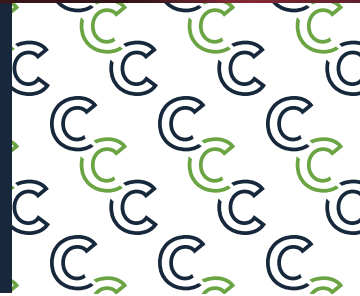




# CCC CONSULTING TRAINING CATALOG



**CCC Consulting offers:**  
Business Consulting  
Training and Development  
Business and Life Coaching

  
**Complete**  
CAREER CENTER

# WELCOME

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This resource is meant to highlight many of the trainings offered by **CCC Consulting**, but is not meant to be all encompassing.

All trainings are customized to your organizational needs and **CCC Consulting** experts can develop a completely custom training or program to fit your exact organizational needs.

All trainings can be 2-day, 1-day, half day, 1-hour or one-on-one coaching format.

Pricing is determined by length of training, number of participants and any necessary travel.

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**Contact us today to see how we can  
help your organization!**

Phone: **(605)999-0123**  
Email: **connie@cccjobs.com**

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Complete Career Center, Inc.  
**1315 West Havens Ave**  
**Mitchell, SD 57301**

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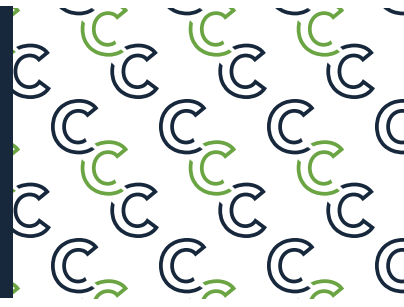
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# ASSESSMENTS



## MBTI MEYERS BRIGGS PERSONALITY

The MBTI® assessment is a psychometric tool that gives you insight into what makes you you. By developing a clearer sense of self-awareness and awareness of others, you're able to better frame decisions, reduce miscommunication, and understand personal needs more effectively.

## CSI CHANGE STYLE

The Change Style Indicator is a leadership assessment designed to measure an individual's preferred style in approaching and addressing change. It provides leaders of all levels with insights on personal preferences for managing through change and provides context for how those around them might perceive and respond to their preferred style.

## COMMUNICATION STYLE

Communication Styles Inventory (CSI) The Communications Style Inventory assessment is used to determine the communication styles of team members within an organization and their effect on decision making and leadership.

## ENNEAGRAM PERSONALITY ASSESSMENT

The Enneagram is a system of personality typing that describes patterns in how people interpret the world and manage their emotions. The Enneagram describes nine personality types and maps each of these types on a nine-pointed diagram which helps to illustrate how the types relate to one another.

## EQI 2.0 EMOTIONAL INTELLIGENCE

The EQ-I 2.0 model of emotional intelligence is based on fifteen competencies grouped into five composites: Self-Perception, Self-Expression, Interpersonal, Decision Making and Stress Management. The fifteen competencies, taken together, provide a total EQ. The EQ-i 2.0 report also provides comprehensive interpretation of the fifteen competencies.

## ISI - INFLUENCE STYLE

The Influence Style Indicator (ISI) defines influence as “the interpersonal behaviours that we use to have a positive impact on another party’s choices.” Using this definition, the Influence Style Indicator measures an individual’s preferred styles as they influence others

## LEADERSHIP STYLES

Why do some leaders thrive while others flounder? Professional qualifications (the whats of leadership) matter, of course. But far more often we find that success depends on the hows — specifically, how leaders’ styles mesh with their teams and organizational cultures. This assessment gives you immediate feedback about your style — potential strengths, weaknesses, and blind spots — and pinpoints the settings where you’ll be most and least effective.

## STRENGTHFINDERS

The StrengthsFinder assessment is a personal development tool developed by Gallup Education, which provides an individual with their “Top 5” strengths. 34 different strength themes are divided into four domains of Strategic Thinking, Relationship Building, Influencing and Executing.

## TEAM DYSFUNCTIONS

Identify the dysfunctions on your team. Absence of Trust, Fear of Conflict, Lack of Commitment, Avoidance of Accountability, Inattention to Results.

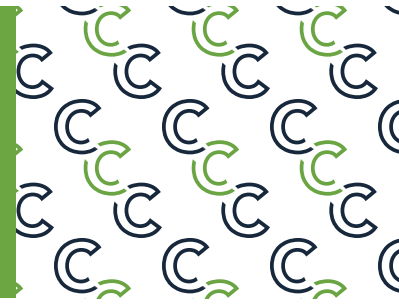
## TEAM ROLE PROFILER

By utilizing the Belbin team profiler, as a manager or team leader, you will be able to allocate the right people to tasks. This means no more trial and error by managers. The team is more balanced. You can put together high-performing teams based not on job titles and availability, but on behavioral contributions.

## TKI CONFLICT STYLES

The TKI<sup>®</sup> assesses an individual's behavior in conflict situations and describes it along two dimensions: assertiveness and cooperativeness. The instrument provides detailed information about how that individual can use the five different modes, or styles – competing, collaborating, compromising, avoiding and accommodating – effectively.

# TRAININGS



## CALL CENTER

### CALL CENTER 101

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 as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level. Create SMART Goals. Strategies for effective communication. Use of proper phone etiquette. Setting benchmarks.

### CALL CENTER - CALL CONTROL

The focus of this training program is to help call center agents reduce their Average Call Handling Time (AHT). AHT is one of the most important operational indicators for any contact center. Specifically tailored to call center agents, participants will learn how to steer conversations with customers tactfully towards a more structured call flow. This structured call flow enables call center agents to provide answers quickly and resolve customer issues without compromising the customer experience or satisfaction.

### CALL CENTER - DEBT COLLECTION

This program is designed for debt collection call center agents and credit department staff who work with customers who have outstanding or overdue debts. It introduces a plethora of collection call best practices as well as collection negotiation techniques to help collection staff handle challenging collection conversations. By the end of this training course participants will be able to: Follow a step by step debt collection call process. Increase their confidence when handling challenging collection calls. Explain and practice specific collection call best practice techniques.

### CALL CENTER CUSTOMER SERVICE - FIND A WAY TO SAY YES

This fun high energy call center customer excellence program combines the best in corporate training with the best in personal motivation. Throughout the program participants discover that it's truly up to them to make a difference and that each one is directly responsible for the success of the business. The focus is not only on the people but also on the skills set needed to connect with customers and provide an exceptional customer experience. Empathizing, taking ownership and using customer centric strategies creates customer loyalty and builds customer centric bridges.

## CONTACT CENTER TRAINING

For many people the term Contact Center relates to sales calls and telemarketers. There are many avenues that a contact center can be of assistance within a company other than sales calls. A contact center can provide customer support, information technology support, and much more. The key to having a great customer experience using a contact center is in the training. A well trained contact center can be the difference between gaining more customers and losing customers. Customers want a well-educated agent when they contact a business.

# CHANGE

## ADVOCATING FOR CHANGE

20 guidelines for advocating for change. Assessing Research needs. Determining needs and opposition. Identify targets and agents of change. Implementation. This workshop guides participants through a process for preparing to and then appropriately and successfully advocating for change.

## CHANGE MANAGEMENT

The Change Management workshop will give you the tools to implement changes smoothly and to have those changes accepted. Participants will gain an understanding of how change is implemented and tools for managing reactions to change. Workshop Objectives: Preparing a change strategy and building support for the change. Describe the WIFM – individual motivators for change. Develop a change and communications plans. Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction and more.

## CHANGE MATTERS

No matter if you are the boss or a foot soldier, change affects everyone. In dealing with change, people must address their own thoughts, feeling and behaviors first to be able to go through a change. This training program focuses on what it actually feels like during a workplace change or a personal change. It provides you with a logical framework to the change situation you are facing and its impact and helping you develop insight that will guide you through the transition. The goal of this program is to help you take responsibility for reactions to change.

## DEVELOPING A FRAMEWORK OR MODEL OF CHANGE

This workshop examines Developing a logic model. Intervention mapping. Reviewing and building consensus on the framework for change. The appropriate change model varies by situation. Explore potential frameworks or models that you can apply individually to each change process you encounter.

## LEADING OTHERS THROUGH CHANGE

This course explores the following subjects in depth: The three phases of the ACT model that help to guide specific steps in leading the change effort. Tactics for communicating the vision and goals. How to assess your organization's environment to determine its readiness for change. Increasing employee commitment and motivation by establishing good communication skills. Data collection, Identifying common reasons for resistance and how to manage them. Organizing by designing the implementation and completing a RACI chart. Making the change a lasting part of the culture.

# COACHING

## COACHING AND MENTORING

Participants focus on how to coach employees to higher performance. Coaching is a process of relationship building and setting goals. Workshop Objectives: Define coaching, mentoring and the GROW model. Identify and set appropriate goals using SMART goals. Defining the current state or reality of your employee's situation. Identify the steps in developing a finalized plan to get your employee motivated to accomplish those plans. Identify the benefits of building and fostering trust identify and overcoming common obstacles.

