

## 2-Day Professional Talent Development

### Amazing Customer Service

#### Objectives

- For employees to see  
how amazing they really are so they can provide world class service.
  
- Learn the benefits  
to company culture by delivering Amazing Service to customers and colleagues.
  
- How to make your job  
easier, fun and meaningful.
  
- Learn a positive  
philosophy on life that defines solutions to problems that service providers  
come up against every day.
  
- Learn and practice  
The Seven Secret Skills to delivering Amazing Service.

### Accountability

#### Objectives

- To explain how  
building relationships that support maximum accountability is beneficial to the  
organization and the individual.
  
- To describe how to

establish positive expectations and rapport through the use of active listening skills.

-  
To explain how to delegate effectively so that employees are empowered and motivated to be accountable for results.

-  
To provide tips and tools for improving communications and create win-win relationships.

## Advanced Interpersonal Communication

### Objectives

-  
Interact with individuals who display a specific communication style and communicate using various verbal and nonverbal modes of communication.

-  
Identify the elements that influence first impressions, build rapport and establish credibility with others, and build positive relationships.

-  
Use paraphrasing effectively and provide positive and constructive feedback in a business setting.

-  
Identify the types of ineffective supervisors and use different techniques to deal with them, and identify the steps necessary to prepare for negotiating a raise and to resign a job.

-  
Identify the guidelines for communicating with colleagues, take appropriate steps to apologize to a subordinate, and use appropriate tactics to refuse a subordinate's request.

-

Respond to customers' complaints and identify a proper way to reject a vendor's contract without rejecting the vendor.

-

Determine the nature of an organization's culture, use the cultural network to your advantage and identify the characteristics of the roles exhibited in a cultural network, select the elements of physical culture that affect interpersonal communication, and identify the ways in which managers can build a positive culture.

## Attitude - Your Most Priceless Possession

### Objectives

-

To define attitude, to show its importance and effect on personality and work performance, and to explain how to keep it positive

-

To present specific techniques for retaining and recapturing a positive attitude

-

To show the effect of a positive attitude on the work environment, especially its effect on workforce diversity, career success, and teamwork

-

To explain how to protect a positive attitude

-

To prompt you to prepare an Action Plan that incorporates the ideas, concepts, and techniques presented in this course into your daily life

## Call Center Success - Essential Skills for Customer Service Representatives

### Objectives

- Learn the basics of providing high quality customer service.
  
- Understand the six elements of professionalism.
  
- Explore how to understand and respond to customer needs.
  
- Build effective communication skills.
  
- Learn the importance of a positive attitude.
  
- Create and use a self-improvement plan.

## Change Management - Leading People Through Organizational Transitions

### Objectives

- Explore changes taking place in organizations today.
  
-

Discover how organizations can prepare for change.

-

Understand human reaction to change and how to deal with them.

-

Learn about team involvement and visionary leadership.

## Coaching for Development - Skills for Managers and Team Leaders

### Objectives

-

Understand the role of manager as coach.

-

Clarify the meaning for five roles of coaches.

-

To learn examples of techniques in quality coaching decisions.

## Conflict Management - Resolving Disagreements in the Workplace

### Objectives

-

Honor the legitimate

interests and viewpoints of others.

- Communicate a helpful attitude for resolving differences.
  
- Catch disagreement before it escalates into conflict.
  
- Replace habitual styles of handling conflict with a strategic approach chosen for the situation.
  
- Take action (or planned inaction) to manage conflict and monitor the result.

## Corporate Culture - Organizational Vision, Values and Mission

### Objectives

- Learn the process of visioning.
  
- Define an organizational mission.
  
- Understand the psychology of visioning.
  
- Discover reasons why successful organizations have vision, values and mission.
  
- Explore a case study related to visioning.

## Dealing with Difficult People

### Objectives

- Develop the ability to handle difficult people with determination and diplomacy.
  
- Learn the common mistakes that actually worsen conflict.
  
