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# ACCOUNTABILITY IN



Operate in integrity and  
make ethical decisions



# THE WORKPLACE

## Accountability in the Workplace

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication to attain success. This course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity and generate an enhanced workplace.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Differentiate between ownership and accountability

Use feedback as a tool to enhance performance

Recognize the barriers of workplace accountability

Work towards achieving the benefits of accountability

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# ADMINISTRATIVE



Operate in integrity and  
make ethical decisions



# SUPPORT

## Administrative Support

Having effective administrative skills are essential in today's work environment. Being organized, punctual, and effective in your communication skills, both written and verbal, are crucial if you want to achieve your goals in any endeavor you pursue. Think of it. The current business environment is filled with many sources of information, and you have to take that information and analyze it, prioritize it, and process it to the extent where value is achieved for the organization. Good administrative skills reduce the risk of "things falling through the cracks." Great administrative skills create exponential results that spot potential problems, overcome obstacles, and leverage resources effectively.

In the Administrative Support workshop, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this module will take time to root into your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Prioritize your time and get organized

Complete special tasks and achieve self-empowerment

Increase verbal and non-verbal communication skills

Prioritize self-care and manage up.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# ADULT LEARNING



If all other communication methods fail,  
use words. Anonymous



# MENTAL

## Adult Learning - Mental

Bloom's Taxonomy is not just for elementary school teachers, but the three domains of taxonomy apply to adult education as well. In this workshop, we will focus on the cognitive domain, where the domain of knowledge and intellect resides, and is the primary focus of most educators.

With our "Adult Learner: Bloom's Taxonomy – Cognitive Domain workshop, your participants will discover the specific of how the cognitive domain increases intellectual capability.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Course Objectives

Describe Bloom's Taxonomy.

Explain the two cognitive domains.

Explain types of knowledge.

Identify training in the cognitive domain.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# ADULT LEARNING



If all other communication methods fail,  
use words. Anonymous



# PHYSICAL

## Adult Learning - Physical

Bloom's Taxonomy is not just for elementary school teachers, but the three domains of taxonomy apply to adult education as well. In this workshop, we will focus on the psychomotor domain, where the domain of action and physicality resides. It is important to remember that, when implementing, psychomotor works together with the other domains.

With our "Adult Learner: Physical Skills workshop, your participants will discover how to better navigate their physical environment, because understanding and coordinating physical skills provides an incredible benefit to everyone.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Course Objectives

Describe Bloom's Taxonomy.

Explain the psychomotor domain.

Explore the different psychomotor taxonomies.

Identify ways to implement training in the psychomotor domain with practical activities.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# ANGER MANAGEMENT



Operate in integrity and  
make ethical decisions



## Anger Management

Benjamin Franklin once said, 'In this world nothing can be said to be certain, except death and taxes.' We would add a third item to his list: anger.

Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish in your personal and professional life.

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. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

## Course Objectives

Describe the anger cycle and the fight and flight theory.

Identifying the problem.

Practice de-escalation techniques.

Negotiate solution building.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# APPRECIATIVE INQUIRY



Operate in integrity and  
make ethical decisions



## Appreciative Inquiry

Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry can change the whole organization by changing the people. Through positive questioning, people will be directed to move in a positive direction. Recognizing the strengths and values of what works, as opposed to what's wrong, will transform the individuals and thus transform the organization.

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead, focusing on strengths and successes. It is a tool for organizational change, and it will strengthen relationships. Who doesn't like to share good positive stories and events? Think about it.

## Course Objectives

Define appreciative inquiry (AI).

Describe the effect AI has on the organization and people .

Explain how AI is used to create positive energy.

Manage and guide employees in a positive environment.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# ARCHIVING & RECORDS



High expectations are the key to  
everything ~ Sam Walton

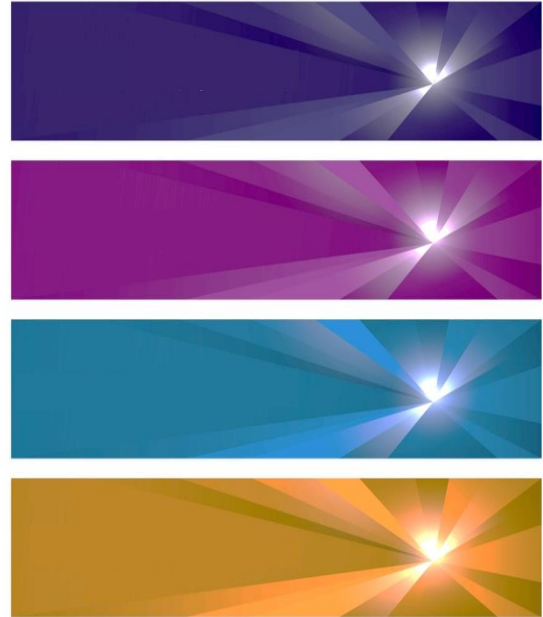


# MANAGEMENT

## Archiving & Records Management

Records are kept in every organization. From purchasing receipts to tax documents to communications, records need to be identified and managed properly. The method of records management that a company uses should be tailored to fit the needs of that organization. There are; however, some basic concepts in most records management systems. With our “Archive and Records Management” workshop, your participants will discover the basic elements of records management programs, and various ways to manage records.

## Course Objectives



### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# ATTENTION



High expectations are the key to  
everything ~ Sam Walton



# MANAGEMENT

## Attention Management

A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and overall be more productive.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and to motivate them to reach their personal and professional goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

## Course Objectives

Define and understand attention management.

Identify different types of attention.

Create strategies using methods that focus attention.

Prioritize and increase productivity.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

[CLICK HERE TO REGISTER:](#)

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# BASIC



Operate in integrity and  
make ethical decisions



# BOOKKEEPING

## Basic Bookkeeping

Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers have on just about everything, you deserve a cookie.

Welcome to Basic Bookkeeping!

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define accounting terms.

Identify the difference between cash and accrual.

Utilize accounts payable, accounts receivable, and balance sheet.

Identify different types of financial statements.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# BODY LANGUAGE



The human body is the best picture of  
the human soul. Ludwig Wittgenstein



# BASICS



## Body Language Basics

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding body language will provide you a great advantage in your daily communications. Body Language Basics will provide you with a skill set to help you understand that what is *not* said is just as important as what is said. It will also give you the ability to see and understand how your own body language may be interpreted. You will be able to adjust and improve the way you communicate through non-verbal communication.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define body language.

Describe the benefits and purpose of interpreting body language.

Interpret basic body language and recognize common mistakes.

Practice your body language skills.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# BUDGETS AND



Operate in integrity and  
make ethical decisions



# FINANCIAL REPORTS

## Budgets and Financial Reports

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.

The Budgets and Financial Reports workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define financial terminology.

Identify how to analyze financial statements.

Use advanced forecasting techniques.

Identify the legal aspects of finances

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# BUILDING CONFIDENCE



You are the only person on Earth who  
can use your ability. Zig Ziglar



# & ASSERTIVENESS

## Building Confidence & Assertiveness

Strengthening our self-confidence is a powerful step in shaping our lives and creating future success. The ability to be confident and assertive are crucial skills for personal development, displaying authority in business, and promoting equality throughout interactions. Essentially, these skills have a significant influence on building a happy life. Through effective communication, visualization, and resiliency, we can learn to be confident and project an image of confidence to others. When stressful or difficult situations arise, we can control our own responses and how we choose to move forward. Confidence and assertiveness are skills that can be developed and beneficial to everyone, no matter their career or job position.

The Building Confidence and Assertiveness course will provide participants with the tools to overcome fear, gain personal empowerment, and inspire confidence in others. By believing in our potential and the positive changes that we can make, we are able to grow personally and professionally.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define confidence and assertiveness.

Identify the characteristics of a confident individual.

Explore techniques to remain confident and assertive during difficult situations.

Identify ways to build confidence in others.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# BUSINESS ACUMEN



You are the only person on Earth who  
can use your ability. Zig Ziglar



## Business Acumen

Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions, no matter how small, can affect the bottom line. Your participants will increase their financial literacy and improve their business sense.

Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization and provide that additional edge that will lead to success.

## Course Objectives

Develop critical thinking along with big picture thinking.

Find key financial levers while developing financial literacy.

Practice management acumen and financial acumen.

Develop a risk management strategy.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# BUSINESS ETHICS



Operate in integrity and  
make ethical decisions



## Business Ethics

A company's ethics will determine its reputation, and good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability; however, developing the program takes time and effort but doing so will do more than improve business; it will change lives.

A company's ethics influences all levels of business, and determines how others interact with the company, including customers, employees, suppliers, and competitors. All of these groups can become loyal, long-term customers if the company operates in integrity. Business Ethics teaches you to operate in integrity and enables you to make ethical decisions.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define business ethics and understand its benefits.

Distinguish between ethical and unethical behaviors.

Recognize social and business responsibilities.

Implement ethics at work.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# BUSINESS ETIQUETTE



Operate in integrity and  
make ethical decisions



## Business Etiquette

This course examines the basics of business etiquette: consideration for others, personal dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define etiquette and provide examples.

Enumerate the four levels of conversation and provide examples.

Differentiate among the dressy casual, semi-formal, formal and black tie.

Practice remembering name and handshaking.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# BUSINESS SUCCESSION



Operate in integrity and  
make ethical decisions



# PLANNING

## Business Succession Planning

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. It is essential to the long-term survival of a company. Every company should have a form of succession planning in its portfolio, as it is not the expected absences that can cripple a company, but the unexpected ones.

Whether it is preparing someone to take over a position of leadership in a corporation, or the sole proprietor of a small business, Business Succession Planning will teach you the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition, is just as important as picking the right person for the job.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define business succession planning.

Develop a succession plan and the importance of mentorship.

Define and use a SWOT analysis to set goals.

Anticipate obstacles and evaluate and adapt goals and plans.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# BUSINESS WRITING



If all other communication methods fail,  
use words. Anonymous



## Business Writing

Writing is a key method of communication for most people; however, it is commonly lacking for most professionals. Writing and communication skills have degraded with more and more people communicating through email, text messaging, and social media. However, developing writing skills is still important in the business world for creating documentation, such as proposals, reports, agendas, processes, procedures, and instruction manuals.

The Business Writing course will give you the basic writing concepts for spelling, grammar, and punctuation, while providing you with practical application of how to use these skills in the most common business documents. Having good writing skills gives you that added value in the workplace.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Identify common spelling and grammar issues in business.

Construct proper sentences and paragraphs.