## MENTORING 101

Quality training is critical in equipping mentors and mentees with the skills they need to maximize mentoring opportunities. Mentees will learn how to drive and take responsibility for the relationship. Mentors delve into listening and questioning techniques to challenge the mentee to think laterally and consider new options. In addition to the training material, an extensive library of resources and tools for mentors and mentees are provided to offer insights from mentoring thought-leaders.



# COMMUNICATION

## APPRECIATIVE INQUIRY

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? Workshop Objectives: Know the meaning of appreciative inquiry. Think in positive terms and avoid thinking negatively. Encourage others to think positively. Recognize positive attributes in people. Create positive imagery. Manage and guide employees in a positive environment.

## BODY LANGUAGE BASICS

This training provides you with a great set of skills to 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 is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications. Workshop Objectives: Define body language. Understand the benefits and purpose of interpreting body language. Interpret basic body language movements. Recognize common mistakes when interpreting body language. Practice your body language skills

## CIVILITY IN THE WORKPLACE

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. Learn skills in diagnosing the causes of uncivil behavior. Understand the role of forgiveness and conflict resolution.

## COMMUNICATING WITH IMPACT

This high energy program is designed to focus on the foundation communication skills: listening, asking insightful questions, and recognizing the power non-verbal communication. Participants will learn how to build rapport using simple NLP techniques such as pacing and leading which can translate into positive results. Participants will learn how to combine voice tone, body language with language that engages others. Using a four point communications model, participant will be able to communicate their messages more clearly, confidently and effectively.

## COMMUNICATION STRATEGIES

This workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will trickle down throughout the organization and positively impact everyone involved. Understand what communication is. Identify ways that communication can happen. Identify barriers to communication and how to overcome them. Develop their non-verbal and paraverbal communication skills. Use the STAR method to speak on the spot. Listen actively and effectively. Ask good questions. Use appreciative inquiry.

## DIFFICULT CONVERSATIONS

This course explores Types of conversations people find difficult to carry out and the reasons why they're difficult. Essential questions to consider before carrying out the conversation. Using empathetic language to establish trust and understanding. Key methods for getting the conversation off on a good start. Techniques for delivering the message tactfully, respectfully, and productively. Best practices for listening and responding. Common types of difficult responses and strategies for coping with them. How to generate alternatives and solutions.

## DINING ETIQUETTE

The place where our manners are really put to the test is at the table. Eating a meal with others is a veritable minefield of potential blunders and gaffes, so if you're planning to dine with work colleagues, superiors or clients, it's wise for you to be fully versed in dining etiquette. Business dinners and power lunches are where so many key decisions are made and social meals are where relationships are formed. It's imperative that you approach business and social meals feeling confident and avoid unforced errors. This course covers the fundamentals of table manners, addressing everything from place settings to holding utensils, good posture to appropriate conversation.

## EFFECTIVE COMMUNICATION

The five key elements to promote effective communication in groups are; filling functional roles, recognizing team and individual goals, promoting desirable norms, promoting the optimal level of cohesiveness, and avoiding excessive conformity.

## EFFECTIVE LISTENING

This course explores the following subjects in depth: Understanding the difference between effective and ineffective listeners. How to prepare physically and mentally for listening. How to fulfill listening steps: ready, receive, review, respond, remember. Perfecting questioning techniques. Uncovering hidden messages by comparing body language and words.

## EFFECTIVE NEGOTIATION

This course explores the following subjects in depth: Success from mutual dependence. Understanding the other side's point of view. Brainstorming alternatives and potential scenarios. Creating dialogue and empathizing. How to use silence, conceding and leverage appropriately. How to deflect dirty tactics. How to respond ethically and assertively. How to close negotiations.

## NETWORKING OUTSIDE THE COMPANY

With our Power of Networking (Outside the Company) workshop, your participants will begin to see how important it is to develop a core set of networking 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 networking strategy. Workshop Objectives: Identify and avoid obstacles. Implement networking principles. Use online tools. Prioritize contacts. Manage networks effectively.

## NETWORKING WITHIN THE COMPANY

With The Power of 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 networking, and what benefits can come from fully utilizing and making connections with internal networking. Workshop Objectives: Define networking. Understand networking principles. Use networking tools. Avoid common mistakes. Understand how to build relationships. Manage time successfully.

## PRESENTING WITH IMPACT

How often have you had to endure a presentation where the presenter just gave a lecture while you were expected to passively listen and perhaps take notes? This style does not really teach, inspire, or motivate an audience. An effective presentation aims to change the audience and get them to think or act differently. The presenter should be able to engage them with a clear, focused message, logical arguments, and compelling visuals. Add a passionate delivery that evokes emotions and your presentation is sure to impact your audience forcefully. This program provides a guiding framework to teach others how to design, develop, and deliver compelling, high impact presentations. .

## PUBLIC SPEAKING

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. Workshop Objectives: Identify their audience. Create a basic outline. Organize their ideas. Flesh out their presentation. Find the right words. Prepare all the details. Overcome nervousness. Deliver a polished, professional speech. Handle questions and comments effectively.

## ACTIVE LISTENING

Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness and on the quality of your relationships with others. Experiential activity filled training to learn the elements of active listening. Active Listening for leaders. Active listening challenges and benefits. Learn the 5 best practices for Active Listening.

# CONFLICT

## CONFLICT RESOLUTION

Conflict is inevitable. Everyone has had them and will probably have them in the future. This two-day training program presents tool and techniques so participants can more confidently deal with workplace conflict. The program explores the definition of conflict and presents how conflict situations can have positive outcomes. Participants will practice a conflict resolution process to successfully handle workplace conflict and will learn common tactics, counter tactics, and games used in conflict resolutions.

# CRISIS

## 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.

# CUSTOMER SERVICE

## CUSTOMER SERVICE- VISION, ENERGY, AND PASSION TO SERVE

A customer focus puts your customers at the top of your priorities list. When you put your customers into the heart of your business, you make customers part of your service culture. This is a core concept in this high energy workshop. Participants will become more flexible and inspirational communicators able to engage customers and to deliver world class customer care with energy and commitment.

## CUSTOMER SERVICE WORKSHOP

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

## CUSTOMER SUPPORT - TECHNOLOGY BASED

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.

## HANDLING A DIFFICULT CUSTOMER

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. Participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer. Cultivate a positive attitude. Manage internal and external stress. Develop abilities to listen actively and empathize. Build a rapport with customers in person and over the phone. Understand the diverse challenges posed by customers.

## HANDLING ANGRY CALLERS

It's no fun being on the receiving end of a frustrated, angry caller who is shouting because they have had a bad customer experience. It seems like the customer is out for revenge, particularly when their issues are not your fault. This program will teach participants a simple but powerful three-step process to calm an angry caller and regain control of the call. After regaining control, participants will learn how to diffuse the caller's strong emotions and to refocus on collaboratively resolving the issue.

## PATHWAYS TO SERVICE EXCELLENCE

Numerous hands-on practical activities to practice the skills you learn in this workshop so you walk out with specific best practice customer service techniques that are essential for you as a professional customer service representative to help you do an even better job than you are currently doing. So, if you want to get even better customer feedback, provide great customer experience and consequently achieve more sales than last year this training program is very much for you.

## TELEPHONE ETIQUETTE

With our Telephone Etiquette workshop, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career. Workshop Objectives: Recognize the different aspects of telephone language. Properly handle inbound/outbound calls. Know how to handle angry or rude callers. Learn to receive and send phone messages. Know different methods of employee training.

## THE GOLDEN RULE

Demonstrating self-respect by following steps for mastering your emotions. Common courtesy and manners for fostering respect. Individual behaviors for building up others. Maintaining respect when sending and receiving messages via electronic tools. General rules of etiquette when interacting with others on social media. The three elements of organizational respect and how to implement them in the workplace. Developing reciprocity to boost collaboration and respect. "In-the-Moment" and "After-the-Moment" strategies for handling stress to support a respectful environment.



# FINANCIAL

## BUDGETS AND FINANCIAL REPORTS

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. Workshop Objectives: Identify financial terminology. Understand financial statements. Identify how to analyze financial statements. Understand budgets. How to make budgeting easy. Understand advanced forecasting techniques. Understand how to manage the budget. Identify legal aspects of financials.

# GOAL SETTING

## ANALYZING PROBLEMS & GOALS

Naming and framing the problems and goals. Analyzing problems and goals. Identifying personal and environmental factors. Identify targets and agents of change. Generating and choosing solutions. Learn multiple goal setting techniques.

# HUMAN RESOURCES

## BUSINESS SUCCESSION PLANNING

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. Lay the groundwork to develop a succession plan. The importance of mentorship. Define and use a SWOT analysis to set goals. Create a plan, assign roles, and execute the plan. Communicate to develop support and manage change. Characterize success.