- Learn how to identify personality characteristics and to communicate into each specific style.
  
- Learn how to utilize assertive communication to specifically deal with aggressive and passive people.
  
- Learn how to show others how to communicate with tact, consideration and thoughtfulness.

## Employee Empowerment

### Objectives

- Understand basic concepts of employee empowerment.

- Learn how to make decisions that empower.

- Understand why empowerment is important.

## Emotional Intelligence Works - Developing "People Smart" Strategies

### Objectives

- To describe the benefits and challenges of applying emotional intelligence.

- To provide tools for assessing individual and organizational strengths and opportunities for improvement.

- To teach the core skills needed for emotional intelligence.

- To present model strategies and examples for using emotional intelligence in business and social settings, with family and friends.

## Facilitation Skills for Team Leaders

### Objectives

- Understand why empowered teams benefit modern organizations.

- Learn about team involvement, decision making and dynamics.

- Gain tools for facilitation.

## Giving and Receiving Feedback - Building Constructive Communication

### Objectives

- Learn how to receive critical feedback.

- Present useful coping mechanisms for handling critical feedback.

- Learn how to give constructive feedback fairly and effectively.

- Discuss handling special problems.

## Leadership Competencies - Creating Tomorrow's Leaders Today

## Objectives

- To explain the process of determining leadership competencies.

- To discuss personal qualities of leaders.

- To discuss actions that competent leaders take.

## Leadership Skills for Women - Achieving Impact as a Manager

### Objectives

- Define the qualities of effective leaders.

- Present strategies for team leadership.

- Address possible problems for the female leader.

## Mentoring - How to Develop Successful Mentor Behaviors

## Objectives

- Discover how anyone  
can assist in the development of other people through mentoring.
- Learn mentoring  
behaviors to adopt or avoid.
- Understand how  
mentoring works in today's workplace.

## Plan Your Work, Work Your Plan - Secrets for More Productive Planning

### Objectives

- Learn the key  
ingredients for successful planning.
- Learn planning  
methods.
- Provide helpful tips  
and strategies.

## Presentations: Preparing, Developing and Delivering

## Objectives

- Identify the characteristics of effective communication during a presentation, and address and work through fears of public speaking.
  
- Prepare a presentation by analyzing the audience, identifying the presentation's purpose, and structuring the presentation.
  
- Develop a presentation by writing a closing, an opening, the body, and transitions, and rehearse the presentation.
  
- Deliver a successful presentation by understanding and capitalizing on the seven components of a successful presentation: anxiety and nervousness, rapport and credibility, personal motivation, and voice and body techniques.
  
- Add interest to your presentation by using humor and visual aids, and facilitate a positive question-and-answer session.
  
- Work toward improving your presentation skills by using the 21-day habit and writing down insight moments, and committing to be a better speaker.

## Strategic Selling Strategies

### Module 1: Strategic Selling Principles - 1-Day Training

- Getting your Head Back in the Sales Game
  
- Be Your Own Guru

-  
The Secret to Sales

-  
Dealing with  
Underachievement

-  
How to Get Back on  
Top

-  
Prepare Yourself!

-  
Change your Mind,  
They Will Buy

-  
Advocacy

-  
The Two Most  
Important Words

-  
What it Takes to be  
#1

## Module 2: Personal and Small Business Sales Strategies - 1-Day Training

-  
Networking

-  
Getting to the Real  
Decision Maker

-  
Engage with  
Questions

-  
Creative  
Differentiation

-  
Reduce Risks &  
Convert Sales

### Module 3: Corporate Account Development Sales Strategies - 1-Day Training

-  
Acquiring New  
Accounts

-  
Maintaining an  
Existing Account Relationship

-  
Account Penetration

-  
Team Selling a  
Complex Account

-  
Facing a Competitive  
Selling Situation

-  
Dealing with Change  
in an Account

-  
Reselling or  
Handling a Difficult Account

-  
Selling to a  
Committee

## Stress That Motivates - Self-Talk Secrets for Success

### Objectives

- Explore the powerful link between stress, motivation, and self-talk.
  
