth; it is a powerful tool to help you reflect on your goals, identify areas for improvement, and track your progress over time.

For those seeking an even more transformative experience, pair the journal with our executive coaching program. The journal alone provides valuable insights into your behavior and thought patterns, empowering you to make meaningful life changes. Combining it with a speaking session, seminar, or executive coaching offers even deeper insights into your strengths, growth opportunities, and actionable advice to achieve your team or personal goals.



▶ DISC ASSESSMENT



A DISC assessment is a behavior-assessment tool that aims to help people understand their leadership styles and improve workplace teamwork. A post-DiSC assessment report shows your scores in various dimensions, provides insights into your personality, and suggests tactics for increased effectiveness.

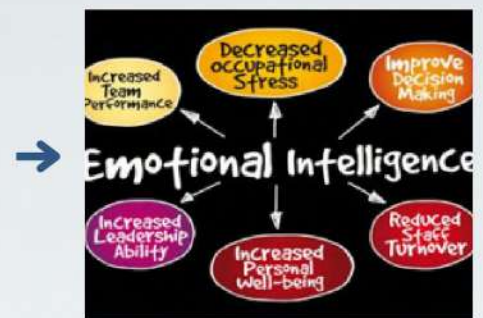
Annette Gray's DISC Assessment Process



Problem Identification



Individual & Team
DISC Assessment



Aligning Personal Values with the
Mission & Values of the Organization

DISC assessment is a tool that analyzes your behavioral traits and tendencies, providing insights into your communication style, work preferences, and how you interact with others. By understanding your DISC profile, you can gain a better understanding of yourself, and identify areas for growth and improvement.



DISC ASSESSMENTS GO BEST WITH:

For those seeking a more comprehensive and impactful experience, pairing the assessment with a keynote speaking session or seminar can offer an even greater value:



KEYNOTE SPEAKING SESSION + DISC ASSESSMENT

Coupled with a keynote speaking session is incredibly helpful in uncovering your unique strengths. A session with Annette will inspire your team with her expertise and your team can gain valuable insights and actionable advice on how to use your strengths to excel in your personal and professional life.



WORKSHOP TRAINING / SEMINAR + DISC ASSESSMENT

Pairing DISC assessments with trainings or seminars can help you gain valuable insights into your own behavior and preferences, as well as the behavior and preferences of those around you. This can lead to improved communication, stronger relationships, and greater success in all aspects of your life.



CHANGE MANAGEMENT

ONLINE | IN-PERSON COURSE

Change management is the process of guiding organizational change to fruition, from the earliest stages of conception and preparation, through implementation and, finally, to resolution. An effective management strategy is crucial to ensure businesses successfully transition and adapt to any changes that may occur.

THIS COURSE IS FOR:

- Personal Development | Leader of Teams/Projects
- Leader of Managers/Departments
- Leader of Organizational Strategy
- And mid- and upper-level managers looking to hone their senior management skills.

COURSE OUTLINE:

Leading Others

- Comparing Vertical and Lateral Hierarchies: Leading in Different Structures of Command and Control
- Leveraging Your Organization's Structure
- Knowing Your Employees – Developing Empathy
- Beginning with the End in Mind
- Setting S.M.A.R.T. Goals
- Earning Your Team's Trust

Strategies for Course Correction

- Lighting a Fire: Motivating, Guiding, and Inspiring
- Resolving Conflict
- Changing the Script: Trusting Your Team, Empowering Delegation, Celebrating Success, and Building & Reinforcing Your Team
- Defining Roles and Creating a Balanced Team

Effective Coaching and Mentoring

- Providing Clear and Timely Feedback
- Creating a Supportive Environment
- Building a Successful Mentorship Plan

Training New Managers

- Preparing, Developing, and Supporting New Managers
- Defining and Building Competencies
- Documenting Best Practices while Rewarding and Emulating Effective Managers
- Encouraging a Peer Network

Motivation

- Understanding the 8-Level Hierarchy of Needs
- Managing Across Generations
- Applying the CARE Model

The Big Picture

- Thinking through the Elements of Management



Have you been tasked with managing a significant change initiative for your organization?