## HIRING/INTERVIEWING STRATEGIES

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 workshop as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough. Know how to present the current open position. Develop a workable hiring strategy. Know how to determine which candidates to interview. Steps and techniques to use in an interview. Find potential candidates for the position.

## HR 101

This training covers the basics of Human Resources including covering Anti Sexual Harassment, Discrimination, & employment law.

## MILLENNIAL & GEN Z ONBOARDING

Millennial & Gen Z Onboarding is a specialized type of employee onboarding. With Millennials & Gen Z we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success. Discuss characteristics of Millennials & Gen Z. Learn from introspection.

## ONBOARDING

This is an outsourced program that is fully customizable to your company. This includes employee orientation, first week training, and setting short and long term goals.

## SUCCESSION PLANNING

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. Workshop Objectives: Define business succession planning and its role in your company. Lay the groundwork to develop a succession plan. The importance of mentorship. Define and use a SWOT analysis.

## TRAINING NEW EMPLOYEES

The workshop will explain the basic tenants of new employee training including the on boarding and orientation processes. Communication, Personality and Feedback.

## UNDERSTANDING AND PREVENTING WORKPLACE VIOLENCE

At the end of this workshop, participants should be able to: Define workplace violence. Understand bullies and how to avoid hiring them. Create a risk assessment and understand how to handle violence. Recognize social and business responsibility. Develop relevant policies and procedures. Learn how to investigate complaints.

## WORKPLACE HARASSMENT

In order 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 giving them the tools to develop their own Workplace Harassment Policy. Define workplace harassment. Understand bullies and how to avoid hiring them. Create a risk assessment and understand how to handle violence. Develop relevant policies and procedures. Investigate.

## WORKPLACE DIVERSITY & INCLUSION

This Training provides participants with a thorough understanding of their role in creating and promoting a safe and welcoming work environment for colleagues and customers. Ensuring that an organization is aware of cultural and organizational bias can provide the foundation for a diverse and inclusive workplace. Taking responsibility to create and promote a diverse and inclusive workplace. These workplaces have better economic standing and revenue. It behooves an organization to train employees to create and promote and foster a diverse and inclusive workplace

# LEADERSHIP

## EMPLOYEE ONBOARDING

Employee Onboarding lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success. Understanding the benefits and purpose of onboarding. Recognize how to prepare for an onboarding program. Identify ways to engage and follow up with employees. Create expectations. Discover the importance of resiliency and flexibility.

## WELCO BEHAVIORAL STYLE EVALUATION

With more than 70 years of science-based, research-based insight, the MBTI assessment is a robust tool for self-awareness and improvement. It provides positive language for understanding and valuing individual differences. With practical insight that's easy to understand and implement, the MBTI assessment has helped thousands of organizations and millions of people around the world improve how they communicate, learn, and work. The MBTI assessment can transform how people work together.

## ADAPTING YOUR LEADERSHIP STYLE

Successful completion of this course will increase your ability to: Identify the qualities of an effective leader. Make the mental shift from individual productivity to influencing others. Recognize style differences in others and cater to their preferences. Build rapport using verbal and nonverbal messages. Conduct constructive one-on-ones. Give positive and negative feedback to different styles. Develop individual motivation approaches for employees. Facilitate a meeting effectively.

## CREATIVE PROBLEM SOLVING

The Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

## CREATIVE PROBLEM SOLVING & DECISION MAKING

This highly interactive workshop introduces a variety of creative solution generation and decision making techniques. Participants will develop the skills necessary to analyze a problem, generate creative solutions, and decide which solution most closely matches their needs. After practicing the new tools and techniques, participants will apply them on an interesting case study. The case study presented at the beginning of class will take participants back to ancient Egypt where as a team they have to solve a problem otherwise the Pharaoh will be very angry.

## CRITICAL THINKING & PROBLEM SOLVING

Critical Thinking will help you be a more rational and disciplined thinker. It will reduce your prejudice and bias, and will provide you with a better understanding of your environment. This workshop will provide you with the skills 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.

## DEVELOPING NEW MANAGERS

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. Discuss strategies for developing new managers. Understand the importance of defining a clear management track. Determine core roles and competencies for managers. Understand the importance of continuous development. Apply manager development to your organization.

## DEVELOPING STRATEGIC PLANS AND ACTION PLANS

This course includes developing a strategic plan using VMOSA. Vision--the dream, Mission--what and why, Objectives--how much of what by when, Strategies--how, and Action Plans--what changes will be sought, who will do what by when. It also includes building consensus on the action plan and utilizing strategic plans to guide the work. A strategic planning blueprint is included.

## EFFECTIVE RISK TAKING

Characteristics of effective risk-takers and questions to help you find your passion. Physical and mental manifestations of fear and how to overcome them. Habits to increase your self-confidence including developing positive self-talk. How to identify the risks and benefits of pursuing an opportunity or acting on an idea. How to estimate the probability and impact of a risk. Techniques of effective contingency planning. Simple ways to take risks and strategies for taking bigger risks. How to take positive action when one or more risks become a reality. How to focus on the positive.

## CHANGE STYLE - MANAGING CHANGE

This training utilizes the Change Style Indicator (CSI) to examine individual approaches to change that can help and hinder change processes. It will offer an explanation of an individual's preferred style of initiating and dealing with change. Describe three change style preferences that are more personality influenced than situationally influenced and create an appreciation for change-style diversity.

## EMOTIONAL INTELLIGENCE (ASSESSMENT AVAILABLE)

Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy. Understand, use and manage your emotions. Verbally communicate with others. Successfully communicate with others in a non-verbal manner. Identify the benefits of emotional intelligence. Relate emotional intelligence to the workplace. Balance optimism and pessimism. Effectively impact others.

## EMOTIONALLY EFFECTIVE LEADER - EMOTIONAL INTELLIGENCE

Participants Will Understand more about their personal view on leadership. Explore emotional intelligence as it relates to leadership. Identify areas for EI development and related activities.

## EMPLOYEE ENGAGEMENT

Employee engagement is defined as the emotional commitment an employee has for a job or organization, which then drives their performance. Countless studies have proven that an engaged workforce contributes significantly to a business' success. Results range from happier customers to higher profits and stock prices, to lower health care costs. Moreover, experts say employee engagement is doubly important in times of economic recession, uncertainty or boom, because this is when the human element differentiates those who fail, survive or thrive.

## EMPLOYEE MOTIVATION

The Employee Motivation workshop will give participants several types of 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. Defining motivation, an employer's role in it and how the employee can play a part. Identifying the importance of Employee Motivation. Identifying methods of Employee Motivation. Describing the theories which pertain to Employee Motivation – with particular reference to psychology.



## EMPLOYEE RECOGNITION

The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety. Assess the type of Employee Recognition Program(s) your company needs. Train leadership to recognize their employees. Know when and where recognition is needed. Construct a culture of recognition. Maintain an effective Employee Recognition Program.

## EMPLOYEE RECRUITMENT

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. Employee turnover costs companies a lot of money each year. This course will provide the Employee Recruitment that your hiring department need to help them interview and recruit the right employee for you. Understanding the selection process. Recognizing the GROW model and how to set goals. Preparing for the interview and question process. Discovering ways to retain talent and measure growth.

## ENHANCING CULTURAL COMPETENCE

This training navigates Cultural Competence in an organization. It includes Understanding Cultural Competence, Building Culturally Competent Organizations, Supporting People Who Experience Discrimination and Building Culturally Inclusive Communities.

## ETHICS IN THE WORKPLACE

This course explores the following subjects in depth: Benefits of an ethical workplace. Guidelines for achieving an ethical workplace. Decision making tools and analysis. How to handle and discipline unethical people. Building an ethics policy. Working through ethical dilemmas.

## EVERYDAY LEADERSHIP (LEAD FROM WHERE YOU ARE)

Everyone can be a leader no matter their positional role. Put yourself in the drivers seat of your performance. Look for opportunities, think disruptively, create options. Lead performance, communication, accountability and with purpose.

## FAILING FORWARD – LEARNING FROM FAILURE

No one likes to admit they've failed. In business and in life people are rewarded and praised for success. That ends up creating a culture where we don't learn from failure and could end up repeating mistakes. 6 lessons learned from failure are explored. They include: Know when to quit. Say no to a quick buck. Don't get defined by other businesses. Don't try to be everything at once. Learn to delegate.

## GENERATIONS IN THE WORKPLACE

This fun interactive 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. History behind generation gaps. Who are each generation? Differences between each type of generation. Finding common ground among the generations.

## GIVING AND RECEIVING FEEDBACK

This training provides a very experiential class of learning Feedback Fundamentals. A complete Who, What, When, Where, Why and How of giving effective Feedback.

## INFLUENCE & COMMITMENT (ASSESSMENT AVAILABLE)

The training addresses one's preferred, secondary, and underutilized influencing styles. Participants will learn more about the two primary orientations: 1) Advocating: Individuals put forward ideas and offer logical and rational reasons to convince others of their point of view. 2) Uniting: Individuals advocate for their position by encouraging others with a sense of shared mission and exciting possibilities. Learn about five unique influencing styles: Rationalizing, Asserting, Negotiating, Inspiring and Bridging.