Apply writing concepts to business documentation.

Utilize the peer review process to improve your skills.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

## How to Enroll

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# CALL CENTER TRAINING



Good manners and soft words have  
brought many a difficult thing to pass.

Sir John Vanbrugh



## Call Center Training

Phone skills are a highly valuable tool to have in any employee's skillset, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Center Training will lower costs, as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and maintaining a useful skill set.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define and understand call center strategies.

Apply strategies that enhance effective communication.

Set benchmarks.

Create SMART goals.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# CHANGE MANAGEMENT



There is nothing permanent except  
change. Heriaclitus



## Change Management

This course is designed for change agents—those responsible for implementing change throughout the organization.

Change is a constant in our lives; however, some manage it better than others. All around us technologies, processes, people, ideas, and methods often change, affecting the way we perform our daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation, and you will learn strategies to help you navigate the organization through the shifts.

The Change Management course gives you the tools to implement changes more smoothly and to have those changes better accepted. You will understand how change is implemented and learn to manage the organization's reactions to change.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Identify the requirements for a change strategy.

Gather data, address concerns, and share motivators.

Describe the four stages of Appreciative Inquiry.

Communicate the importance of resiliency and flexibility.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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CIVILITY IN THE



There is nothing permanent except  
change. Heriaclitus



WORKPLACE



## Civility in the Workplace

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry million a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace, will also be discussed. The benefits to Civility in The Workplace are countless and will pay off immensely in every aspect of your job.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define civility and its behavioral indicators.

Use workplace etiquette to resolve conflict.

Diagnosing the causes of uncivil behavior.

Identify basic styles of conflict resolution.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# COACHING AND



Coaching is 90% attitude and 10%  
technique. Anonymous



# MENTORING

## Coaching and Mentoring

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month, even after you spoke with them about the importance of meeting goals. This employee has a great attitude, and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and Goal setting. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them, and strategic goal setting.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define coaching, mentoring and the GROW model.

Discuss the benefits of building and fostering trust with your employee.

Identify and overcome common obstacles.

Develop a finalized plan.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# COACHING SALESPEOPLE



Coaching is 90% attitude and 10%  
technique. Anonymous



## Coaching Salespeople

Coaching is not just for athletes. More and more organizations are choosing to include coaching as part of their instruction. Coaching salespeople, when done correctly, will not only increase sales, it will have a positive impact on the community and culture of a company. The benefits of coaching salespeople are numerous and worth exploring

With our “Coaching Salespeople” workshop, your participants will discover the specifics of how to develop coaching skills.

## Course Objectives

Define coaching and explain the benefits.

Identify the difference between coaching and training.

Practice coaching activities.

Monitor data and recognize how it can be used organizationally.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# COLLABORATIVE BUSINESS



Alone we are smart, together we are  
brilliant. Steven Anderson



# WRITING

## Collaborative Business Writing

Writing is a key method of communication for most people; however, it is commonly lacking for most professionals. Writing and communication skills have degraded with more and more people communicating through email, text messaging, and social media. However, developing writing skills is still important in the business world for creating documentation, such as proposals, reports, agendas, processes, procedures, and instruction manuals.

The Collaborative Business Writing course gives you the knowledge and skills to collaborate with others and create business documentation. You will learn the types of collaborations, and how to improve them, while appreciating the benefits of coming together as a team. This course will build your confidence in your individual and collective team writing capabilities.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Explain collaborative business writing and its benefits.

Collaborate with team members and utilize style guides.

Manage conflicts to overcome writing barriers.

Build collaborative writing teams to manage deliverables.

### Pre-requisites

[Business Writing](#)

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# COMMUNICATION



Wise men talk because they have  
something to say; fools, because they  
have to say something. Plato



# STRATEGIES

## Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define communication and explain its methods.

Develop non-verbal and paraverbal communication.

Identify barriers to communication by asking good questions.

Use appreciative inquiry as a communication tool.

### Pre-requisites

How to Enroll

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# CONDUCTING ANNUAL



Always do your best. What you plant  
now, you will harvest later. Og Mandino



# EMPLOYEE REVIEWS

## Conducting Annual Employee Reviews

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.

With our Conducting Annual Employee Reviews workshop, your participants will discover how to conduct a well-designed employee review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

## Course Objectives

Describe the annual employee review process.

Identify common mistakes made during the annual review.

Connect employee compensation to firm-wide returns.

Describe the concept of pay for performance.

## Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Pre-requisites

How to Enroll

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# CONFLICT RESOLUTION



Conflict cannot survive without our  
participation. Wayne Dyer



## Conflict Resolution

Wherever two or more people come together, there is always potential for conflict. This course will give you a seven-step conflict resolution process that you can utilize to resolve conflict disputes of any size. You will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution course, you will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even litigation.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Describe the six phases of the conflict resolution process.

Utilize the resolution process to manage conflicts.

Improve communications using the agreement framework.

Apply stress management techniques to reduce anxiety.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# CONTACT CENTER



We have two ears and one mouth, so  
that we can listen twice as much as we  
speak. Epictetus



# TRAINING

## Contact Center Training

For many people, the term Contact Center relates to sales calls and telemarketers, but a contact center can provide customer support, information technology support, and much more. The key to offering great customer experience is in the training. A well-trained contact center employee can be the difference between gaining more customers and losing them.

Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff and giving them the information that is needed to effectively assist your customer base is paramount.

With our “Contact Center Training” workshop, your participants will discover the basic elements of being an effective employee of a contact center.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

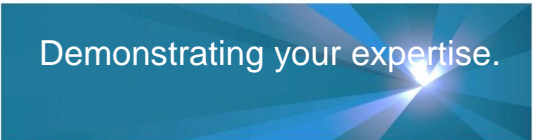
## Course Objectives



Building rapport with callers.



Managing difficult customers.



Demonstrating your expertise.



Learning from your peers.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# CONTRACT



Critical thinking has the power to launch  
students on unforgettable learning  
experiences. Unknown



# MANAGEMENT



## Contract Management

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationship will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations.

With our “Contract Management” workshop, your participants will discover the specifics of how contract management works and how to effectively source agents.

## Course Objectives

Identify contract elements and understand the importance of ethics in contract management.

Calculate the contract's value.

Create contract amendments.

Negotiate contract terms.

## Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Pre-requisites

A pre-assignment will be provided upon completion of registration.

## How to Enroll

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# CREATING A GREAT WEBINAR



Learning without thought is labor lost;  
thought without learning is perilous.

Confucius



## Creating a Great Webinar

Webinars are a great inexpensive way to reach many people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provide a great environment for these activities and so much more.

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge through a Webinar is the best way to reach many, via the power of one.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define webinars and their purpose.

Choose the best format for engaging the audience.

Prepare for the webinar to avoid common mistakes.

Review feedback and incorporate lessons learned.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# CREATIVITY: THINKING



A course designed to improve Creativity.



# OUTSIDE THE BOX

## Thinking Outside the Box

Creativity allows individuals to explore new paths and ideas that can help to advance our consistently evolving world of business. Without creativity, we would only see what is visible; however, to evolve as a business it is necessary to look beyond what is visible and consider new ideas. When creativity is incorporated into daily workplace practices there is an increase in opportunity for growth, engagement, and productivity.

Creativity and innovation can help to materialize ideas and dreams into reality. This course will provide you with informative tools and practical strategies to help infuse creativity into the workplace. Creativity plays a big role in building a positive work environment, in which employees will feel confident in expressing their ideas. When this creativity emerges, powerful opportunities and advancements can happen.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Distinguish between creativity and innovation.

Identify the stages of the creative process.

Recognize the barriers to creativity.

Utilize tools to help spark your creativity.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# CRISIS MANAGEMENT



The Chinese use two brush strokes to write the word “crisis.” One brush stroke stands for danger; the other for opportunity. In a crisis, be aware of the danger, but recognize the opportunity.

John F. Kennedy



## Crisis Management

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability, and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.

## Course Objectives

Define a crisis and identify potential risks.

Identify concerning behaviors and how to escalate.

Define triggers and understand how they could escalate.

Describe the proper response to an event.

## Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# CRITICAL THINKING



Critical thinking has the power to launch  
students on unforgettable learning  
experiences. Unknown



## Critical Thinking

We live in a knowledge-based society, and the more critically we think, the better our knowledge will be. Critical thinking provides the skills to analyze and evaluate information so that we can obtain the greatest amount of knowledge from it. Critical thinking affords us the best chance of making the correct decision and minimizes damages if a mistake does occur.

This course will help you be a more rational and disciplined thinker, while allowing you to take notice of your prejudice and biases to provide you with a better understanding of your environment. You will learn the skills needed to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career and provide you with a great skill to use in your everyday life.

### Course Duration

10 hours of instruction

Day 1 (6.5 hours): 1 hour lunch and  
2, 15-minute breaks

Day 2 (3.5 hours): one 15-minute break

## Course Objectives

Identify the components and benefits of critical thinking.

Use logical and non-linear thinking.

Evaluate information using critical thinking skills.

Revise your perspective to problem solve.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# CUSTOMER SERVICE



It takes months to find a  
customer...seconds to lose one.

Vince Lombardi





## Customer Service

Customers are those to whom we provide a service; therefore, we all have customers. Maybe you're on the frontlines of a company serving the people who buy your products, or 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.

The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. You will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers and generating return business.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Recognize how your attitude effects customer service.

Identify your customers' needs and how you can build goodwill.

Serve customers over the phone and through online tools.

Utilize your skills to turn unhappy customers into those who provide repeat business.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# CUSTOMER SUPPORT



It takes months to find a  
customer...seconds to lose one.

Vince Lombardi



## Customer Support

Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer experience begins long before the purchase is made.

With our “Non-Telephone Customer Support” workshop your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

## Course Objectives

Define customer support and recognize the different channels to provide support.

Recognize the challenges of customer support.

Identify different forms of documentation.

Be proactive to excel in customer support.

## Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Pre-requisites

A pre-assignment will be provided upon completion of registration.

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# CYBERSECURITY



The goals are simple: safety and security:

Jodi Rell



## Cybersecurity

Every organization is responsible for ensuring cybersecurity. The ability to protect its information systems from impairment or even theft is essential to success. Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity.

With our “Cybersecurity” workshop, your participants will discover the fundamentals of cybersecurity as well as the methods that should be implemented to make sure their computer systems are protected.

## Course Objectives

Identify the different types of malware and security breaches.

Recognize the types of cyberattacks to look for.

Develop effective prevention methods.

Protect your identification and information.

## Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# DELIVERING CONSTRUCTIVE



The goals are simple: safety and security:

Jodi Rell



# CRITICISM

## Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone to do. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee requires feedback or criticism, the situation needs to be handled in a very specific way.

Delivering Constructive Criticism will provide great benefits to your organization. It offers options for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

## Course Objectives

Define constructive criticism and understand when feedback should occur.

Determine the appropriate atmosphere in which it should take place.

Recognize how emotions and certain actions can negatively impact the session.

Identify the proper steps to be taken during the session and upon follow up.

## Course Duration

6.5 hours of instruction  
2, 15-minute breaks  
1 hour lunch

## Pre-requisites

A pre-assignment will be provided upon completion of registration.

## How to Enroll

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# DEVELOPING A LUNCH AND LEARN



A man may be a pessimistic determinist  
before lunch and an optimistic believer in  
the will's freedom after it. Aldous Huxley





## Developing a Lunch and Learn

Crating a Lunch and Learn session is a low-cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. Your participants will be shown the criteria involved in creating a great Lunch and Learn environment. Because Lunch and Learn sessions are usually voluntary, attendance can sometimes be an issue. With this workshop you will be given the knowledge to help you work through this issue and others.

Our Developing a Lunch and Learn workshop will give your organization a quick and useful tool to add to its training department. Your participants will be able to use it as a follow-up, or as a refresher to a previous training session. It doesn't have to be just about a learning even it can also involve collaboration, networking, or sharing best practices between employees.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Course Objectives

Define a lunch and learn.

Create the content and useful takeaways.

Plan to address difficult situations and difficult people.

Use feedback to improve future lunch and learns.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# DEVELOPING CORPORATE BEHAVIOR



A man may be a pessimistic determinist  
before lunch and an optimistic believer in  
the will's freedom after it. Aldous Huxley



## Developing Corporate Behavior

With this workshop your participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with the standards of conduct is what makes a business stand out and be a leader in the business world.

Through our Developing Corporate Behavior workshop your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan, your participants should see a reduction in incidents and an increase in teamwork and loyalty.

## Course Objectives

Define corporate behavior and understand the benefits.

Decide what type of behaviors you want to implement in your company.

Implement corporate behaviors.

Maintain corporate behaviors and analyze the impact in the organization.

## Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Pre-requisites

A pre-assignment will be provided upon completion of registration.

## How to Enroll

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# DEVELOPING CREATIVITY



An essential aspect of creativity is not  
being afraid to fail. Edwin Land



## Developing Creativity

Children have an innate creative ability, but for some reason adults seem to lose it along the way. Your participants will move out of the mundane, be more curious, engage, and explore new ideas. Recognize creativity and be ready when it happens.

With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn about mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

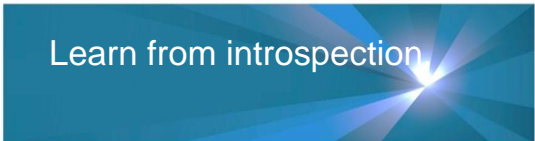
## Course Objectives



Define creativity.



Engage in curiosity.



Learn from introspection.



Take risks.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# DEVELOPING EMOTIONAL



Whatever the mind can conceive and  
believe, the mind can achieve. Dr.  
Napolean Hill



# INTELLIGENCE

## Developing Emotional Intelligence

Taking control over the emotions that shape our lives can have powerful effects.

Emotional intelligence (EI) is the ability to recognize and manage our emotions, behaviors, and impulses, as well as apply this knowledge to the world around us. It encourages self-awareness, internal motivation, and the exploration of diverse perspectives. Through effective and authentic communication, emotional intelligence will create positive relationships within any organization.

Emotional intelligence is a skill that can be developed, in which these skills will help you to maximize your personal and professional success.

The Developing Emotional Intelligence course will provide participants with the tools to gain control over emotions, navigate challenging situations, and communicate empathetically. With emotional intelligence, you can build a happy and prosperous life.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define emotional intelligence and emotions.

Identify tools to gain control over emotions.

Execute conflict resolution and manage relationships with others.

Apply emotional intelligence in the workplace.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# DEVELOPING NEW MANAGERS



Whatever the mind can conceive and  
believe, the mind can achieve. Dr.  
Napolean Hill



## Developing New Managers

Management must be effective for the success of any business. Unfortunately, it is all too easy to overlook the training and development of new managers. When you provide your managers and employees with the skills and tools they need, you will greatly boost morale and strengthen your organization.

With our Developing New Managers workshop, your participants will understand the value of investing in employees and developing management. By focusing on development opportunities, your participants will establish a culture that retains top talent and improves succession planning.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Discuss strategies for developing new manager.

Define a clear management track and determine the core competencies for managers.

Create a continuous improvement plan for managers.

Apply the principles of manager development to the organization

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# DIGITAL CITIZENSHIP



I am a citizen of the world. Diogenes



## Digital Citizenship

Our Digital Citizenship course will give your participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online, we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share, by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work effectively in the digital world.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

## Course Objectives

Define digital citizenship and understand digital etiquette.

Use technology and social media to create your brand.

Protect your online presence.

Practice safe use of technology.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

How to Enroll

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# DIVERSITY, EQUITY,



It is not our differences that divide us; it is our ability to recognize, accept, and celebrate those differences. Audre Lorde



# & INCLUSION

## Diversity, Equity, and Inclusion

The world is diverse; it is made up of people who have different backgrounds, traditions, and beliefs. Diversity, equity, and inclusion (DEI) creates a culture where every individual is acknowledged and supported, regardless of their differing background. It helps us to recognize the value in diverse voices, as well as other individual differences, such as gender, race, religion, ethnicity, or sexual orientation. Ultimately, a diverse workplace will lead to better innovation and success. Through inclusive language and leadership, everyone is encouraged to evolve both personally and professionally. Many organizations are working towards fostering a workplace culture that is committed to DEI practices and ensuring that every voice is heard.

The Diversity, Equity, and Inclusion course will provide participants with the tools to recognize social biases, respond to microaggressions, as well as provide resources to create a safe and welcoming work environment. With strong team commitment and courage, we can create a sense of belonging for *everyone*.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

## Course Objectives

Define diversity, equity, and inclusion.

Recognize common social biases and discover ways to overcome microaggressions.

Recognize ways to prioritize DEI in the workplace.

Identify workplace policies and best efforts to foster an inclusive culture.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

## How to Enroll

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## EMPLOYEE



Motivation is the art of getting people to do what you want them to do because they want to do it. Dwight D. Eisenhower



## MOTIVATION

### Employee Motivation

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance to ensure that you have a motivated workforce.

The Employee Motivation workshop will give participants several tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Defining motivation, an employer's role in it and how the employee can play a part.

Describing the theories which pertain to Employee Motivation.

Identifying personality types and how they fit into a plan for Employee Motivation.

Set clear and defined goals.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## EMPLOYEE



The beginning is the most important part  
of the work. Plato



## ONBOARDING

### Employee Onboarding

Employee onboarding is an important and vital part of any company's hiring procedure. Hiring, training, and bringing new employees on board costs a lot of money and are major investments. Onboarding is a secure investment that will assist newly hired employees in developing and keeping their skills, knowledge, and value within the company. A proper onboarding process could help a company maintain its highly skilled worker and lessen the risk of them being lured by other companies.

Employee Onboarding 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 structured onboarding procedures will make this time run smoother and produce a greater chance of success.

### Course Objectives

Define onboarding and understand its benefits and purpose.

Prepare for an onboarding program.

Identify ways to engage and follow up with employees.

Create expectations and discover the importance of resiliency and flexibility.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## EMPLOYEE



Surround yourself with the best people  
you can find, delegate authority, and  
don't interfere. Ronald Reagan



## RECRUITMENT



### Employee Recruitment

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people for the jobs in your organization. Actively seeking out qualified candidates is the best way to ensure that you find the talent that you need.

Recruitment is essential to the success of your business. Hiring a new employee is one of the largest investments you can make in business. That is why hiring the correct employee is so important. Hiring the right employee is more important than ever, as training can be very expensive. Employee turnover costs companies a lot of money each year. This course will provide the Employee Recruitment that your hiring department needs to help them interview and recruit the right employee for you.

### Course Objectives

Define recruitment and understand the selection process.

Recognize the GROW model and how to set goals.

Identify and avoid bias when making offers.

Discover ways to retain talent and measure growth.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## EMPLOYEE TERMINATION



Employee loyalty begins with employer  
loyalty. Harvey Mackay



## PROCESSES



### Employee Termination Processes

Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.

With our [Employee Termination Processes](#) workshop, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

### Course Objectives

Create employee performance plans.

Establish effective termination meetings.

List the “Do’s” and “Don’ts” of firing an employee.

Conduct exit interviews.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## ENTREPRENEUR



Employee loyalty begins with employer  
loyalty. Harvey Mackay



### Entrepreneur

Would you to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations then you need our entrepreneurship workshop.

Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

### Course Objectives

Develop a business plan  
learn how to start a business.

Get financing for your  
business.

Hire and train employees.

Operate and grow your business.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## EVENT PLANNING



For every two minutes of glamour, there are  
eight hours of hard work. Jessica Savitch



### Event Planning

Successful event planning starts with possessing good communication skills, being highly organized, and having the ability to follow up with vendors until completion. Preparation before, during, and after is crucial in helping reach your desired objectives.

With our Event Planning workshop, your participants will learn how to anticipate and solve common planning issues for any small event, such as informal gatherings, up to complex meetings. Effectively troubleshooting will help ensure a happy and enjoyable event.

### Course Objectives

Define the different types of events and the planning process.

Plan and organize your event.

Manage the staff.

Close out the event.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## EXECUTIVE AND PERSONAL ASSISTANTS



For every two minutes of glamour, there are  
eight hours of hard work. Jessica Savitch



### Executive and Personal Assistants

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents, all must be done with the highest degree of confidentiality. Confidentiality is one of the most important characteristics of any assistant.

Our Executive and Personal Assistants workshop will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide your participants with the necessary tools.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Adapt to the needs and styles of management.

Communicate through written, verbal, and nonverbal methods.

Improve time management skills and manage meetings effectively.

Act as a gatekeeper and use the tools of the trade effectively.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# ETRAINERS.ORG

## Prioritizing People over Profits

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## FACILITATION SKILLS



Facilitative skills are increasingly becoming a core competency for leaders, consultants, and others who work with groups. Roger Schwarz



### Facilitation Skills

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision-making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering.

The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define facilitation and identify its purpose and benefits.