Or would you like to demonstrate that you're capable of spearheading such an initiative the next time one arises?

Then it's critical to begin laying the groundwork for success by developing the skills that can equip you to do the job.

Completing an online management course can be an effective way of developing those skills and lead to several other benefits.

In our Change Management Course, we will help you understand what change management is, the key steps in the process, and actions you can take to develop your managerial skills and become more effective in your role.



RISK & RESOURCE MANAGEMENT INTERNATIONAL

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Our website: www.rrmanagementinternational.com

EMOTIONAL INTELLIGENCE

ONLINE | IN-PERSON COURSE



Emotional Intelligence (also known as emotional quotient or EQ) is the ability to positively understand, use, and manage your own emotions to cultivate habits that help effectively communicate, empathize with others, overcome challenges, and defuse conflict.

THIS COURSE IS FOR:

- Personal Development | Leader of Teams/Projects
- Leader of Managers/Departments
- Leader of Organizational Strategy
- Anyone desiring to achieve and apply emotional self-awareness and management to enhance their professional careers and personal goals.

COURSE OUTLINE:

The History of EQ

- Defining Emotional Intelligence
- Understanding the 5 Components of Emotional Competence
- Using an Emotional Vocabulary

Can You Learn EQ?

- Learning to Be Emotionally Competent
- Developing Self-Awareness
- Building Trusting Relationships

Enhancing Your Communication with EQ

- Creating a Powerful First Impression Using Body Language
- Communicating with Flexibility and Authenticity

Emotions & Behavior

- Expanding Your Emotional Toolbox
- Applying Mindfulness
- Offering Your Attention and Acceptance

Emotions Under Stress

- Knowing Yourself
- Applying the Right Emotions at the Best Time
- Managing the Modes of Cognition

Gratitude & Strength of Character

- Cultivating Enthusiasm, Confidence, Trust, Tenacity, and Character
- Understanding the Role of EQ at Work
- Disagreeing Constructively, Applying Passion and Fostering Optimism

Meaningful Life Balance

- Leading by Example
- Giving In Without Giving Up
- Making Authenticity a Part of Your DNA

Emotional Intelligence in Leadership: Why It's Important

Leaders set the tone of their organization. If they lack emotional intelligence, it could have more far-reaching consequences, resulting in lower employee engagement and a higher turnover rate.

While you might excel at your job technically, if you can't effectively communicate with your team or collaborate with others, those technical skills will get overlooked. By mastering emotional intelligence, you can continue to advance your career and the organization's mission.



Finding the Perfect Fit: A Guide to Hiring Emotionally Intelligent Individuals

- The Art of Finding Talent: Strategies and tips for successful hiring
- Hire Smart: A comprehensive guide to finding and retaining the right people

Navigating Delicate Employee Matters

- How to handle difficult conversations with your staff
- How to manage employee concerns with empathy and respect
- Tips for Addressing Sensitive Topics in the Workplace
- Effective Communication Strategies for Dealing with Employee Issues
- A Guide to Navigating Challenging Situations with Your Team

Effectively Addressing Unacceptable Employee Conduct

- How to manage employee misconduct with firmness and fairness
- How to develop strategies for resolving employee behavior problems
- What to do when your employee breaks the rules
- A step-by-step guide to handling unacceptable employee behavior
- How to address employee behavior issues without damaging the relationship

Excellence in Management and Supervision

- How to lead and inspire your team as a manager or supervisor
- The essential skills for successful management and supervision
- Tips and Tricks for Becoming a Great Manager or Supervisor
- A Practical Guide to Managing and Supervising Effectively
- Finance for non-financial people
- Developing a department budget with team involvement

Mastering the Transition to a Supervisory Role

- The Supervisor's guide to making a smooth transition
- How to overcome the challenges of becoming a Supervisor
- Tips for navigating the change from Employee to Supervisor
- Tools to help you thrive as a new Supervisor
- A step-by-step plan for transitioning to Supervisor