## INFLUENCING - THE ART OF INFLUENCING OTHERS

This course explores the following subjects in depth: Establishing common ground reading others' emotions and nonverbal cues. Using active listening to improve understanding and self-disclosure to respond objectively. Recognizing your communicative filters and preferences. The four common communication styles and how they affect interactions. The difference between misunderstandings and disagreements. Using constructive behaviors and statements to minimize defensiveness. Maintaining your composure in emotional situations. Steps for resolving and preventing conflict.

## INTERVIEWING “HOW TO”

Developing a list of general competencies needed for the position. Translating general competencies into detailed performance criteria. Using general competencies and performance criteria to develop behavioral-based questions. Recognizing the characteristics of effective behavioral-based questions. Developing behavioral-based questions according to the competencies necessary for the position and the organizational culture. Knowing when and how to develop appropriate follow-up questions. “SPOT process for reviewing resumes.

## LEAD MOTIVATE AND INSPIRE

This highly interactive training explores the following in depth: Describe the roles and responsibilities of a true leader. Clearly understand the difference between roles managers and roles leaders. List the three main essential roles of a leader. Understand what motivates people and explain the 4motive motivational model. Identify what employees want from a leader. Understand different perspectives and what defines a true leader. Find out their preferred leadership style. Balance team, task and individual functions. Identify what it takes to role model strong leadership.

## LEADERSHIP 101

This course explores the following subjects in depth: How to have and share a vision. How to set expectations, communicate effectively, and be trustworthy. Methods of building confidence in your employees. Benefits of being enthusiastic. Behaviors that signal serving. Pitfalls to avoid such as lack of transparency, neglect, and unwillingness to change or innovate. How to influence others and promote teamwork. How to be a leader during a crisis.

## LEADERSHIP AND INFLUENCE

Once you learn the techniques of true Leadership And 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. Workshop Objectives: Define “leadership”. Explain the Great Man Theory. Explain the Trait Theory. Understand Transformational Leadership. Understand the people you lead and how to adapt your styles.

## LEADERSHIP ETHICS

Ethical leadership means that individuals behave according to a set of principles and values that are recognized by the majority as a sound basis for the common good. These include integrity, respect, trust, fairness, transparency, and honesty. Ethical leadership must be a conscious decision

## LEADERSHIP POWER

One aspect that is often overlooked in the development of business leaders is the effective use of power. Self-aware leaders are attuned to how they exercise power and the effect that it has on their direct reports. Leaders should then assess their own power preferences and strategies by analyzing the seven types of power. 1. Coercive Power 2. Competence Power 3. Reward Power 4. Institutional Power 5. Interpersonal Power 6. Reason Power

## LEADERSHIP STYLES

(Can be incorporated into Leadership 101. This training will help you lead effectively by: Knowing more about yourself. Identifying the qualities of effective leaders. Recognizing style differences in others and catering to their preferences. Giving positive and constructive feedback to different styles.

## LEADING YOURSELF

Leading yourself requires knowing the answers to 5 questions: What are my strengths? What are my values? How do I work? Where do I belong? What can I contribute? This training dives deep into answering these 5 questions.

## MANAGER MANAGEMENT

Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone. Workshop Objectives: Welcome and orientate new managers. Learn ways to successfully coach and mentor. Learn ways to measure and evaluate performance. How to handle complications. Communicate between employees and their managers.

## MBTI - MEYERS BRIGGS PERSONALITY STYLE ASSESSMENT, AND TRAINING

MBTI provides positive language for understanding and valuing individual differences. With practical insight that's easy to understand and implement, the MBTI assessment has helped thousands of organizations and millions of people around the world improve how they communicate, learn, and work. The MBTI assessment can transform how people work together. Only 14 percent of executives believe that the traditional model of a hierarchical organization is effective. Forward-looking leaders are moving to a flexible, team-focused model.

## MENTORING FOR RETENTION

Mentorships are one of the most powerful ways to harness your workforce to increase productivity and retain top talent. Existing employees are filled with valuable skills and experiences while young employees are yearning to learn. Mentoring fosters mutually beneficial relationships that expands the development of all employees, engages top talent, and increases retention. This training lays out the best practices for mentoring for retention and helps to develop the mentoring plan.

## MENTORSHIP & COACHING

This interactive training focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. 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. Identify and set appropriate goals using the SMART goal setting. Identify the steps necessary in defining the current state or reality of your employee's situation. Identify the benefits of building and fostering trust with your employee.

## NAVIGATING DIVERSITY IN THE WORKPLACE

This interactive training will help participants identify their biases related to diversity and inclusion. Understand and be able to articulate the difference between diversity and inclusion. Understand and create a plan for adopting and incorporate diversity and inclusion in the workplace. Identify situations in which further discussion and planning needs to take place in your own workplaces related to diversity and inclusion. Create a plan for taking action after completion of the training.

## NEGOTIATING FOR RESULTS

This workshop will provide you with tools to promote effective negotiation communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving. By the end of this training course participants will be able to : Define negotiation and Identify steps for proper negotiation preparation. How to negotiate effectively with different personality styles. Define principled negotiation and identify the four steps in the negotiation process. Learn bargaining techniques and strategies of inventing options for mutual gain and close negotiations.

## RISK ASSESSMENT AND MANAGEMENT

Through our Risk Assessment and Management course your participants will be aware of hazards and risk 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. Identify hazards and risks. Update control measures. Grasp the fundamentals of accident reports. Identify risk management techniques. Outline a disaster recovery plan.

## SERVANT LEADERSHIP

Ways to foster a healthy work environment that improves individuals' ability to realize their full potential. How a need for control, to be right, and for recognition can interfere with conscious commitment. The underlying principles of a traditional approach to management as compared to servant leadership. Fostering shared power in decision making in order to nurture the growth and development of others. Implementing the guidelines that support an effective self-managing team. How to foster compassionate collaboration – the servant leadership approach to conflict resolution.

## SETTING AND ACHIEVING GOALS

Attendees of this training all receive an incredible Goal Setting Toolkit, this training focuses on setting SMART goals that you can actually achieve, no matter how big or small.

## START WITH WHY/FIND YOUR WHY

Our WHY is the purpose, the cause, or the belief that drives every organization and every person's individual career. WHY does your company exist? WHY did you get out of bed this morning? And WHY should anyone care? Your WHY is what sets you apart from everyone else. It's your purpose. It's what inspires you to take action. Your WHY is also what inspires others to take action, spread your ideas, or buy your products. Find your why in this interactive training course.

## STRENGTHFINDERS (REQUIRES \$20 BOOK PER PARTICIPANT)

The Strengthfinder Assessment is built on the principle that greater potential for GROWTH when you invest energy into developing STRENGTHS instead of correcting weaknesses. The key to human development is to build on who you already are. Understanding your strengths improves confidence, direction, hope, and kindness to others. Identifies your talents and allows you to build on them and to help others identify their talents, potential, and possibilities.

## STRESS MANAGEMENT AND RESILIENCY

The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress. Workshop Objectives: Identify the best approach to a stressful situation (Alter, Avoid, or Accept). Understand what lifestyle elements you can change to reduce stress. Use routines to reduce stress. Use environmental and physical relaxation techniques.

## TALENT MANAGEMENT – (EMPOWERING OTHERS TO SUCCEED)

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. Define talent and talent management. Understand the benefits. Recognize performance management and ways to review talent. Identify employee engagement. Create assessments and training programs. Learn how to improve employee retention.

## TALK LIKE A LEADER

This course will increase your ability to: Discover key communication phrases that express your vision and competence. Learn key communication phrases that reinforce your relationships and support of others. Explore ways to demonstrate accountability and insist on it in others. Learn how to deliver constructive criticism effectively. Understand how to show appreciation and offer meaningful praise to others.

## TOXIC LEADERSHIP

Toxic leadership: How to spot it in ourselves and others, survive it and thrive. Autocratic and overbearing styles of leadership were once considered socially and professionally acceptable in certain types of organizations. After decades of research, aspects of these management styles are now defined as 'toxic' leadership' and are provenly linked to staff underperformance and violation of the best interests of team members and stakeholders in general.

## VALUES EDGE

This training utilizes the Values Edge System, an Exercise in Personal and Team Discovery, a powerful training tool that clarifies personal values, enhances relationships, strengthens team performance, renews organizational culture, and inspires innovation.

## WOMEN IN LEADERSHIP

With the Women in Leadership workshop, your participants will learn how women are changing the workforce. Through this workshop, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions. Discuss the leadership gap between men and women. Learn about women in various powerful positions. Discuss different traits associated with women in management. Understand the different barriers facing women in leadership positions. Learn about the benefits of having women in the workforce.