Differentiate between process and content in the context of a group discussion.

Identify ways a facilitator can help a group reach a consensus.

Provide guidelines in dealing with disruptions.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## GENERATION GAPS



A single conversation with a wise man is better  
than ten years of study. Chinese Proverb





### Generation Gaps

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work and understand what motivates them and dealing with them on a daily basis. 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 Gaps at work will help you become a better manager or co-worker.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define the generation gaps and the included groups.

Explain the differences among the generations.

Find common ground among the generations.

Provide tips for managing conflict.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## GOAL SETTING



If you aim for nothing, you'll hit it every  
time. Unknown



### Goal Setting

Goal Setting is one of the most common and essential skills to develop, and in this course, we explore the question “What makes a good goal?” We touch on goal characteristics, time management, making to do list, and what to do when setbacks occur. This course will provide the knowledge and skills you need to complete more tasks and get things done.

We cover strategies to help you overcome procrastination and increase satisfaction in your professional and personal lives. You will also learn about the goal setting characteristics of successful people and how you, too, can become happier and more productive.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Create SMART Goals.

Manage time effectively and accomplish important tasks.

Recognize procrastination habits and learn to self-motivate.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## HANDLING A



Gentleness and understanding create in others an unconscious willingness to be led. I Ching



## DIFFICULT CUSTOMER

### Handling a Difficult Customer

Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge any difficult customer can be handled properly and effectively. With a positive attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

With The Handling a Difficult Customer workshop, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

### Course Objectives

Cultivate a positive attitude and manage stress.

Develop abilities to listen actively and empathize.

Build a rapport with customers in person and over the phone.

Develop strategies to adapt to challenging circumstances.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## HEALTH AND



Your body hears everything your mind  
says. Naomi Judd



## WELLNESS

### Health and Wellness

A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work course you will be informed of the benefits of a healthier lifestyle and workplace.

This course can be instrumental in creating a “Culture of Wellness” within your organization. Your participants will learn of common issues such as smoking cessation nutrition & weight loss, and preventative care. Health and wellness are the responsibility of everyone in an organization, so take the positive step and create a program at your workplace.

### Course Objectives

Determine which health and wellness needs are within your organization.

Plan a health and wellness program for your organization.

Implement the health and wellness program.

Maintain the health and wellness program.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## HIGH PERFORMANCE



No one can whistle a symphony. It takes  
an orchestra to play it. H.E. Luccock



## TEAMS - ONSITE

### High Performance Teams - Onsite

High Performance Teams (Non-remote Workers) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals.

With our High Performance Teams (Non - remote Workers) workshop, your participants will begin to see how important it is to develop a core set of high-performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high- performance teams for great success!

### Course Objectives

Define the characteristics of high-performance teams.

Describe the challenges of high-performance teams.

Work collaboratively with the high performers.

Praise and support the high performers.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## HIGH PERFORMANCE



No one can whistle a symphony. It takes  
an orchestra to play it. H.E. Luccock



## TEAMS - REMOTE



### High Performance Teams - Remote

High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success.

With our High Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop a core set of high-performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high-performance teams to accomplish any task.

### Course Objectives

Define the characteristics of high-performance teams.

Define the remote workforce.

Work collaboratively with the high-performers.

Train high-performance teams remotely.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## HIRING STRATEGIES



Human talent is the most important  
talent. Unknown



### Hiring Strategies

Successful companies are made up of great employees, but how do they hire great employees? Hiring and training employees is an expensive venture, because recruiters must be sure to hire the right person for the right position. Hiring the right person is more than skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this course as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your HR department will obtain the necessary tools required in finding that diamond-in-the rough.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Develop a workable hiring strategy.

Present open positions to attract great candidates.

Utilize proven interviewing techniques to narrow selection.

Hire and onboard new employees.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## HUMAN RESOURCE



Our greatest resource is the human  
resource. Mal Fletcher



## MANAGEMENT

In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact; particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management course will give managers the basic tools to handle numerous human resource related situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This course provides your participants those skills and equips them with better manage Human Resource situations.

Define HR terms and subject matter.

Recruit, interview, and retain employees more effectively.

Advocate for employees health and safety.

Provide feedback and manage discipline and termination.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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# IMPROVING



Our greatest resource is the human  
resource. Mal Fletcher



# MINDFULNESS

### Improving Mindfulness

Mindfulness is a term that is frequently used but rarely defined. Practicing true mindfulness encourages living in the present while it addresses the danger of distorted thinking, Staying in tune both mentally and emotionally improves perspective to enhance personal a professional success.

With our Improving Mindfulness workshop, your participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define mindfulness and identify distorted thinking.

Develop techniques to attuned to the present moment.

Cultivate genuine positive emotions.

Develop techniques to become more fully present in social interactions.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## IMPROVING



In order to understand the world, one  
has to turn away from it on occasion.

Albert Camus



## SELF AWARENESS



### Improving Self Awareness

Self-awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self-awareness, it is important to fully engage yourself. One should take the time and proper steps, to fully become self-aware.

With the Improving Self-Awareness workshop, your participants will learn how beneficial becoming more self-aware can be. A highly self-aware person will become more equipped to deal with daily life and its challenges. Through this workshop, your participants will gain a new perspective on themselves and their emotions and become a valuable member to society.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define the self and the different aspects of the self.

Use reflection to become introspective.

Feel your emotions and learn to value them.

Improve your effectiveness.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## IN-PERSON SALES



I have never worked a day in my life  
without selling. If I believe in something, I  
sell it, and I sell it hard. Estee Lauder





### In-person Sales

In the age of online shopping and technology, in-person sales can easily be ignored. Do not overlook; however, the importance of personal contact. You never know when or where you will meet your next customer, and it is important to make a good impression. Everyone who is interested in sales must be confident in the art of in-person sales.

In this workshop, you will discover the specifics of what it means to become an effective salesperson, and the steps to success. You will also learn how to connect with customers and move them through the sales process.

### Course Objectives

Explain the sales funnel.

Identify sales techniques

Identify ways to build a customer base and develop loyalty.

Practice in-person sales.

### Course Duration

4 hours of instruction  
1, 15-minute break

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# ETRAINERS.ORG

Prioritizing People over Profits

## INCREASING YOUR



Life is full of choices. Choose happiness.

Unknown



## HAPPINESS

### Increasing your Happiness

This course examines the possibility of increasing happiness through the power of positive thinking. Happiness will spread throughout the organization and have a positive effect on everyone.

Increasing Your Happiness course helps you to engage in unique and helpful ways to increase your happiness. The increase in happiness will have a robust effect on your professional and personal lives by improving your communication skills, increasing productivity, and making work enjoyable.

### Course Objectives

Correlate how thinking positively increases happiness.

Utilize routines and daily plans to impact workplace happiness

Improve workplace relationships.

Create greater workplace happiness.

### Course Duration

4 hours of instruction  
1, 10-minute break

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# INTERNET MARKETING FUNDAMENTALS



Don't be afraid to get creative and  
experiment with your marketing.

Mike Volpe



### Internet Marketing Fundamentals

Marketing has changed dramatically over the last decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream come true, especially with social media, as you have a low cost marketing tool that can reach a large audience.

Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

### Course Duration

4 hours of instruction  
One 15-minute break

### Course Objectives

Conduct market research.

Develop an internet marketing campaign.

Identify your target market and brand.

Use SEO to find and capture leads.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## INTERPERSONAL



How you treat the one reveals how you regard the many. Stephen Covey



## SKILLS



### Interpersonal Skills

Have you ever met someone who was dynamic, charismatic, personable, and memorable? While some people naturally have these characteristics, others can develop them. You will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills course will help you work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. You will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of communication.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify how hearing and listening differs.

Utilize non-verbal communication to enhance relationships.

Initiate conversations and cultivate connections.

Share opinions constructively.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## JOB SEARCH SKILLS



I never dreamed about success, I worked  
for it. Estee Lauder



### Job Search Skills

Searching for a job can be intimidating. How do you know where your skills are most needed? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The Job Search Skills course will prepare you for the interview and help you present yourself to potential employers. After completing this course, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs for which you are best qualified.

#### Course Duration

10 hours of instruction  
Day 1 (6.5 hours): 1 hour lunch and 2, 15-minute breaks  
Day 2 (3.5 hours): one 15-minute break

### Course Objectives

Define the purpose of your job search.

Utilize SMART goals in the job-hunt process.

Develop an action plan for your search and interviews.

Write an attractive cover letter and effective resume.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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# ETRAINERS.ORG

## Prioritizing People over Profits

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## KNOWLEDGE



I hear, I forget. I see, I remember.

I do, I understand. Confucius



## MANAGEMENT

### Knowledge Management

The Encarta Dictionary defines knowledge management as *the organization of intellectual resources and information systems within a business environment*. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in their organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define knowledge management (KM).

Identify the knowledge management paradigm, lifecycle, and model.

Customize KM definitions to align with your organization.

Utilize KM tips and strategies to advance your organization.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## LEADERSHIP 101



High expectations are the key to  
everything ~ Sam Walton



### Leadership 101

Learning to lead can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With the Leadership 101 workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### Course Objectives

Develop leadership qualities

Engage the team and delegate tasks

Using wisdom while leading

Demonstrate that you can be trusted and learn to trust others

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## LEADERSHIP &



The key to successful leadership is  
influence, not authority. Ken Blanchard



## INFLUENCE

### Leadership & Influence

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, certain people who have never had a leadership role will stand up and take the lead when a situation they care about arises. An example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. However, once you learn the techniques of true Leadership & Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define leadership and influence.

Explain leading by directing, participating, and delegating.

Assess the people you lead and adapt your leadership style.

Create a personal inventory and action plan.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## LEADERSHIP



The key to successful leadership is  
influence, not authority. Ken Blanchard



## DEVELOPMENT FOR WOMEN



### Leadership Development for Women

Women's leadership has consistently proven to be a powerful force for positive change in the world, with female leaders sharing unique skills, strengths, and perspectives that are essential for creating a more equitable society. Despite the advancements of female leadership over the years, women continue to face numerous challenges in leadership positions, including gender stereotypes, bias, and underrepresentation. Understanding the importance of women's leadership is not only a matter of justice and equality, but also a critical step towards creating a better, more inclusive world for everyone. Today, women are stepping up and making their voices heard, while breaking down barriers and shattering glass ceilings along the way.

