

SAMPLE TRAINING PROGRAMS & SEMINARS

Communication

- Basics to Giving and Receiving Feedback
- Communicating Assertively
- Communication Styles
- Conflict Management
- Effective Communication
- Effective Electronic Communication
- Presentation Skills

Customer Service

- Dealing with Difficult Customers
- Telephone Skills for Quality Customer Service
- Unbeatable Customer Service

Diversity

- Cross Cultural Non-verbal Communication
- Cultural Competency- Beyond Political Correctness
- Diversity at Work
- Generational Differences in the Workplace
- Understanding and Valuing Diversity (parts I, II and III)

Human Resources

- Effective Interviewing
- Recruiting and Retention
- Sexual Harassment Prevention

Leadership/ Management

- Accountability
- Building and Retaining a Quality Team
- Coaching and Counseling Employees
- Delegating Effectively
- Inclusive Leadership

SAMPLE TRAINING PROGRAMS & SEMINARS

- Integrity in Management
- Leadership Basics
- Managing a Diverse Workforce
- Managing Change
- Managing through Crisis
- Meeting Management
- Project Management
- Situational Leadership
- Supervisory Basics

Personal Development

- Achieving Personal Goals
- Anger Management
- Career Coaching & Development
- Emotional Intelligence at Work
- Projecting a Self-Confident, Assertive Image
- Recognizing and Avoiding Burnout
- Stress Management
- Time Management
- Understanding Personal Behavior Styles
- Work-Life Synergy
- Workload Management

Sales

- Business/Client Development

Team Building

- Appreciating Personality Differences
- Building Successful Teams
- Group Dynamics
- Leading Effective Teams
- Solving Problems as a Team
- Working with Integrity