## CREATING A CULTURE OF LEADERSHIP

Creating a culture of leadership is a key component in your companies' ability to grow year over year. It is not something that can be implemented; rather a culture of leadership evolves organically by taking the necessary steps and investing the time and resources that are required to create leaders not only at the top level, but throughout your organization. Learn how to define your organizational culture. Build a culture of leadership into the hiring process. Build accountability into leadership development. Provide exposure to decision making through coaching and mentorin

## BUILDING LEADERS SERIES

The Building Leaders Series is an 8-month deep dive into mastering the people side of leadership. Participants will meet as a group once a month for a total of 8 months for an interactive session where they will practice and master the people side of leadership. A one-on-one mentoring component is included.



# MANAGEMENT

## CONTRACT MANAGEMENT

With our “Contract Management” workshop, your participants will discover the specifics of how contract management works and how to effectively source agents. Identify contract elements. Understand ethical contract management. Calculate value. Negotiate contracts. Create basic amendments.

## BUSINESS ACUMEN

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. Workshop Objectives: Know how to see the big picture. Develop a risk management strategy. Know how to practice financial literacy. Develop critical thinking. Practice management acumen. Find key financial levers.

## BUSINESS MANAGEMENT ESSENTIALS

What is management. Understand old/new paradigms. Management Challenges. Meeting expectations. New Manager transition. (Includes Finance basics, Marketing basics, SWOT analysis, & Human Resources basics)

## DEVELOPING CORPORATE BEHAVIOR

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. Workshop Objectives: Understand what behavior is. Understand the benefits of corporate behavior. Know what type of behaviors you want to implement in your company. Know how to implement corporate behaviors. Know how to maintain corporate behavior

## ENTREPRENEURSHIP

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. Workshop Objectives: Understand how to start a business. Develop a business plan. Get financing for your business. Hire and train employees. Run your business. Grow your business.

## EVENT PLANNING

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 insure a happy and enjoyable event. Workshop Objectives: Understand the different types of events. Understand the planning process. Know how to organize your event. Understand how to manage and organize your staff effectively. Know how to tie up loose ends after the event.

## FUNDAMENTALS OF STRATEGIC PLANNING

Avoid the pitfalls of strategy planning and execution with the tools and skills from this training. Discover how to connect strategic analysis to strategy execution using hypothesis testing to unearth key assumptions and assess their validity. Four different approaches to strategy formulation and how governance ties into effective strategy formulation. Use the 4A Model for effective strategy execution to ensure appropriate human and organizational resources are in place. Tips from industry experts for successful strategy development and execution.

## IMPROVING ORGANIZATIONAL MANAGEMENT & DEVELOPMENT

An interactive training covering: Developing governance and management structures. Managing and enhancing human resources. Creating sound business and financial operations. Ensuring good communication internally and externally.

## KNOWLEDGE MANAGEMENT

Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed. Understand the basic concept of knowledge management (KM). Identify the do's and don'ts of KM. Identify the KM live cycle. Identify the new KM paradigm. Identify the KM models. Understand how to build a KM rational for your company. Understand how to customize KM definitions. Identify the steps to implementing KM in your organization. Identify tips for success. Understand the advance topics in KM.

## LEAN PROCESS AND SIX SIGMA

Develop a 360 degree view of Six Sigma and how it can be implemented in any organization. Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles. Describe the key dimensions of quality – product features and freedom from deficiencies. Develop attributes an value according to the Kano Model. Using basic techniques such as DMAIC and how to identify Six Sigma Projects. Use specific criteria to evaluate a project. Discover root causes of a problem.

## MANAGING PEOPLE

Packed with fun, hands-on activities, this program will help you learn four core management fundamentals that are essential for each new line manager and supervisor. From setting clear objectives to monitoring performance to motivating your team, situational leadership and more.

## MANAGING UP

Learn about using common traits to develop a unique picture of your supervisor's work style and tailoring your style to better support their needs. How to foster trust with your supervisor and restor it when broken. Developing an agenda that addresses current and future issues and how to handle barriers to consistent, effective communication. How to anticipate supervisor needs and read their non-verbal cues. Identifying your supervisor's goals and stressors. How to use observation to gain additional insight into your supervisor's priorities.

## MEETING MANAGEMENT

The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop will help make meetings a valuable experience. Planning an Preparing. Identifying the Participants. How to choose the time and place. How to create the agenda. How to set up the meeting space. How to incorporate your electronic options. Meeting Roles and Responsibilities. Use an agenda. Chairing a Meeting. How to deal with disruptions. professionally deal with personality conflicts, take minutes, make the most of your meeting.

## MIDDLE MANAGER

It is crucial for businesses to focus on these essential middle 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. Understand ethics in the workplace. Manage information and make decisions and more.

## MOTIVATING EMPLOYEES TO BE THEIR BEST

This course explores the following subjects in depth: Underlying issues and needs of workplace community, influence and openness. Tailoring leadership style. How to recognize honesty, trust, respect, commitment, and passion. How to build group identity and an environment of ownership and accountability. How an organization can control or reduce the negative effects of stress. Methods of motivating in a negative work culture.

## OFFICE POLITICS FOR MANAGERS

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. Understand the purpose and benefits of office politics. Setting boundaries and ground rules for new employees. Learn to interact and influence among colleagues. Learn how to manage various personality types in the office.

## PROJECT MANAGEMENT

The Project Management workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization. Identify the five process groups and nine knowledge areas as defined by the PMI. Describe the triple constraint. Perform a project needs assessment and write goals, requirements, and deliverables and much more.

## SYSTEMS THINKING

The core principles of systems thinking, and how this approach differs from traditional analysis. Determining when and how to implement systems thinking in the workplace. The essential terms and diagrams involved in systems thinking, and how to use them to analyze a problem. Three common factors that can derail systems thinking and how to overcome them. How to apply systems thinking in the workplace in ways that benefit you and your organization: encouraging innovation, boosting productivity, learning from mistakes, and enhancing leadership and management skills.

# MARKETING

## MARKETING BASICS

Marketing Basics will provide the basic knowledge to your participants and give them the ability to build and grow your 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. Define your market. Know types of marketing and ways to use them. Learn effective ways of customer communication. Know how to set marketing goals and strategies. Recognize common marketing mistakes and know how to avoid them.

## MARKETING ESSENTIALS

This training program aims to help you transition from thinking like a consumer to thinking more like a marketer. It takes a step by step approach to clearly outline the whole marketing process from market research to putting together a marketing strategy and a marketing plan. Fundamental marketing concepts will be clearly explained through discussions, examples and activities. In this program, we will also explore the dramatic changes in marketing due to the new advancements in technology, social media and the internet.

## PERSONAL BRANDING

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. Define your image. Control your image Understand how to sharpen your brand. Use social media appropriately. Manage your brand in a crisis. Develop a professional appearance.

## SOCIAL MEDIA IN THE WORKPLACE

We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with digital communication. Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together. Learn different ways social media is used and altered. Build and maintain a social media policy. Keeping your social media secure. Establishing rules for the social media the company posts. Discover the benefits and pitfalls of using social media.

# NON PROFIT

## BUILDING NON PROFIT LEADERSHIP

Nonprofit organizations are instrumental in changing lives and transforming communities. Nonprofit organizations need effective leadership to successfully advance their missions. Learn how to manage the distinct challenges faced by nonprofit leaders, including building the future leadership pipeline; attracting, developing, and retaining top talent; navigating complex, resource-constrained environments; and fighting burnout among dedicated staff.

## MARKETING AND FUNDRAISING

Fundraising training will help build the foundation of your organization. This fundraising training is a great resource for developing marketing strategies and personal skills. In this training, we'll provide a simple guide to marketing and fundraising techniques for your non profit. Once you have gained this information we explore how to set a strategic plan to gain what you're your goals are.

## NON-PROFIT – I'M ELECTED, NOW WHAT?

Once elected to a board role for an organization it is important to make sure you have a sound plan for the steps to move forward. Understand your role. Organize a regular review of the organization's programs and activities. Assist other officers to carry out their assigned tasks. Establish a good working atmosphere for your other officers. Board and general chapter meetings. Make sure the organization program stimulates overall growth. Prepare a forward plan. Understand the appropriate level of involvement in the day-to-day affairs of the organization.

## NON-PROFIT – NEW MEMBER ORIENTATION

This training is a customized comprehensive orientation for your organization.

## INCREASING PARTICIPATION AND MEMBERSHIP

Activating your volunteers to get things done is important in non profits. This interactive training details why it is crucial to intentionally involve others in the work, and engage them in ways that keep them involved over time. Key principles in outreach and recruitment that can contribute to the group's effort. How to build relationships and motivate volunteers to engage in the work. How to create an atmosphere and conditions that promote diversity, participation and success. Steps in assessing whether current involvement is sufficient and/or how to make changes in the volunteer plan.

# PEOPLE SKILLS/EMOTIONAL INTELLIGENCE

## 10 SOFT SKILLS YOU NEED

Your participants will begin to see how important it is to develop a core set of soft 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. Discuss how soft skills are important to success in the workplace. Understand the 10 key soft skills everyone should have. Use soft skills to relate more effectively to others in the workplace. Understand how to use soft skills to communicate, problem-solve, and resolve conflict. Apply soft skills to specific situations.

