

## Training Catalog

Course	Course Description
Anger Management	Benjamin Franklin once said, "In this world, nothing can be said to be certain, except death and taxes." We would like to add a third item to his list: anger. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. This workshop will help teach participants how to identify their anger triggers and what to do when they're angry.
Body Language Basics	The ability to interpret body language is a skill that will enhance your career. Body language is a form of communication, and it needs to be practiced like any other form of communication. Whether in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating.
Business Ethics	A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethics program will foster a successful company culture and increase profitability. Developing a business ethics program takes time and effort but doing so will do more than improve business; it will change lives.
Business Writing	Writing is a key method of communication for most people, and it is a skill with which many people struggle. This workshop will give participants a refresher on basic writing concepts such as spelling, grammar, and punctuation. It will also provide an overview of the most common business documents such as proposals,

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	<p>reports, and agendas to provide an advantage in the workplace.</p>
Change Management	<p>Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This workshop will give leaders the tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.</p>
Coaching and Mentoring	<p>This workshop focuses on how to better coach your employees to increased performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you can foster a supporting working relationship with your employees through understanding them and strategic goal setting. Learn to use a simple coaching model that will guide you through the coaching process.</p>
Coaching Salespeople	<p>This workshop focuses on the differences between coaching and training to motivate employees and increase sales. Participants learn the role of a sales coach and strategies to help salespeople develop self-directed solutions.</p>
Conducting Annual Employee Reviews	<p>Any great boss will tell you that employee reviews are a cornerstone for having happy and productive employees. Employees need to know what their strengths and weaknesses are. Once an employee understands their performance, you and the employee can take steps to improve their weaknesses.</p>

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Conflict Resolution	Wherever two or more people come together, there is the possibility of conflict. This course will give participants a six-step process that they can use to mitigate and resolve conflicts of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.
Customer Service	Each one of us serves customers, whether we realize it or not. Maybe you're on the frontlines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers. This workshop will look at all types of customers and how we can serve them better and improve ourselves in the process.
Developing New Managers	Effective, high-quality management is key to organizational success. No matter what your industry, your organization needs to have skilled managers in place to be the best it can be. But managers do not just appear out of nowhere, equipped with the skills to succeed. Managers need to be developed. While your organization is likely to do a mix of external hiring and internal promotion, taking the time to develop new managers from within the organization is a worthwhile investment. We share several strategies that can help you develop new managers, which ensures not just the success of individual employees but of the organization.
Diversity and Inclusion (Cultural Awareness)	With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This workshop will help participants understand diversity and how they can help create a more welcoming environment by understanding and

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	welcoming differences in others, recognizing bias, learning about cultural business etiquette, and cross-cultural leadership.
Emotional Intelligence	Emotional Intelligence is defined as a set of competencies demonstrating the ability one must recognize his or her behaviors, moods, and impulses, and to manage them best per the situation. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.
Employee Motivation	Employee Motivation is becoming ever more important in the workplace and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.
Facilitation Skills	Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, facilitation can help organizations make better decisions. This workshop will

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	<p>give participants an understanding of what facilitation is, as well as some tools they can use to facilitate small group meetings.</p>
Goal Setting and Getting Things Done	<p>Everyone has dreams and goals. Achieving personal and professional goals, however, requires planning and action. Learning how to manage time and set realistic goals will increase your chance of success in every area of your life. We share advice in this course intended to help increase your productivity and goal achievement.</p>
Handling a Difficult Customer	<p>At first glance, handling a difficult customer may seem like a thankless job. Fortunately, you can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling people and situations throughout your daily life. By improving the focus of your thoughts and feelings, how you manage stress, and how well you listen to and empathize with others, you will be better able to meet the challenges other people pose in both your professional and personal life. Implementing the guidelines in this module is the first step in a process towards changing how you interact with others.</p>
High Performance Teams	<p>The term “high performance teams” has become a frequently used buzzword. It is easy to talk about high performance teams, but what are they, how are they formed, and what benefits do they provide? The material in this workshop will help you find the answer to these questions and develop your own high-performance teams.</p>
Interpersonal Skills	<p>We’ve all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work</p>

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	<p>towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.</p>
Leadership and Influence	<p>They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born during adversity. Often, people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. This workshop will explore how to use influence as part of a leadership strategy.</p>
Managing Generation Gaps	<p>The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retirement and younger workers enter the workforce, the work environment has become a patchwork of varying perspectives and experiences. This workshop will help participants understand the various generations present at work and understand what motivates them and dealing with them daily. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.</p>
Meeting Management	<p>You are on your first project and you must organize and manage the project kick-off meeting. What do you do first? Do you create the agenda or the invitation list? How do you run a meeting? What preparation do you need? These are valid and real questions that the meeting manager must address. Organizing and leading effective meetings require skill to achieve the meeting purpose. Disorganized and poorly managed</p>