Cultivating Employee Dedication: Secrets of Retaining Talent

- How to keep your multi-generation workforce happy and loyal
- The Loyalty Factor: How to build a culture of retention and engagement
- Retain and Reward: The secrets of employee loyalty and satisfaction
- Loyalty Matters: How to inspire and motivate your employees to stay
- The Retention Code: How to unlock the secrets of employee loyalty

Empowering Women in Leadership and Management: One-Day Workshop

- Women in Leadership: How to leverage Emotional Intelligence to manage and lead effectively
- Understanding the difference between aggressive, passive and assertive communication

The Supervisor's Role as a Trainer and Mentor

- How to Train and Coach Your Team: A Guide for Supervisors
- The Supervisor's Toolkit: Training and Coaching Skills for Success
- Train and Coach Like a Pro: The Supervisor's Role in Developing Talent
- The Art of Training and Coaching: How Supervisors Can Empower Their Teams
- Training and Coaching Made Easy: A Practical Handbook for Supervisors

Elevate Your Leadership: A Workshop on Team Development

- How to Lead with Confidence and Empathy: A Workshop on Leadership Development and Teambuilding
- Building High-Performing Teams: A Workshop on Leadership Development and Teambuilding
- The Secrets of Effective Leadership and Teambuilding: A Workshop for Aspiring and Experienced Leaders
- Leadership Development and Teambuilding: A Workshop to Enhance Your Skills and Impact
- How to Inspire and Motivate Your Team: A Workshop on Leadership Development and Teambuilding

Strategies for Managerial Assertiveness

- How to Be Assertive and Respectful: A Guide for Managers and Supervisors
- Assertiveness Skills for Leaders: How to communicate effectively and confidently
- The Power of Assertiveness: A Book for Managers and Supervisors Who Want to Improve Their Communication and Influence
- Assertiveness Skills for Managers and Supervisors: How to Stand Up for Yourself and Your Team
- How to Master Assertiveness: A Practical Book for Managers and Supervisors

Enhancing Employee Responsibility and Ownership

- How to Boost Employee Accountability: A Guide for Managers and Leaders
- Employee Accountability: How to Create a Culture of Responsibility and Performance
- The Accountability Advantage: How to improve employee engagement and productivity
- Employee Accountability: How to set expectations, provide feedback and hold people accountable
- How to Foster Employee Accountability: A practical guide for Managers and Leaders

Mastering Critical Thinking and Effective Problem Solving

- How to think clearly and solve problems effectively
- The art of reasoning and decision making
- Critical thinking & problem-solving skills Tools and Techniques for the future
- Mastering the process of critical thinking and problem-solving
- Critical thinking & problem Solving: Tools and Techniques

Empowerment Through Delegating Authority to Your Team

- How to Delegate Effectively and Boost Employee Engagement
- The Power of Delegation and Empowerment in Leadership
- Delegating Authority and Empowering Employees: A Guide for Managers
- Unlocking the Potential of Your Team: Delegation and Empowerment Strategies
- Delegation and Empowerment: How to Build Trust and Accountability

Guiding a Varied, Multigenerational Workforce

- How to Lead Across Generations and Cultures: A guide for Managers
- The diverse and multigenerational workplace: Challenges and opportunities for Leaders
- Leading with Diversity and Inclusion: How to manage a multigenerational workforce
- The Multigenerational Leader: How to bridge the gap and leverage diversity
- Diversity and Generations at Work: How to lead effectively and respectfully by encouraging diversity in thought

Unlocking Hidden Biases: Harnessing the Potential of Positive Psychology

- How to identify and overcome your own unconscious biases
- How to use positive psychology to promote diversity and inclusion
- How to leverage your strengths and values to overcome challenges and biases
- How to cultivate a growth mindset and a positive attitude
- How to foster positive relationships and communication with others

Workplace Harmony: Fostering Diversity, Equity, and Inclusion

- How to create a culture of belonging and respect for all employees
- How to implement effective policies and practices to support diversity, equity and inclusion
- How to address and prevent discrimination, harassment and bias in the workplace
- How to leverage the benefits of diversity for innovation and performance
- How to engage and empower diverse talent and leadership