## ANGER MANAGEMENT

Anger is such a universal and powerful emotion that can make you physically and emotionally ill, sap your energy and poison your relationships or it can motivate you to make needed changes and add vitality to your life. This training program aims to help you adopt a more constructive attitude towards your anger and to more effectively manage anger in others as well. Practical activities and tools that will empower those who act out their anger in negative ways to gain better control of their anger and their lives and use it as a tool to motivate and empower them to affirm their integrity.

## ASSERTIVENESS AND SELF-CONFIDENCE

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. List the four styles of communication. Describe types of negative thinking, and how one can overcome negative thought. Explain the difference between listening and hearing. Define the importance of goal setting, and practice setting SMART goals for assertive behavior. Practice strategies for gaining positive outcomes in difficult situations.

## BUSINESS ETIQUETTE

Today, the ability to handle yourself properly can sometimes outweigh even your technical skills. If you know what to do, when to do it, and how to do it with grace and style, you'll have a competitive edge in your career. All business experts agree that good manners promote good business. Equip participants with all the information about business etiquette and protocol they need to conduct business with more confidence, know-how, grace, and efficiency. Put themselves and others at ease by showing more confidence and poise in business settings.



## DEVELOPING POSITIVE RELATIONSHIPS AT WORK

This course explores the following subjects in depth: How integrity, consistency, confidence, concern, and time are used to build trust. Relating to others by getting to know colleagues as individuals and building rapport. How to use the golden rule to enhance relationships. Identifying underlying problems in relationships and setting up boundaries for constructive conversations.

# PERFORMANCE MANAGEMENT

## COACHING CONVERSATIONS

This course explores the following subjects in depth: The four-step process for conducting a coaching session. Types of questions to ask during a coaching sessions. Inquiry and advocacy as communication techniques. Coaching for performance improvement, career development, and training specific skills. How to be an effective business team coach and empower team members. The four-step process of learning from mistakes.

## COACHING FOR DEVELOPMENT

Participants explore how coaching differs from teaching, mentoring, counseling, and directing. Laying the foundation for successful coaching through rapport and trust. How to set specific, relevant, and achievable goals by asking the right questions. Creating a development plan with specific actions, a timeline, and necessary resources. Rewarding efforts and acknowledging small wins to encourage motivation and goal commitment. Strengthening relationships and ensuring goals are understood with active listening. Identifying and handling common coaching challenges.

## CONDUCTING ANNUAL EMPLOYEE REVIEWS

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. Understand the process of conducting an annual review. Determine the categories for an annual review. Know the mistakes managers make. Understand the concept of pay for performance. Know how to tie employee compensation to firm-wide returns. Know the value of employee communication.

## DELEGATING FOR GROWTH

This course explores the following subjects in depth: Characteristics of positive delegation and barriers to delegation. How to decide what to delegate. Employee analysis for better task matching. Clarifying consequences of achievement/ non-achievement. Levels of discretion and autonomy. Establishing communication expectations. Letting employees make and learn from mistakes.

## DELIVERING CONSTRUCTIVE CRITICISM

Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability 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. Understand when feedback should take place. Learn how to prepare and plan to deliver constructive criticism. Determine the appropriate atmosphere in which it should take place. Identify the proper steps to be taken during the session.

## DEVELOPING EMPLOYEES

Employee development and company growth go hand in hand. Participants will build a learning strategy connecting employee skills and business goals. Employees receive guidance on how to grow in line with critical business needs. Managers and leaders gain insight into how to unlock employees' potential. And data is used to connect everyone to the most impactful learning. Easily uncover insights with big picture visualizations answering the most common questions about skills supply and demand. Provide employees with dynamic tools that make upskilling really happen.

## ONGOING PERFORMANCE MANAGEMENT

Enable your managers to improve the effectiveness of your business or organization by implementing the tools of performance management. When an organization develops and implements a performance management system, managers take on new ongoing responsibilities: Setting meaningful performance objectives. Ability to use the documentation for setting performance objectives. Managing performance including: Ongoing reporting and accountability, Effective coaching and managing with emotional intelligence, Joint responsibility professional development.

# PERSONALITY

## ENNEAGRAM (WITH ASSESSMENT)

This introductory course on the Enneagram personality assessment. Understand your Enneagram type and how you can apply this knowledge to understanding others. This course is intended for those who are both new to the Enneagram as well as for those who wish to see how the types can lead to greater personal development.

## WELCO BEHAVIORAL STYLE EVALUATION

With more than 70 years of science-based, research-based insight, the MBTI assessment is a robust tool for self-awareness and improvement. It provides positive language for understanding and valuing individual differences. With practical insight that's easy to understand and implement, the MBTI assessment has helped thousands of organizations and millions of people around the world improve how they communicate, learn, and work. The MBTI assessment can transform how people work together.

# PRODUCTIVITY

## GOAL SETTING AND GETTING THINGS DONE

Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals. Workshop Objectives: Overcome procrastination. Manage time effectively. Accomplish important tasks. Self-motivate. Create SMART goals.

## 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. Workshop Objectives: Examine current habits and routines that are not organized. Learn to prioritize your time schedule and daily tasks. Determine ways of storing information and supplies. Learn to organize.. Make plans to stay organized in the future.

## PERFORMANCE MANAGEMENT

When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching. Understand how performance management works and the tools to make it work. Learn the three phases of project management and how to assess it. Identify Kolb's Learning Cycle and more.

## PERSONAL PRODUCTIVITY

Personal Productivity is a goal most of us have. Through this workshop your participants will be on the right track in achieving that goal. Participants will take ownership and begin to lead a more productive life. Set and evaluate SMART goals. Use routines to maximize their productivity. Use scheduling tools to make the most of their time. Stay on top of their to-do list. Start new tasks and projects on the right foot. Use basic project management techniques. Organize their physical and virtual workspaces for maximum efficiency.

## PRODUCTIVE WORK HABITS

This course explores the following subjects in depth: Benefits of working productively. Identifying your purpose and prioritizing key results. Focusing on outcomes and planning your day. Evidence against multi-tasking. How to minimize interruptions and find immersion in activities. The law of diminishing returns. How to break bad habits like procrastination, negativity, and succumbing to distractions.

## TIME MANAGEMENT AND PRODUCTIVITY -

Busy doesn't always equal productive. Through self-analysis/discovery activities and several hands on exercises, participants learn how to manage themselves. By first taking an analytical look at their current use of time, participants learn to use tools and techniques to set goals, plan, prioritize, and delegate. They will also explore how to manage their relations with others when it's related to time management. This high energy course equips participants with what they need to be in control of their time rather than being in the control of other people, events and interruptions.

# REMOTE WORKFORCE

## MANAGING REMOTE EMPLOYEES

Gallup defines engaged employees as those who are highly involved in and enthusiastic about their work and workplace. To move your employees from simply "putting in their time" to being committed to their work: Measure what matters most for employees' performance. Act quickly. Make it an ongoing process. Empower managers to drive engagement.

## TELEWORK AND TELECOMMUTING - REMOTE WORKFORCE

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. Know the skills required for working outside the office. Learn keys to proper self-management. Learn ways to manage time efficiently. Know different methods of organization and planning. Identify various forms of communication and their proper use.

## VIRTUAL TEAM BUILDING AND MANAGEMENT

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Give your participants the knowledge to work with these challenges and succeed in a growing global workforce. Learn how to hold effective meetings and group sessions. Learn effective ways to communicate with team members. Use tools to build trust and confidence among employees. Know how to handle poor performing employees. Know how to manage a virtual team during any project.

# RESILIENCY & STRESS MANAGEMENT

## WORK-LIFE BALANCE

With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This workshop will show 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. Recognize the signs of an unbalanced life. Identify employer resources for a balanced lifestyle. Improve time management and goal setting. Use the most effective work methods for you. Create balance at work and at home. Manage stress.



# RETAIL

## PASSIONATE RETAIL EXPERTS

This program is designed to equip retail front line agents with a customer service excellence foundation. This will help them to engage better with customers, portray energy and commitment, and use positive phrasing to establish a meaningful connection with customers as well as enhance their personal communication skills. Participants will learn how to manage challenging customer interactions and relationships to secure trust and confidence as well as retain their valued customer base.

## RETAIL SALES PLANNING AND FORECASTING

This hands-on training program targets retail store managers/owners. Participants will learn how to create a sales forecast using step by step method. Participants will then use this forecast as a starting point to create a complete store sales plan. Plan will include setting the store's main sales strategy as well as specific sales improvement tactics. At the end participants will have their store's complete sales plan that includes all their store's different resources. The different practical exercises are designed to help participants analyze and forecast their store's key sales figures as well as key store performance indicators.