- Gain tools for self-protection and self-motivation in stressful situations.
  
- Avoid the five biggest traps in self-talk.
  
- Discover a ready-to-use reinforcement system that will help you cut stress, build motivation, and get the right things done.

## The New Supervisor - Stepping Up with Confidence

### Objectives

- Learn the basic responsibilities, technical skills, and attitude required to be a successful supervisor.
  
- Discover four fundamentals every supervisor must master and to provide ideas and skills for putting them in place.

-  
Become acquainted  
with special situations that a supervisor can expect to encounter and show how  
to deal with them.

-  
Prepare an Action Plan  
that incorporates the concepts and techniques from this book into daily life.

## Team Building - An Exercise in Leadership

### Objectives

-  
To spell out the  
differences between a group and a team.

-  
To present tips for  
becoming an effective team leader.

-  
To explore behavior  
styles and the strengths each style brings to the team.

-  
To demonstrate ways  
to promote open communication and team involvement.

-  
To explain the  
importance of helping team members to achieve and grow in their jobs.

## Team Building - Working in Teams

## Objectives

- To explain what teamwork is all about, what roles you'll play, and how you'll figure out what to do together.
  
- To describe how to make team meetings work, how you can reach agreement with others, and how you can all build your team into a "family" unit.
  
- To present the best ways to follow up on teamwork so others, including the managers who support the whole deal, will listen to your decisions.

## Teamwork - Succeeding in a Multicultural Organization

### Objectives

- To help you explore your thoughts, feelings, and attitudes about people different from yourself.
  
- To explain techniques for improving how you communicate and use language in a diverse setting.
  
- To increase your awareness of how you behave and interact with diverse colleagues and customers.

## Team Deployment (Rapid) - Building High-Performance Project Teams

This course is  
intended for:

- Senior managers  
considering cross-functional team programs.
  
- Mid-managers wanting  
to launch project teams and accelerate results.
  
- Leaders who chair  
team meetings and manage projects.
  
- Facilitators who  
guide the process and coach everyone involved.

## Teams - Problem Solving for: - A Systematic Approach to Consensus Decision Making

### Objectives

- Learn  
problem-solving techniques that work.
  
- Understand how to  
define a problem.
  
- Master skills in  
problem analysis.

- Learn tools for  
decision making.

- Explore ways to  
implement decision making.

## Teams - Virtual Teaming - Breaking the Barriers of Time and Place

### Objectives

- To explain the  
fundamentals of launching a virtual team.

- To describe the  
benefits and challenges of working in a virtual team.

- To provide tools for  
assessing individual and team readiness for working in a virtual team.

- To teach the core  
skills needed for working in a virtual team.

- To provide effective  
communication techniques for working with members of a virtual team.

### Time Management

## Objectives

- Determine how to presently use time.
- Become aware of the portion of time which can be controlled.
- Learn how to make the most effective use of the time under his or her control.
- Handle uncontrollable time in a more efficient way.
- Use time the way he or she chooses (work, play, or rest).

## Training Managers to Train - Developing Diverse Talents

### Objectives

- Discover why managers should learn to train.
- Explore key concepts in training adults in the workplace.
- Understand the role of position analysis in defining a training program.
- Explore practical methods for planning and implementing on-the-job training. (OJT)

- Learn guidelines for  
evaluating the effectiveness of a manager's training efforts.

## Working In Retail - Mini Training Series

- Getting to know your  
customer
- Meet your customer's  
needs
- Build a continuing  
relationship
- Go the extra mile
- Explain features and  
benefits
- Building the sale
- Closing the sale
- Completing the sales  
transaction
- Preventing loss
- Promoting safety
- Stocking the shelves

-  
Keeping up  
appearances