The Leadership Development for Women course will provide participants with the tools to navigate challenges, gain confidence to lead, and motivate future generations. Additionally, participants will gain knowledge on the value of networking and mentoring for inspiring others to recognize their full potential as leaders. By empowering women leaders, we are not only creating a more equitable society, but we are also uncovering capabilities that will help to fuel business growth and innovation.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify common gender-based barriers for women in leadership.

Recognize the value of women in leadership roles.

Establish a strong leadership style.

Apply the principles of effective leadership to create organizational change.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## LEAN SIX SIGMA



Coming together is a beginning. Keeping together is progress. Working together is success. Henry Ford.





### Lean Six Sigma

Imagine a realm where business processes are optimized, waste is minimized, and customer expectations are exceeded- this is the world of *Lean Six Sigma*. Lean Six Sigma is a process improvement methodology that merges the power of Lean and Six Sigma approaches. Lean process, which is based on the principle of continuous improvement, aims to eliminate waste while maximizing value for the customer. On the other hand, Six Sigma is a data-driven approach that focuses on reducing variation and defects in processes, using statistical analysis and problem-solving techniques. Together, Lean Six Sigma has revolutionized the ways organizations operate and succeed, and can be applied to any industry or business process.

The Lean Six Sigma course will provide participants with the fundamental principles of Lean Six Sigma, and how to apply them to business processes, reduce waste, and deliver measurable results. Participants will gain an understanding of the DMAIC and DMADV problem-solving approaches, and how to use common Lean Six Sigma tools and concepts, such as Value Stream Mapping and Kaizen, to facilitate process improvements. With the power of Lean Six Sigma, organizations can efficiently streamline their workflow and achieve operational excellence.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define Lean, Six Sigma, and Lean Six Sigma.

Determine the phases of Six Sigma, using the DMAIC and DMADV frameworks.

Identify the business advantages of Lean Six Sigma and the principles of Lean Manufacturing

Use tools and techniques to drive change.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## LIFE COACHING



Coaching is about human interaction and getting to know your players. Bill Parcells



## ESSENTIALS

### Life Coaching Essentials

Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health. However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals.

With our Life Coaching Essentials workshop, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define life coaching and explain its benefits.

Identify the tools and techniques used in life coaching.

Outline a life coaching session.

Practice life coaching.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## Managing Managers



Be the leader you would follow.

Chelsea



### Managing Managers

Managing Managers provides the skills, guidance, and empowerment to your team of managers, who will be better at leading and motivating their team and producing measurable results. To be a successful manager means having a wide range of skills and, post this course, you will be able to disperse your knowledge and experience throughout your leadership team.

Managing Managers requires a skilled leader, and this course will expand your knowledge and provide a way for you to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Coach and mentor direct reports.

Measure and evaluate performance.

Manage conflicts and complications.

Improve communications between managers and employers.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## Managing Workplace Anxiety



If it's out of your hands, it deserves  
freedom from your mind too. Ivan Nuru



### Managing Workplace Anxiety

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career, and everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

The Managing Workplace Anxiety course provides you with the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills, employees and managers will be better suited in dealing with these common situations. Through this course you will be better equipped to manage the challenges that the workplace can bring.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Explore different type of workplace anxieties.

Identify anxiety symptoms and warning signs.

Determine ways of coping and managing problems.

Recognize common triggers and accelerants.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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# ETRAINERS.ORG

Prioritizing People over Profits



## Managing Meetings



Meetings should have as few people as possible, but all the right people.

Charles W. Scharf



### Managing Meetings

This course is designed to give you the basic tools you need to initiate and manage your meetings. You will learn planning and leading techniques that will give you the confidence to run a meeting that engages the attendees and leaves a positive and lasting impression. Through Managing Meetings, you will learn the needed skills in planning and implementing a successful meeting.

The Managing Meetings course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and will be a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Plan and prepare for your meetings.

Create the agenda and arrange logistics.

Facilitate the meeting and manage disruptions.

Utilize games and activities to engage participants.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## Managing Personal Finances



Rule number one: Never lose money.  
Rule number two: Never forget Rule  
number one. Warren Buffett





### Managing Personal Finances

There are millions of American citizens struggling with debt. A lot of debt can be alleviated if you have the right tools. This workshop will provide you with the tools you need to reduce or eliminate debt and give you the financial stability you need.

The workshop teaches you the benefits of having a budget and how to build a budget that fits your needs, and lifestyle. You will discover how you can cut costs, pay off debts, and live within your budget.

### Course Objectives

Discover how to set financial goals.

Identify where financial cuts can be made.

Manage your expenses.

Determine what tools you need to stick with your budget.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MANAGING WORKPLACE



Victims and harassers can be of any  
gender and status in the workplace.

Mark Dorosz



## HARASSMENT



### Managing Workplace Harassment

Workplace harassment is a growing problem in America. Oh, you may say, “not in my office,” or “not our team,” but workplace harassment is an increasing issue in many organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties.

Workplace harassment is illegal and should not be tolerated. It should always+ be reported so that the company can handle the issue properly and remediate any future problems.

### Course Objectives

Define workplace harassment and recognize its signs.

Recognize the different types of harassment.

Identify the correct reporting process and employer’s responsibilities.

Remediate workplace harassment with the required steps needed for reporting.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MARKETING BASICS



Business has only two functions –  
marketing and innovation. Milan Kundera



### Marketing Basics

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits, the big picture is revealed. You will be introduced marketing and its benefits. If you are not marketing your business, you will not grow and if you do not grow you will not succeed.

Marketing Basics will provide basic knowledge to your participants and give them the ability to build and grow their business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define your market and know the different types of ways to use them.

Identify the communication methods to reach your customer.

Set marketing goals and strategies.

Recognize common marketing mistakes and know how to avoid them.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MEASURING RESULTS



Business has only two functions –  
marketing and innovation. Milan Kundera



## FROM TRAINING

### Measuring Results from Training

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on.

Our Measuring Results from Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and updated the curriculum to create a content that is better suited for the participants.

### Course Objectives

Describe Kolb's learning styles and learning cycle

List Kirkpatrick's levels of evaluation.

Perform a needs assessment and identify the parts of a business case

Write measurable learning objectives and link them to the evaluation

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MEDIA AND PUBLIC



The public is the only critic whose  
opinion is worth anything at all.

Mark Twain



## RELATIONS



### Media and Public Relations

In this workshop, your participants will get knowledge they need to manage effectively their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This workshop is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people know you and offers you opportunities.

### Course Objectives

Manage meet and greet opportunities and network for success.

Use social media and manage media relations.

Plan and prepare for crisis management.

Deliver effective communication.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MIDDLE MANAGER



Effective leadership is putting first things first. Effective management is discipline, carrying it out. Stephen Covey





### Middle Manager

Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. For a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company and will have a large impact throughout the organization.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define management and understand ethics in the workplace.

Manage information and make decisions.

Use organizational strategies to facilitate change.

Create structures and processes to lead teams.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## Millennial Onboarding



If you're an employer, you want to hire  
an employee that will do their job, not do  
your bidding. Jeffrey Jones



### Millennial Onboarding

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within your company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, offering a competitive advantage.

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 the company; having a structured procedure will make this time run smoother and produce a greater chance of success.

### Course Objectives

Define onboarding.

Discuss the characteristics of millennials.

Create onboarding for millennials.

Develop action plans for working with millennials.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## mLEARNING



You cannot open a book without learning  
something at all. Confucius



## ESSENTIALS

### mLearning Essentials

Mobile learning, or mLearning, is defined as the delivery of learning, education or training on mobile devices, such as mobile phones, tablets, and laptops. mLearning allows training and support to be taken anywhere, making it flexible and convenient for companies to use.

With our mLearning workshop, you will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, to educate employees and clients more efficiently.

### Course Objectives

Define mobile learning.

Identify the benefits and challenges of mobile learning.

Recognize the different methods of mobile learning.

Develop a mobile learning plan and train employees.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MOTIVATING YOUR



Motivation is the art of getting people to do what you want them to do because they want to do it. Dwight D. Eisenhower



## SALES TEAM

### Motivating Your Sales Team

Everyone can use some inspiration and motivation. This workshop will help your participants target the unique ways each team member is motivated. Finding the right incentive for each member of your sales team is important, as motivation works best when it is developed internally. Harness this through better communication, mentoring, and developing the right incentives.

Motivating Your Sales Team will help your participants create the right environment to shape and develop their sales team with the right attitude and healthy competition. Instilling that unique seed which creates motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

### Course Objectives

Create a motivational environment.

Determine how the organization can keep the sales team engaged.

Tailor motivation to individual employee needs.

Train your sales team and encourage open communication.

### Course Duration

4.5 hours  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## MULTI-LEVEL



Motivation is the art of getting people to do what you want them to do because they want to do it. Dwight D. Eisenhower



## MARKETING

### Multi-Level Marketing

Multi-level marketing, also known as MLM, is a business marketing strategy that many companies use to encourage current agents to perform while at the same time growing the team by recruiting and training new agents. This tactic of marketing helps boost the company's sales force not only from the sales of the primary agent, but also from the sales and profits of the agents they have recruited.

With our "Multi-Level Marketing" workshop, your participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.

### Course Objectives

Define multi-level marketing and explain how it works.

Recruit new agents and build contacts.

Utilize marketing and social media.

Train new agents.

### Course Duration

4.5 hours  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## NEGOTIATION SKILLS



Information is a negotiator's greatest  
weapon. Victor Kiam





### Negotiation Skills

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. Through this course you will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills course will give you the ability to understand your opponent and the confidence to not settle for less than you think, and feel is fair. You will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define the basic types and phases of negotiations.

Apply basic negotiation concepts.

Utilize basic bargaining techniques.

Solve problems, reach consensus, and set terms of agreement.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## NETWORKING OUTSIDE THE



Networking is marketing. Market yourself, market your uniqueness, market what you stand for. Christine Comaford-Lynch



## COMPANY

### Networking Outside the Company

Networking – according to Merriam Webster is “the exchange of information or services among individuals, groups, or institutions; *specifically*: the cultivation of productive relationships for employment or business”. These, and other events can become more easily managed with this great workshop.

With our Networking Outside the Company workshop, your participants will begin to see how important it is to develop a core set of networking skills. By looking at the way people interact, and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.

### Course Objectives

Define networking and its benefits and obstacles.

Implement networking principles.

Manage networks effectively.

Use online tools and prioritize contacts.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## NETWORKING WITHIN THE COMPANY



Networking is marketing. Market  
yourself, market your uniqueness,  
market what you stand for. Christine  
Comaford-Lynch



### Networking Within the Company

Networking has become a crucial part of the world today. Most people are aware of external networking and primarily focus on that. It is important to pay extra attention to internal networking, or networking within the company. To be truly effective, internal networking must be utilized throughout the company.