# SAFETY

## SAFETY IN THE WORKPLACE

This course will be instrumental in reviewing common hazards, safety techniques and after completion, participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe. Understand legal responsibilities associated with a safe work environment. Create a safety plan and identify hazards. Develop training procedures. Learn how to implement a safety plan. (Slips, Trips and Falls – Personal Protective Equipment - Lock out/Tag out - Food Safety – Forklift - Ergonomics – Strains & Sprains – Hearing Conservation – Ladder Safety)

# SALES

## FIND A WAY TO SAY YES!

This training explores Mindset, Skillset and Customer Knowledge. Mindset includes expertise, high performing service, logic and emotion. Skillset includes active listening, the power of questions and best practice customer service techniques. Customer Knowledge includes awareness of personality styles and communication styles and how to use the knowledge to improve interaction.

## FRONT LINE RETAIL SELLING SKILLS

If you try to sell your product or service without keeping the customer in mind, you won't be very successful. Considering how the customer feels and makes decisions throughout the buying process, is essential if you want to develop a two way RELATIONSHIP. Participants will learn and practice a proven, step-by-step sales questioning technique that can be put into action immediately, in any sales situation. This powerful sales questioning technique is all about asking the right questions in a particular sequence. Build lasting customer relationships that result in repeat business.

## MOTIVATING YOUR SALES TEAM

Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation. Understand the importance of communication and training in motivating sales teams. Determine steps your organization can take to motivate sales team members. Understand the benefits of tailoring motivation to individual employees. Apply the principles of fostering a motivational environment to your own organization.

## PROFESSIONAL SELLING SKILLS

This extensive sales training program explores the right skill and mind sets for a professional sales person. Many sales people fall into the trap of talking too much. They can't wait to tell customers about all the features or benefits of their product/service or how great their company is. In this class participants will learn essential sales skills, from controlling the conversation and asking the right questions to uncovering customer needs and adjusting the message accordingly. At the core of this program is a more effective and more professional sales approach.

## PROSPECTING AND LEAD GENERATION

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 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 sales strategy. Workshop Objectives: Identify prospects. Implement both traditional and new marketing methods. Use the pipeline effectively. Educate customers. Track activity and make adjustments as needed.

## SALES FUNDAMENTALS

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. Understand the language of sales. Prepare for a sales opportunity. Begin the discussion on the right foot. Make an effective pitch. Handle objections. Seal the deal. Follow up on sales. Set sales goals. Manage sales data. Use a prospect board.

## SALES MANAGEMENT

A successful sales manager's job is to provide clear direction and support to his/her team that will enable them to excel and to reach their full potential. Sales managers often rise to this position from a successful career in sales. But, the skills required of a successful sales manager are quite different from the skills of a successful sales person. Participants will explore key leadership skills that will help motivate their sales team to excellence. Additionally, participants will learn specialized sales management skills such as sales forecasting, planning, and monitoring.

## SALES TERRITORY PLANNING & ROUTING

The success of as a field and distribution sales professional depends on how efficiently and effectively they can manage their sales territory. It is important to build strong sales pipelines and advance sales opportunities with a focus on growing relationships with key and high potential customers. How well they can plan and manage this will ultimately decide their overall performance. When territories are managed properly, strategic or key customer relationships are grown through account plans. Introduces a simple five step process to properly manage and plan a sales territory.

## TOP 10 SALES SECRETS

This interactive course covers: Effective Sales Traits, How to truly Know your clients, understanding your product, lead generation, authority, building trust, building long term relationships, communication, self-motivation and goal setting.

## TRADE SHOW STAFF TRAINING

Make sure your staff has the right tools to succeed. Recognize effective ways of preparing for a trade show. Know essential points to setting up a booth. Know the Dos and Don'ts behaviors during the show. Acknowledge visitors and welcome them to the booth. Engage potential customers and work towards a sale. Wrap up the trade show and customer leads.

# SELF IMPROVEMENT

## ATTENTION MANAGEMENT

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant. Identify different types of attention. Create strategies for goals and SMART goals. Be familiar with methods that focus attention. Put an end to procrastination. Learn how to prioritize time. Increased productivity. Increased job satisfaction.

## HOW TO MAKE YOURSELF INDISPENSIBLE

When you're indispensable at work, you not only create your job security; you give yourself the opportunity to chart your course in life. Identify your strengths. Develop complementary skills. Be a lifelong learner. Don't wait to be asked. Don't keep score. Be accountable/do what you say you will do. Be the pressure reliever. Avoid Excuses. These steps and more will help you add value and become indispensable at work.

## MENTAL MODELS

This course explores the following subjects in depth: Benefits and drawbacks of mental models. Origins of mental models. Compare different mental models among various industries. How to reveal hidden assumptions and rethink misconceptions. How to use creative swiping to your advantage. Creating new mental models and share them.

# SELF SKILLS

## ATTITUDE (YOU PICK YOURS)

Before embarking on an employee attitude training program, owners and managers must first determine the cause of the problem. Bad employee attitudes not only disrupt the business and affect other employees, they are directly related to the motivation and productivity of the offending Individual and those around them. If an organization waits to correct attitude problems until they affect the bottom-line, additional time, effort and money will be required to turn it around. Make a plan to head-off attitude problems before they affect your business.

## INCREASING YOUR HAPPINESS

With our Increasing Your Happiness workshop your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism. Discuss how planning ahead cultivates workplace happiness. Create a nightly routine and daily plan. Relate more effectively to others in the workplace. Understand how the workspace environment impacts happiness. Think more positively.

## THE ENERGY BUS (POSITIVE ENERGY FOR LIFE, WORK AND TEAM)

Now you can get your team on the bus as you learn best practices and 10 powerful principles from Jon Gordon's best-selling book, The Energy Bus. Whether you are a leader looking to build a positive culture, a manager trying to energize and engage your team, or someone who desires to enhance your performance and productivity this training program will help you implement a proven model for success that has been successfully adopted by thousands of organizations worldwide.

## ACCOUNTABILITY AT WORK

This course explores the following subjects in depth: Where to focus accountability efforts. The four traits and behaviors that help to establish trust. How to seek and act on feedback. How to learn from mistakes. Overcoming attitude and organization-based obstacles. The five steps to creating a culture of mutual accountability. Creating, and effective implementation of, accountability agreements. Ways to surface and resolve conflicts. How to have proactive and reactive conversations that help to restore trust.

## BUILDING YOUR SELF ESTEEM AND ASSERTIVENESS SKILLS

Self-esteem is often the result of a lifetime of experiences, and particularly what happened to us as children. However, it is possible to improve your self-esteem at any age. Everyone has times when they feel a bit low or find it hard to believe in themselves. However, if this becomes a long-term situation, this can lead to problems, including mental health issues such as depression or anxiety. Truly understand self-esteem and the actual steps to take to improve self-esteem including becoming more assertive. Experiential, action orientated training to help you put these steps into action.

## CREATIVE PROBLEM SOLVING

An overview of the entire creative problem solving process, as well as key problem solving tools that you can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop. Understand problems and the creative problem solving process. Identify types of information to gather and key questions to ask in problem solving. Identify the importance of defining a problem correctly. Identify and use four different problem definition tools. Write concrete problem statements.

## CREATIVITY THINKING OUTSIDE THE BOX

Informative tools and practical strategies that will help shape a creative workplace. Creativity plays a big role in building a positive work environment, in which employees will feel confident in expressing their ideas. Be mindful that there is creativity in all of us. When this creativity emerges, powerful opportunities and advancements will happen.

## DEVELOPING CREATIVITY

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 mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative. Workshop Objectives: Define creativity. Act with confidence. Engage in curiosity. Stop acting out of fear. Learn from introspection. Take risks.

## IDEAS INTO ACTION

This course explores the following subjects in depth: Myths and misconceptions of innovations. Understanding multiple intelligences including, word smart, body smart, picture smart, and music smart. Characteristics of creative people. The stages of the creative process: initiation, incubation, illumination, and implementation.



## IMPROVING SELF-AWARENESS

With the Deepening 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. Define the self and different aspects of the self. Learn from introspection. Understand the nature and value of emotions. Appreciate themselves. Appreciate others. Improve effectiveness.

## INTERPERSONAL SKILLS

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation. Understand the difference between hearing and listening. Know some ways to improve the verbal skills of asking questions and communicating with power. Remembering names.

## MANAGING WORKPLACE ANXIETY

Our Managing Workplace Anxiety workshop will provide your participants 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 workshop your participants will be better suited to the challenges that the workplace can bring. Learn to recognize symptoms and warning signs. Determine ways of coping and managing problems. Recognize common trigger and accelerants.

## SOCIAL INTELLIGENCE

Increasing Social Intelligence will provide benefits throughout ones professional and personal lives. Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road! Be aware of our own behaviors. Learn to be empathetic with others. Know tools for active listening. Effectively communicate interpersonally. Recognize various social cues. Determine appropriate conversation topics. Understand body language.

## SOCIAL LEARNING

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. Workshop Objectives: Define and use social learning. Identify social learning tools. Manipulate group dynamics and culture. Craft and lead role play scenarios. Practice being a role model. Understand modeling and observation.