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	<p>meetings waste time and hurt your credibility as a meeting manager. Consistently leaving a poor impression with meeting attendees will haunt you if left unchecked.</p>
Millennial Onboarding	<p>Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.</p>
Motivating Your Sales Team	<p>Sales can be a tough job and it can be hard to keep your sales team motivated to pursue leads and close deals day after day. Rejection is part of the job in sales. Developing a solid set of strategies for motivating your sales team will not only increase your bottom line; it will increase team member satisfaction and retention.</p>
Negotiation Skills	<p>Although people often think of boardrooms, suits, and million-dollar deals when they hear the word “negotiation,” the truth is that we negotiate all the time. For example, have you ever:</p> <ul style="list-style-type: none"><li>• Decided where to eat with a group of friends?</li><li>• Decided on chore assignments with your family?</li><li>• Asked your boss for a raise?</li></ul> <p>These are all situations that involve negotiating! This workshop will give participants an understanding of the phases of negotiation, tools to use during negotiation, and ways to build win-win solutions for all those involved.</p>

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Organizational Skills	Good organizational skills can prove beneficial in many areas of life, including personal and business areas. Excellent organizational skills can result in increased general productivity, project management, and can positively affect memory and retention skills. These skills are not acquired overnight – it will take a lot of hard work and practice. With guidance and the right tools, anyone can learn how to stop hunting for missing items and become better organized.
Overcoming Sales Objections	Everyone who works in sales will run into sales objections. From retail employees on the sales floor to sales executives, people at every level of the business need to learn how to overcome sales objections. With the right training, it is possible to turn objections into opportunities. Investing in sales objection training will help improve sales and the company's bottom line.
Performance Management	Performance Management is not a company's way of employing "micro-managing" techniques that stunt the professional growth of its employees. It is a strategic approach to ensuring the efficiency and effectiveness of an organization. Whether at the organizational, departmental or employee level, the goal of performance management is to make sure business goals are being met in a satisfactory manner.
Presentation Skills	The Presentation Skills workshop will benefit presenters, trainers, meeting facilitators, or public speakers. No matter the communication role you are assuming, this workshop will help you become more efficient and proficient with the skills of providing information to others.

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Public Speaking	Many professionals identify public speaking as their biggest fear. Forget small spaces, darkness, and spiders – standing up in front of a crowd and talking is far more terrifying for most people. Mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. This workshop will provide valuable public speaking skills, including in-depth information on developing an engaging program and delivering your presentation with power.
Sales 101	This workshop will give participants a basic sales process, plus some basic sales tools, that they can use to close the deal regardless of the deal size. The process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that that they will benefit in making their interest concrete by making a financial investment.
Social Media in the Workplace	People love to stay connected, so it's no wonder that social media sites continue to grow in popularity. However, with social media sites going mobile and available 24 hours a day, people can often forget where to draw the line, especially at work. Companies should examine how this media is affecting them and how they can implement ways to move forward with technology without letting it interfere with productivity.
Soft Skills You Need	Having the technical skills and knowledge to successfully execute your job duties is only one part of being the best you can be in the workplace. In addition to these "hard" skills, we also need "soft" skills. Soft skills are those skills that allow us to work effectively with others. No matter what your position, organization, or industry, you work with people! Taking the time to

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	<p>build effective soft skills can contribute to a more efficient, harmonious, and productive workplace, as well as to your own overall job happiness and satisfaction.</p>
Stress Management	<p>Positive and negative stress is a constant influence on all our lives. The trick is to maximize the positive stress and to minimize the negative stress. This workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system.</p>
Taking Initiative	<p>Long before we start our first job, we often dreamt about what career we wanted to have when we grew up. Soon, we start the journey to find the job we want to have and discover ways to make it happen. But that's only half the battle. Once you've landed the job you want, you must know ways to not only stay in your job field, but also excel in it.</p>
Teambuilding for Managers	<p>Your organization's people are its greatest asset, and when they work together as a team they accomplish more. Teamwork does not just happen. Teams must be created, developed, and nurtured continuously. A solid team building strategy can create an environment of greater collaboration and congeniality, which is good not only for the bottom line but for your workforce. This workshop will help managers to develop a diverse team building tool kit that helps your people grow at every stage.</p>
Teambuilding Through Chemistry	<p>Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry between team members. It is not enough to have a group of people work on a project; people</p>

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	<p>must connect and balance each other's strengths. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding pitfalls and developing a sense of unity.</p>
Teamwork and Team Building	<p>For most of us, teamwork is a part of everyday life. Whether at home, in the community, or at work, we are often expected to be a functional part of a team. This workshop will encourage participants to explore the different aspects of a team, as well as ways to become a high performing team member.</p>
Telework and Telecommuting	<p>For some staff, working from home can seem like a dream opportunity. Remote staff may not realize that remote or virtual positions come with a great amount of responsibility and challenges. Since these employees are not working in a centralized office, they may have the advantage of having flexible schedules and shorter or no commute. However, remote staff can be disadvantaged when it comes to receiving feedback and being able to communicate with teammates. This workshop will identify ways for remote staff to stay motivated while still feeling connected to the rest of the team.</p>
Time Management	<p>Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list. Activities are then rated based on urgency and importance, priorities assigned, and deadlines set. This process results in a plan with a task list or calendar of activities. Routine and recurring tasks are often given less focus to free time to work on tasks that contribute to important goals. This entire process is supported by a skill set that should include personal motivation,</p>

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	delegation skills, organization tools, and crisis management. We will cover this and more during the Time Management workshop.
Training Middle Managers	Knowing the skills that distinguish you from other candidates will prepare you to handle the role of "middle manager". By taking this course, you will be able to communicate effectively with employers about your experience, skills, and training in middle management.