Guiding for Greatness: Leadership Success Through Coaching and Mentorship

- How to develop and apply coaching and mentoring skills as a leader
- How to establish trust and rapport with your coaches and mentees
- How to use effective questioning and listening techniques to facilitate learning and growth
- How to provide constructive feedback and guidance to your coaches and mentees
- How to evaluate and measure the impact of your coaching and mentoring interventions

Performance Pinnacle: Achieving Excellence in Management

- How to set SMART goals and track your progress and achievements
- How to give and receive constructive feedback and handle criticism
- How to motivate yourself and others and foster a positive work culture
- How to develop your skills and competencies and seek learning opportunities
- How to handle performance issues and challenges and overcome obstacles

Balancing Act: Managing Stress in the Workplace

- How to identify and manage your stress triggers at work
- How to practice mindfulness and relaxation techniques during work hours
- How to communicate effectively and assertively with your colleagues and managers
- How to balance your work and personal life and set healthy boundaries
- How to seek professional help or support if you feel overwhelmed by stress

Igniting the Workforce: Motivation, Engagement, and Inspiration Strategies

- How to create a positive and supportive work culture
- How to use feedback and recognition to motivate employees
- How to foster creativity and innovation among employees
- How to empower employees to take ownership and initiative
- How to align employees' goals and values with the organization's vision and mission

Navigating the Winds of Change: Leading Your Team Through Transformations

- How to Lead Your Team Successfully in Times of Change
- The Leader's Role in Managing Change and Transition
- Leading Your Team Through Change: A Practical Framework
- Change Leadership: How to Inspire and Support Your Team
- Leading Your Team Through Change: Tips and Techniques

The Secrets of Employee Retention

- How to Keep Your Best Employees Happy and Loyal
- The Secrets of Retaining Your Top Talent and Reducing Turnover
- Retaining Your Top Talent: Strategies and Best Practices
- How to Prevent Turnover and Retain Your High Performers
- Retaining Your Top Talent: A Win-Win Approach

Mastering the Art of Time Management

- How to prioritize your tasks and activities and avoid procrastination
- How to use tools and techniques to plan and schedule your work efficiently
- How to manage interruptions and distractions and stay focused
- How to delegate and collaborate effectively and leverage your resources
- How to evaluate your time management skills and identify areas for improvement

Project Management: Transforming Ideas into Real Success

- How to define and scope your project and align it with your objectives and stakeholders
- How to create and manage a project plan and budget and monitor your progress and performance
- How to lead and manage a project team and communicate effectively
- How to identify and manage risks and issues and handle changes and uncertainties
- How to deliver quality results and evaluate your outcomes and lessons learned

The Art of Conflict Resolution

- How to develop skills that can help you deal with disagreements and disputes in a constructive way.
- How to build stronger and more rewarding relationships with others.
- How to identify the causes of conflict in your organization
- How to understand the sources of tension and frustration among your colleagues or clients, and how to address them effectively.
- How to identify your organization's common responses to conflict.
- How to recognize the patterns and habits that your team or company has when facing conflict, and how to improve them or change them if needed.
- How to discuss different styles and approaches to conflict resolution
- How to learn about the pros and cons of different ways of handling conflict, such as avoiding, accommodating, competing, compromising, or collaborating, and how to choose the best one for each situation.
- How to discuss how to create an environment for open, honest dialogue during conflict resolution

Emotional Intelligence: Navigating Success with Emotional Acumen

- Emotional Intelligence for Leaders: How to Develop and Apply the Key Skills of Self-Awareness, Empathy, and Influence
- Emotional Intelligence at Work: How to Communicate Effectively, Manage Conflicts, and Build Positive Relationships
- Emotional Intelligence for Personal Growth: How to Increase Your Happiness, Resilience, and Well-Being
- Emotional Intelligence for Teams: How to Foster Collaboration, Trust, and Performance