# SUPPORT PERSONNEL

## ADMINISTRATIVE OFFICE PROCEDURES

With our Administrative Office Procedures workshop, your participants 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.

## EXECUTIVE AND PERSONAL ASSISTANTS

This workshop will show 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. Adapt to the needs and styles of management. Communicate through written, verbal, and nonverbal methods. Improve time management skills. Manage meetings effectively. Act as a gatekeeper. Use the tools effectively.

## SUPPORT POSITIONS - SETTING OTHERS UP FOR SUCCESS

Participants will improve their communication, personal management, and collaboration skills, as well as learn how to make a good first impression, set the right expectations, and drive performance through effective teamwork. By the end of this training course participants will be able to: Improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. Properly manage and set expectations of colleagues and team members and communicate assertively. Map out their internal network and improving efficiency through it.

# TEAMS

## HIGH PERFORMANCE TEAMS INSIDE THE COMPANY

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 positioned in your high performance teams for great success! Workshop Objectives: Understand the benefits of high performance teams. Address challenges. Conduct effective meetings. Be able to see the big picture. Work collaboratively. Adequately praise team members.

## HIGH PERFORMANCE TEAMS REMOTE WORKFORCE

This training course covers the following in depth: Understanding the Remote Workforce, High Performance Teams, Characteristics of High Performance Teams, How to Create Teamwork, Types of Communication, Training Your Team, Managing the Team, Effective Team Meeting How-to, Keep a Happy and Motivated High Performance Remote Team, “Don’ts” with High Performance Remote Teams.

## TEAM BUILDING FOR MANAGERS

Your participants will learn how important team building is and how beneficial it can be. Gain a new perspective on teamwork, and become a valuable member to any team you are placed in. Follow the information in this workshop and create a positive atmosphere within your company with the use of teams. Understand the importance of intentionally fostering teamwork. Determine strategies your organization can take to build teams. Understand the benefits of games and social activities in building a team. Apply the principles of team building to your own organization.

## TEAM MANAGEMENT

This course explores the following subjects in depth: Defining Team Leadership and Management; Identifying key elements/differences between singular and team leadership and management, Defining & Identifying toxic leadership and toxic employees, Defining & Identifying difficult employee behavior, Discuss appropriate techniques for confronting difficult employee behavior.

## TEAMWORK 5 DYSFUNCTIONS OF A TEAM

Explore how teams fail to work cohesively together through a dynamic, five-part model of dysfunction. The five dysfunctions are 1) absence of trust, 2) fear of conflict, 3) lack of commitment, 4) avoidance of accountability, and 5) inattention to results. Through identifying these root causes of poor teamwork, teams will develop specific strategies for overcoming each of them. By doing this, they will become comfortable with one another, be willing to engage in constructive debate, achieve clarity and buy-in around team priorities, hold one to high standards, and focus on team results.

# TIME MANAGEMENT

## BALANCING PRIORITIES

Understanding factors that make it difficult or impossible to manage multiple priorities successfully. Establishing clear, relevant goals and the action steps needed to complete them to help you focus your time and effort. Sorting activities and into categories of urgency/importance to help you decide when to handle them. How to assign work to employees, team members, and co-workers by creating a delegation plan. Implementing strategies for keeping yourself organized and avoiding time delays. Creating and maintaining realistic, useful schedules and to-do lists.

# TRAIN THE TRAINER

## CREATING A GREAT WEBINAR

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 with a Webinar is the best way to reach many with the power of one. Workshop Objectives: Define webinars and their purpose. Choose the best formats. Prepare for webinars. Avoid common mistakes. Understand how to interact with the target audience. Follow up successfully.

## DEVELOPING A LUNCH AND LEARN

Our 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 refresher to a previous training session. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees. Workshop Objectives: Understand what a lunch and learn is and is not. Be able to set up and break down. Create new content. Address difficult situations and people. Create useful takeaways. Use feedback to improve future lunch and learns.

## NEW TRAINER/INSTRUCTOR TRAINING

Making the move from industry to classroom is difficult for many new college instructors. Your day is not your own anymore - each moment is about focusing on the adult learners in your classroom. You may be used to clocking into a 9 to 5 job but teaching in a college is much different : you'll need to know how to manage your time, prepare lesson plans, develop assignments and tests, and how to evaluate your students. These skills will develop overtime but this workshop is designed to kick start your teaching career into high gear by giving you what you need to be successful right away.

## PRESENTATION SKILLS

The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participant can look forward to including: creating a compelling program, using various types of visual aids, an engaging the audience. Workshop Objectives: Perform a needs analysis and prepare an outline. Select presentation delivery methods. Practice verbal and non-verbal communication skills. Knock down nervousness. Develop and use flip charts with color. Use video and audio to enhance.

## TRAIN THE TRAINER

By the end of this training course participants will be able to: Explain the different attitudes, skills, and knowledge a professional trainer needs to be successful. List the roles and responsibilities of a professional trainer. Explain the importance of the seven characteristics of outstanding trainers. Explain how adults learn. Identify the three most common learning styles and select appropriate learning strategies to accommodate each style. Use Neuro-linguistic Patterning techniques to engage learners. Determine if a performance issue is a genuine training need or not. Much more.

# TRUST

## ORGANIZATIONAL TRUST

Various perspectives of what it means to trust. Affect distrust has on employees who do not trust one another and on an organization that is distrusted by employees. Personal attributes and behaviors that make people and organizations most trustworthy. Common trustbusters, or the characteristics and actions that create barriers to trust. Ways leaders can both, set the example, and continue to establish a solid foundation, for trust. Steps organizations can take to demonstrate and encourage trust at all levels. Best practices for organizations to restore lost trust.

## TRUST (SPEED OF TRUST)

Helps participants at all levels identify and close trust gaps that exist in the organization. As a result of attending this session, participants will be able to better understand, manage change and lead and be important participants in high-performing teams that are agile, collaborative, innovative, and engaged.



# SIMULATIONS

## EVEREST LEADERSHIP CHALLENGE

This award-winning simulation uses the dramatic context of a Mount Everest expedition to reinforce student learning in group dynamics and leadership. Students play one of 5 roles on a team of climbers attempting to summit the mountain. During each round of play they must collectively discuss whether to attempt the next camp en route to the summit. Ultimately, teams must climb through 5 camps in 6 simulated days totaling approximately 1.5 actual hours of seat time. Team members analyze information and determine how much to communicate to their teammates.

## INNOVATION - JUNKYARD GAMES

Junkyard Games is an innovation training game for employee and management development training. The team activity is an engaging and interactive experiential instructional game that effectively improves the effectiveness of a team and individual innovation skills.

## PAPER AIRPLANES

A simulation that focuses on teamwork, collaboration, organizational effectiveness, breaking down silos, engagement, and customer service. This award-winning change management simulation allows groups of employees to learn the value of redesigning how they work. Gain first hand understanding of how engagement and collaboration can improve key organizational outcomes, including cost, quality, customer experience and employee satisfaction. Break down barriers to organizational success and team-based change while reinforcing teamwork and communication.

## TEAMWORK - ZOMBIE OUTBREAK

Zombie Outbreak is a simulation in team decision-making and team synergy. Participants face an impending zombie attack requiring them to work together to make the best possible decisions in order to survive. While the context is not usually life-threatening, there are often times when employees have to make decisions amidst stressful situations and as part of a team. Zombie Outbreak prepares your teams to do their best in such situations.

# OTHER - CULTURE BUILDING PROGRAM

## ON MY OWN TIME PROGRAM FACILITATION

This culture building program is one of the best ways to bring employees together. They learn that those they work with daily also are creative on their own time through artistic endeavors after hours. This program involves coordinating the On My Own time program which allows employees to make submissions representing their own creativity and hobbies. It is good for both employers and employees because it reveals so much hidden talent. And it is an incredible team and culture builder. Submission can include, art, baking, crafts, or anything else that represents the employee's creativity and/or hobbies.



**Connie Schroeder**, *President and Executive Director*

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**CCC Consulting** is led by Connie Schroeder, President and Executive Director of its parent company, **Complete Career Center, Inc.**

Connie's career started in the energy and then telecom industries. In telecom she moved from sales to sales management and then Corporate Management where she managed operations in Western SD for the company she worked with. She left telecom in 2000 to start her own business, Complete Career Center, which she owns to this day. Complete Career Center (CCC) is a staffing agency which has a solid 22 year reputation of excellence and customer service. With CCC, Connie has worked with a variety of industries including, manufacturing, medical, hospitality, legal, retail, construction, financial, automotive, electrical, and many more. Connie additionally spent 5 years as the Executive Director of the SD Leadership Academy, training and developing numerous business leaders from a variety of industries.

Educationally, Connie's bachelors degree is in Social Sciences, her Masters in Organizational Leadership and she is currently a Doctoral Candidate completing her PhD in Industrial & Organizational Psychology.

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