With the Networking Within the Company workshop your participants will learn how internal networking is changing the workforce. Through this workshop, your participants will gain a new perspective of networking, and what benefits can come from fully utilizing and making connections with internal networking.

### Course Objectives

Define networking and its benefits and obstacles.

Implement networking principles.

Manage networks effectively and build internal relationships.

Use online tools and prioritize contacts.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## OFFICE HEALTH & SAFETY



Maintaining good health should be the  
primary focus of everyone. Sangram  
Singh





### Office Health & Safety

The productivity of a company begins with the health of its employees. While it may not always be possible to eliminate sickness, with the proper tools, reducing illness and its effects on the workplace, can be within your reach. This course will discuss the steps to implement to keep yourself and co-workers healthy.

### Course Objectives

Identify common illnesses and understand how they spread.

Recognize symptoms.

Apply treatment and prevention techniques.

Establish an emergency response plan.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## OFFICE POLITICS FOR MANAGERS



People are a company's greatest asset.

Mary Kay Ash



### Office Politics for Managers

Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.

Office Politics it is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

### Course Objectives

Explain the purpose and benefits of office politics.

Set boundaries and ground rules for new employees.

Manage the various personality types.

Use your influence to gain support and effectively network.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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# ORGANIZATIONAL



Don't agonize—organize!

Florence Kennedy



# SKILLS

### Organizational Skills

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this workshop your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

### Course Objectives

Examine current habits and routines that are not organized.

Prioritize your time schedule and daily tasks.

Store information and supplies for future access.

Resist procrastination by keeping personal and workspace organized.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## OVERCOMING SALES



The greater the obstacle, the more glory  
in overcoming it. Moliere



## OBJECTIONS

### Overcoming Sales Objections

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.

Overcoming Sales Objections is an essential part of the sales process, as it will open a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

### Course Objectives

Define different options and understand the contribution factors.

Distinguish real objections from those that are perceived.

Recognize different strategies to overcome objections.

Find points of interest and overcome objections.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PERFORMANCE MANAGEMENT



It is much more difficult to measure non-  
performance than performance.

Harold S. Geneen



### Performance Management

Performance Management is making sure that the employee and the organization are focused on the same priorities. Performance Management within an organization improves production and reduces waste. It helps the employee set and meet goals and improves the employee/manager relationship. The key to keeping an organization and employee aligned; improving performance and productivity, is through Performance Management.

When changes occur, Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee create a stream-lined relationship, which improves communication and interaction. Performance Management will help close any gaps that exist in an employee's skill-set and makes them a more valuable employee through feedback and coaching.

### Course Objectives

Define performance management and how it works.

Identify Kolb's learning cycle and the importance of motivation.

Provide performance management feedback.

Develop a performance journal and plan.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PERSONAL BRANDING



A personal brand is your promise to the marketplace and the world.

Tom Peters



### Personal Branding

Personal Branding is identifying your assets, characteristics, strengths, and skills. Understanding Personal Branding will provide advantages to your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through social media to define and influence how others see you. You are your brand so protect it. Live it.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define and control your image.

Develop a professional appearance.

Use social media appropriately.

Manage your brand in a crisis.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PROPOSAL WRITING



All the world is a laboratory to the  
inquiring mind.

Martin H. Fischer





### Proposal Writing

A good proposal doesn't just outline what product or service you would like to create or deliver. It will convince the reader that it is the only logical choice. Your participants will explore the proposal writing process including the most common types of proposals.

The Proposal Writing workshop will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

### Course Objectives

Identify the purpose of a proposal and the types of proposals.

Perform the steps in the proposal writing process.

Perform a needs analysis  
prepare a proposal outline.

Proofread, edit, and finalize the proposal.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PROSPECTING & LEAD GENERATION



In order to succeed, we must first believe  
that we can. Nikos Kazantakis



### Prospecting & Lead Generation

Prospecting and lead generation is the method of making links that may lead to a sale or other promising result. The leads may come from various sources: the Internet, personal referrals, telephone calls, advertisements, events, or a purchase of lists of potential clients.

With our Prospecting and Lead Generation workshop, your participants will begin to see how important it is to develop a core set of sales skills. By looking at the way people interact, and seeing things in a new light, your participants will improve on almost every aspect of their sales strategy.

### Course Objectives

Identify prospects.

Implement both traditional and new marketing methods.

Track activity and make adjustments as needed.

Educate customers and use the pipeline effectively.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PERSONAL PRODUCTIVITY



Discipline is the bridge between goals  
and accomplishments. Jim Rohn



### Personal Productivity

Most people find that they wish they had more time in a day. This workshop will show you how to organize your lives and find those hidden moments. You will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize your personal productivity.

Personal Productivity is a goal most of us have. Through this course you will get on the right track to achieving that goal. Some people blame everything that goes wrong in their lives on something or someone else, but through this course you will take ownership and begin to lead a more productive life.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Set and evaluate SMART goals.

Utilize tools to manage your time and maximize your productivity.

Organize your physical and virtual workspaces.

Stop procrastinating and effectively utilize your time.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PRESENTATION SKILLS



It takes three weeks to prepare an  
impromptu speech. Mark Twain



### Presentation Skills

Many studies have found that public speaking is the number one fear for most people: outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. You will be provided with a set of skills that will enhance your current presentation skills—whatever that is.

The Presentation Skills course will give you presentation skills that will make speaking in public less terrifying and more enjoyable. This course includes topics that includes creating a compelling program, using various types of visual aids, and engaging the audience.

### Course Objectives

Prepare an audience analysis and prepare an outline.

Utilize verbal and non-verbal communication skills.

Select a presentation method and use audio and visual aids.

Manage nervousness by using humor, questions, and discussions.

### Course Duration

10 hours of instruction

Day 1 (6.5 hours): 1 hour lunch and 2, 15-minute breaks

Day 2 (3.5 hours): one 15-minute break

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PROBLEM SOLVING



Creativity can solve almost any problem.

George Lois





### Creative Problem Solving

In the past few decades, psychologists and businesspeople, alike, have discovered that successful problem solvers tend to use a systematic process to identify and implement the solutions to their problems. A well-defined process, applied consistently, works for any kind of problem, large or small.

The Creative Problem-Solving course provides an overview of the entire creative problem-solving process, as well as key tools that can be utilized when brainstorming, information gathering, analyzing data, identifying resources, making critical decisions, or solutioning for any problem.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the problem correctly.

Ask questions to write concrete problem statements.

Use brainstorming tools to generate ideas for solutions.

Evaluate the solution to confirm it addresses the root of the problem.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## PROJECT MANAGEMENT



Expect the best, plan for the worst, and  
prepare to be surprised. Denis Waitley



### Project Management

For the effective implementation of project management, you must be up-to-date on the latest trends and practices related to it. This course will define the ten (10) knowledge areas of Project Management, PMBOK, as well as outline processes, specific steps, and examples associated with it.

With our “Project Management, PMBOK course, you will discover the specifics of how project management works.

### Course Objectives

Define project management as well as its scope and schedule.

Identify the steps to manage costs, quality, and resources.

Establish communication and risk management plans.

Manage stakeholders and the procurement process.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## PUBLIC SPEAKING



Without ambition one starts nothing.

Without work, one finishes nothing.

Ralph Waldo Emerson



### Public Speaking

According to a 1973 survey by the Sunday Times of London, 41% of people list 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. Through this workshop your participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

### Course Objectives

Identify your target audience.

Create an outline to organize your thoughts and ideas.

Overcome nervousness by preparing for questions.

Deliver a polished, professional presentation.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## RECOGNIZING EMPLOYEE



Take time to appreciate employees and they will reciprocate in a thousand ways.

Dr. Bob Nelson



## EXCELLENCE



### Recognizing Employee Excellence

The success of any business is intricately tied to its employees, making them invaluable assets within the professional environment. When we recognize their excellence, we do more than just validate their hard work; we pave the way for a workplace culture of motivation and drive. Employee recognition is the timely acknowledgement of a person's or team's behavior, effort, or business result that supports the organization's goals and values. Many corporations are now realizing the immense potential of building a recognition culture and are consequently experiencing the numerous benefits this strategic move brings along. Recognition and rewards of our efforts at work do not just make us feel good, but it also motivates us to maintain high standards and continually strive for excellence.

The Recognizing Employee Excellence course will provide participants with the tools to design an employee recognition program, develop effective recognition strategies, and ensure that recognition is both fun and tailored to employee needs. With these insights, participants will be better able to align their teams' efforts with the company's vision, leading to increased job satisfaction, higher productivity, and improved business results.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define recognition, appreciation, and rewards.

Determine ways to create a recognition culture.

Recognize constructive feedback techniques to drive continuous learning.

Determine common challenges with employee recognition.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

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## RESPECT IN THE WORKPLACE



We are not a team because we work together. We are a team because we respect, trust, and care for each other.

Vala Afshare



### Respect in the Workplace

A respectful work environment is essential to the overall success of your team and will contribute to a well-founded work reputation. Evidently, when we learn to accept the differences between the values and perspectives of those around us, we can continue to grow as a team. The concept of respect is often taught at a young age; however, it is just as important to remind adults to model respectful behaviors. Remember, it is the responsibility of all team members to be respectful to one another, and address conflict in a positive manner to accomplish a healthy, safe work environment.

This course will give you the tools and conversation to help empower your team to recognize behaviors that influence their performance within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and skills to communicate and recognize one another are practiced.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define respect and self-respect.

Develop respectful communication approaches.

Build a respectful workplace and choose appropriate emotional responses.

Focus on building an inclusive work environment.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.



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## RISK ASSESSMENT & MANAGEMENT



A good rule of thumb is to assume that  
'everything matters.' Richard Thaler



### Risk Assessment & Management

It is not possible to control or manage 100% of risk, but knowing what to do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day-to-day business is important. Safety should be the priority, as every business must face the reality of risks and hazards.

Through our Risk Assessment and Management course your participants will become aware of hazards and risks they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

### Course Objectives

Identify hazards and risks and update control measures.

Implement the fundamentals of accident reports.

Identify risk management techniques.

Outline a disaster recovery plan and communicate to the organization.

### Course Duration

4.5 hours  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SAFETY IN THE WORKPLACE



Safety is something that happens  
between your ears, not something you  
hold in your hands. Jeff Cooper



### Safety in the Workplace

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards to be effective.

Our Safety In The Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion, your participants will have the tools to help them create a safety policy for their work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define workplace safety and understand legal responsibilities associated with a safe work environment.

Create a safety plan and identify hazards.

Implement a safety plan and explain the role of managers.

Develop a training safety program.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SALES FUNDAMENTALS



If you believe in something, you can sell  
it. Author unknown



### Sales Fundamentals

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

### Course Objectives

Define sales terminology and prepare for a sales opportunity.

Develop an effective pitch and manage objections.

Set sales goals and follow up on opportunities.

Use a prospect system and close the deal.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SELF LEADERSHIP



Argue for your limitations and sure  
enough, they're yours. Richard Bach





### Self Leadership

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our “Self-Leadership” workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positive ways and achieve personal success!

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define self-leadership.

Describe the characteristics of self-leaders and learn how they motivate themselves.

Set goals and think positively.

Reward yourself when positive things happen.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SENSITIVITY IN THE WORKPLACE



Manners are the sensitive awareness of  
the feelings of others. Emily Post



### Sensitivity in the Workplace

Sensitivity training or diversity training, there are many names for the same goal: creating a more inclusive workplace that capitalizes on differences. There are many areas of focus in sensitivity training: empathy, respect for others and cooperation towards a common goal. This type of training creates more positive and inclusive employees, a more profitable work culture, and a more positive work life for all.

There are many areas that sensitivity training must address that are regulated by federal and state laws. ADA Diversity laws and enforcing guidelines must be followed by all businesses. Severe penalties are in place for those who don't follow them. Some of these areas include:

- Race
- Gender identification
- Religion
- Age
- Disability

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define sensitivity training and its purpose and necessity in the workplace.

Raise the awareness for the need for sensitivity throughout the organization.

Identify different types of stereotypes, their delivery and effects.

Discuss Human Resources and its best practices for dealing with issues associated with stereotypes.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## Prioritizing People over Profits

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## SERVANT LEADERSHIP



The first responsibility of a leader is to  
define reality. The last is to say thank  
you. Max Depre



### Servant Leadership

Servant leadership may seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on the success of others (i.e., your employees), and in turn, building better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and furthering their success at the same time.

With our "Servant Leadership" workshop, your participants will discover the specifics of how servant leadership works and how it can benefit leaders and employees!

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define servant leadership and identify its characteristics.

Identify the barriers to servant leadership.

Practice self-reflection.

Mentor and motivate as a servant leader.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## Prioritizing People over Profits

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## SOCIAL INTELLIGENCE



Without a humble but reasonable  
confidence in your own powers, you  
cannot be successful or happy. Norman  
Vincent Peale.



### Social Intelligence

Social intelligence is having an understanding of your environment and a positive influence on those around you. Your participants will become more confident in their social situations by learning how to express and interpret social cues. They will learn to create positive connections and increase their influence during social situations.

The Social Intelligence workshop will provide participants with ideas they can carry throughout their professional and personal lives. It is a fantastic tool for coaching and development as participants discover new “people skills”. Improving social skills through active listening, understanding body language, and being more empathetic will give your participants the advantage in social interactions. Social interactions are a two-way street, know the rules of the road!

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Be aware of our own behaviors, while being empathetic with

Listen actively, while communicating effectively.

Determine appropriate conversation topics, while recognizing social cues.

Observe body language.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SOCIAL LEARNING



To know oneself is to study oneself in  
action with another person. Bruce Lee



### Social Learning

Social Learning is an effective way to train your employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Your participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

### Course Objectives

Define and use social learning.

Identify social learning tools.

Practice being a role model.

Craft and lead role play scenarios.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SOCIAL MEDIA IN THE WORKPLACE



Social media is a buzz word until you  
come up with a plan.





### Social Media in the Workplace

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.

Understanding social media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication, and your participants will realize how social media and the Workplace can work together.

### Course Duration

4.0 hours of instruction  
2, 10-minute breaks

### Course Objectives

Describe social media and its many uses.

Establish social media policy around company use.

Recognize the corporate benefits and challenges of social media.

Establish a communication and maintenance plan for each channel.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

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## SOCIAL MEDIA MARKETING



Social media is its own sort of thing:  
Twitter and Facebook have changed the  
way everyone perceives everything.

Steve Kazee



### Social Media Marketing

Social media is a staple of modern life. It is so enmeshed in the way that we communicate that companies have little choice but to engage social media as part of their marketing strategy. Before implementing any social media strategies, you should take the time to understand the benefits, as well as the risks, of using different social media platforms to reach current and potential customers.

With our “Social Media Marketing” workshop, your participants will discover the specifics of how to effectively use social media marketing and its pros and cons.

### Course Objectives

Identify audience.

Recognize the different social media platforms.

Monitor and measure performance.

Consider pros and cons before making decisions.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## STRESS MANAGEMENT



When stress is at its highest, remember it  
can only go down. Tom Rataj



### Stress Management

Positive and negative stress is a constant influence on all our lives; however, the goal is to maximize the positive stress and to minimize the negative stress. You will learn how stress can be positive and negative, and how the Triple A approach provides the strategies to manage stress.

The Stress Management course provides you with 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. You will also identify which lifestyle elements you can change to reduce stress.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the best approach to manage stressful situations.

Use routines and relaxation techniques to reduce stress.

Implement lifestyle changes to manage stress.

Utilize a stress log to identify stressors and create a plan to cope with major events.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## SUPERVISING OTHERS



Management is nothing more than  
motivating other people. Lee Iacocca



### Supervising Others

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can be in overflow before you know it.

The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

### Course Objectives

Define requirements and set expectations with staff.

Assign tasks and delegate as needed.

Provide feedback and resolve team conflicts.

Onboard new supervisors and set SMART goals.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## SUPPLY CHAIN MANAGEMENT



A satisfied customer is the best business  
strategy of all. Michael LeBoeuf





### Supply Chain Management

Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.

With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

### Course Objectives

Define a supply chain and study supply chain groups.

Recognize how supply chain management impacts other business units.

Identify the flows of supply chain management and data warehouses.

Review tracking and monitoring methods.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TAKING INITIATIVE



The best way to predict the future is to  
create it. Abraham Lincoln



### Taking Initiative

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.

With our “Seeing and Taking Initiative” workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

### Course Objectives

Describe what taking initiative looks like.

Recognize when you can take steps outside the normal.

Find opportunities and learn good and bad aspects of initiative.

Balance initiative and restraint.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TALENT MANAGEMENT



My main job was developing talent.

Jack Welch



### Talent Management

Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its work force; does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce and attracting a higher caliber of new employee.

We all know that training and retraining costs money and Talent Management can reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define talent and talent management.

Identify employee engagement and the benefits of talent management.

Recognize performance management and ways to review talent.

Improve employee retention.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TEAM BUILDING THROUGH CHEMISTRY



Talent wins games, but teamwork and  
intelligence wins championships.

Michael Jordan



### Team Building through Chemistry

Teams are an integral part of 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 have to connect and balance each others' strengths. By focusing on the group's chemistry as you build the team, you will increase the chance of avoiding pitfalls and will develop a sense of unity among your coworkers.

In the Team Building Through Chemistry course, you will discover the specifics of how building a team through chemistry will lead to success.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the team development model.

Create visions and goals based on the team's chemistry.

Appreciate and utilize the team's diversity.

Manage team conflict.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TEAM BUILDING FOR MANAGERS



Your number one customer are your  
people. Ian Hutchinson



### Team Building for Managers

Team building is an important part of the work experience. It is not only applicable to your work life, but also transfers over to your personal and social life. When working with a team, it is important to fully engage yourself. You should take the time and proper steps, to build the best team possible.

With our Team Building for Managers course, you will learn how important team building is and how beneficial it can be. Through this course, you will gain a new perspective on teamwork, and become a valuable member to any team you are managing. After this course, you will be able to create a positive atmosphere within your company among your team members.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Describe the benefits of teamwork.

Identify strategies that your organization can undertake in building teams.

Utilize games and social activities in building a team.

Implement the principles of team building in your organization and team.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TEAMWORK AND TEAM BUILDING



Getting good players is easy. Getting  
them to play together is the hard part.

Casey Stengel





### Teamwork and Team building

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building course = encourages you to explore the different aspects of a team, as well as ways that you can become a top-notch team performer. You will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

List the three types of teams and describe what makes them successful.

Explain the four phases of the Tuckman team development model.

Utilize team building activities and describe the advantages.

Use the Six Thinking Hats model for problem solving.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TELEPHONE ETIQUETTE



The test of good etiquette is to be  
patient with the bad ones. Anonymous





### Telephone Etiquette

Proper Telephone Etiquette can facilitate great communication, inside and outside the office. It can be the special way that you show confidence in a challenging situation, or your pleasant day-to-day interaction with customers and co-workers alike. These and other communication skills can be achieved in this course.

In the Telephone Etiquette course, you will begin to see how important it is to develop better telephone communication skills. By improving how you communicate on the telephone and improving your basic communication skills, you will notice the benefits in other areas as well.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Recognize the different aspects of telephone language.

Manage inbound and outbound calls.

De-escalate angry callers.

Accurately receive and relay phone messages.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## TELEWORK AND TELECOMMUTING



Teams should be able to act with the same unity of purpose and focus as a well-motivated individual. Bill gates



### Telework and TeleCommunting

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers.

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Identify the skills required for working outside the office.

Manage your time and organize yourself for success.

Identify various forms of communication and their proper use.

Address and resolve challenges that teleworkers can face.

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

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## Ten Soft Skills



We all have empathy. We may not have the courage to display it. Maya Angelou



## You Need

### Ten Soft Skills You Need

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication, or it can be the special way that you show confidence in a challenging situation. These are the type of skills that you will learn in this course.

In the Ten Soft Skills You Need course, you will begin to see how important it is to develop these core set of soft skills: communication, listening, teamwork, problem solving, time management, attitude and work ethic, building trust, adaptability and flexibility, self-confidence and the ability to learn. By managing your emotions and observing how people interact and seeing things in a new light, you will develop the skills of those with successful careers.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Correlate why soft skills are important to success in the workplace.

Utilize soft skills to improve workplace relationships.

Improve communication, problem solving, and conflict resolution skills.

Apply soft skills to overcome challenging situations.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## The Cloud and



Technology is best when it brings people  
together. Matt Mullenweg



## Business

### The Cloud and Business

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.

With our "The Cloud and Business" workshop, your participants will discover the specifics of how the cloud can be a successful business tool.

### Course Objectives

Define cloud and recognize the risks and benefits.

Communicate effectively on cloud operations.

Employ business processes for the technology.

Monitor performance and sustain maintenance for success.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TIME MANAGEMENT



Never leave till tomorrow that which you  
can do today. Benjamin Franklin



### Time Management

The practice of time management requires focus and conscious planning to help win back control of your busy day and conquer financial goals. Challenges are often presented in the workplace, which can affect our ability to make optimal use of our time. However, with the help of prioritization, goal-setting, and appropriate organization of the mind and space around us, we are able to overcome time management barriers.

This course will provide you with the strategies to increase both personal and professional productivity, as well as learn to work *smarter*. Exceptional time management skills have a powerful effect on shaping your personal life as well as an organized, successful business.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Plan and prioritize each day to be productive.

Manage crisis and overcome procrastination.

Use daily routines to organize your workspace and workflow.

Delegate effectively to garner support and engage others.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TOP 10 SALES SECRETS



Never leave till tomorrow that which you  
can do today. Benjamin Franklin





### Top 10 Sales Secrets

No one is born a sales person. No one has a special gift that makes customers buy products/services. Everyone can; however, learn how to sell successfully. By learning to communicate with customers, build lead lists, and sell the company's services with authority; anyone can be a successful sales person.

With our "Top 10 Sales Secrets" workshop, your participants will discover the specifics of how to develop the traits that will make them successful salespeople and how to build positive, long-lasting relationships with their customers!

### Course Objectives

Define your ideal client and know their buying motivations.

Sell with authority when representing the product or service.

Develop effective traits to cultivate leads.

Build trusting, long-term relationships with customers.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TRADE SHOW STAFF



Never leave till tomorrow that which you  
can do today. Benjamin Franklin





### Trade Show Staff

Attending a trade show is a large investment for any company. Preparation is essential: It's better not to go to a trade show than to go unprepared. Every person in your booth is an ambassador of your company, make sure they are prepared. Trade show attendees usually plan a list of whom they're going to visit before ever entering the convention center doors, make sure you are on that list.

Make sure your staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit your company on many levels. The most basic statistic is that it can cost half as much to close a sale made with a trade show lead as to one obtained through any other means. Get your staff trained and get to that trade show!

### Course Objectives

Recognize effective ways of preparing for a trade show.

Plan the layout and booth set up to manage a smooth flow.

Engage potential customers and work towards a sale.

Wrap up the trade show and customer leads.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## TRAIN THE TRAINER



Never leave till tomorrow that which you  
can do today. Benjamin Franklin



### Train the Trainer

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. Your participants will begin the process of becoming trainers themselves, and understand that training is a process where skills, knowledge, and attitudes are applied.

The Train-The-Trainer workshop will offer various types of trainer's tools to create and deliver engaging, compelling workshops that will encourage trainees to come back for more. Skills such as facilitating, creating a needs analysis, understanding participant's needs, and managing tough topics, will give your trainees what they need to become a trainer themselves.

### Course Objectives

Define training, facilitating, and presenting.

Conduct a needs analysis that evaluates the various learning requirements.

Develop visual aids and supporting materials.

Manage difficult participants and tough topics.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## BUILDING TRUST & DEVELOPING RESILIENCE



I believe fundamental honesty is the  
keystone of business. Harvey Firestone



### Build Trust & Develop Resilience

Welcome to the Trust Building and Resilience Development workshop. Creating relationships that are built on trust and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work.

This workshop will introduce you to your company's responsibility regarding promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

### Course Objectives

Empower employees to gain their trust.

Promote transparent communication and keep the promises you make.

Identify personality types and learn how to best work with them.

Accept and manage change as you overcome adversities.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## UNCONSCIOUS BIAS



It is useless to attempt to reason a man  
out of a thing he was never reasoned  
into. Jonathan Swift



### Unconscious Bias

There are two categories of bias in studies today: conscious or explicit biases and unconscious or implicit biases. Unconscious bias is usually thought of as social stereotypes that typically focus on others that are not from the same conscious area. Here are some quick facts about unconscious bias:

- Unconscious bias is more common than the conscious or explicit bias.
- Unconscious bias may not concur with the conscious bias of an individual.
- Unconscious bias may be triggered by an event or situation.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define various types of unconscious biases.

Identify where these biases come from and how they are engrained in our decision

Confront unconscious biases individually.

Identify the steps for handling an unconscious bias-based complaint at work.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## UNIVERSAL SAFETY



Don't just stand for the success of other  
women – insist on it. Gail Blanke



## PRACTICES



### Universal Safety Practices

The importance of safety cannot be overstated. Every organization is responsible for the safety of its employees while they are working. In 2015, OSHA estimated safety issues cost companies \$1 billion a week.

Understanding universal safety practices and how to implement them will help keep everyone protected, while ensuring the company's financial security.

### Course Objectives

Explain the importance and legal responsibilities of safety.

Perform risk assessments.

Establish a safety program and train those responsible for monitoring.

Communicate safety policy and monitor safety.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## VIRTUAL TEAM BUILDING



Leadership and learning re indispensable  
to each other. John F. Kennedy



## AND MANAGEMENT

### Virtual Team Building & Management

Working from home has become very common recently. Virtual workers can be found in almost all lines of work. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. A virtual team provides a Follow the Sun production environment. Providing support to customers anywhere, anytime. Managing your employees all over the globe, or all over the state, can be challenging.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give your participants the knowledge to work through these challenges and succeed in a growing global workforce.

### Course Objectives

Establish the virtual team.

Facilitate meetings and trainings.

Manage poor performing employees.

Build trust and confidence among employees.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## WORKLIFE BALANCE



Knowing what's right doesn't mean much  
unless you do what's right.

Theodore Roosevelt



### Worklife Balance

Having balance between work and home life can be a challenge. Balancing a career with home life will provide benefits in each environment. You will become healthier, mentally and physically, and you will increase your productivity, career wise.

With improved Work-Life Balance you will be managing your time better; you will be working less and producing more. This workshop will show you how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work, and your family at home.

### Course Objectives

Explain the benefits of work life balance.

Recognize the signs of an unbalanced life and learn how to manage stress

Identify employer resources for a balanced lifestyle.

Create balance at work and at home and improve time management skills.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## WORKPLACE BULLYING



Knowing what's right doesn't mean much  
unless you do what's right.

Theodore Roosevelt



### Workplace Bullying

According to HeadsUp.org, a website that provides workplace resources for employees, employers, managers and small business owners, the definition of workplace bullying is "repeated and unreasonable behavior directed toward an employee or group of employees that creates a risk to health and safety." This type of harmful behavior in the workplace many times goes unreported, mainly because of it's shameful, intimidating effect on the victimized employee. So many of these horrible incidents don't come to light because the employee who is being bullied is working a lower-level position and are probably being bullied by someone that does the hiring and firing at that company. But it's not always a boss or manager who is doing the bullying, and it can very well be a co-worker on the same level and/or pay grade as the person who's feeling victimized.

### Course Duration

4.5 hours of instruction  
2, 10-minute breaks

### Course Objectives

Define Workplace Bullying and why it is essential that it is prevented in the workplace.

Identify different types of workplace bullying, and how they negatively affect the workplace overall.

Define the steps to handling complaints associated with workplace bullying.

Describe the benefits of recognizing and eliminating workplace bullying.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## WOMEN IN LEADERSHIP



Don't just stand for the success of other  
women – insist on it. Gail Blanke



### Women in Leadership

In the United States today, women make up half of the workforce but, unfortunately, their male colleagues are promoted at a much higher rate. Women bring something different from men to the workforce, but many times it goes unnoticed. In this course, you will learn how organizations can develop women leaders, about the benefits of women in organizations, as well as advancements for the future of women. You will also learn how women in the workplace can support each other and benefit the organization as well.

With the Women in Leadership course, you will learn how women are changing the workforce and the benefits that accompany hiring and promoting women to leadership positions.

### Course Objectives

Review data that confirms the leadership gap between men and women.

Identify successful women in leadership position and their unique traits.

Identify the barriers facing women in leadership positions.

Recognize the organizational benefits of women in leadership roles.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## WORKPLACE HARASSMENT



The only thing necessary for the triumph  
of evil is for good men to do nothing.

Dr. Martin Luther King Jr.





### Workplace Harassment

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing uncomfortable situations in the workplace may be more than an offense against an individual; It can be a crime committed against the law, which is why the topic of workplace harassment has become a very important conversation for every organization to have.

The Workplace Harassment course will give you the tools necessary to recognize harassment in the workplace as well as understand your rights and responsibilities, under the law, with regard to safety in the workplace. Through this course, you will recognize the necessity to create programs that teach employees how to identify harassment and challenge organizations to implement anti-harassment policies.

\*Laws will vary by countries/states/counties

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Define harassment and learn the words and actions that trigger the offense.

Educate employees and develop anti-harassment policies.

Recognize employee's rights and employers' responsibilities.

Address harassment accusations and apply proper mediation procedures.

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## WORKPLACE VIOLENCE



Knowing what's right doesn't mean much  
unless you do what's right.

Theodore Roosevelt



### Workplace Violence

Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. Workplace harassment must be identified, discouraged, and prevented to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace harassment training is essential to the welfare of all businesses and their employees.

To prevent Workplace Violence, it is essential that managers and employees are able to identify individuals who could become violent and understand how to diffuse dangerous situations. This workshop will help participants to identify and address violence in the workplace, as well as give them the tools to develop their own Workplace Harassment Policy.

### Course Objectives

Define workplace harassment.

Recognize social and business responsibility.

Investigate complaints and develop relevant policies and procedures.

Create a risk assessment and understand how to handle violence.

### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Pre-requisites

A pre-assignment will be provided upon completion of registration.

### How to Enroll

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## ADMINISTRATIVE OFFICE PROCEDURES



You can't do today's job with yesterday's  
methods and be in business tomorrow.



### Administrative Office Procedures

Administrative Office Procedures are essential to the success of any enterprise, because a well-run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employees understanding and buy-in, which facilitates your work environment running smoothly.

With the Administrative Office Procedures course, you will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.

#### Course Duration

6.5 hours of instruction  
1 hour lunch  
2, 15-minute breaks

### Course Objectives

Organize a binder

Prepare checklists and develop procedures

Develop succession planning

Collect the correct tools

#### Pre-requisites

A pre-assignment will be provided upon completion of registration.

#### How to Enroll

[CLICK HERE TO REGISTER:](#)

[WE LOOK FORWARD TO SEEING YOU IN CLASS.](#)



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