



Training Solutions

½ day programs

Behavioral-based Interviewing
Essential Skills of Leadership
Essential Skills of Communication
Listening-What Matters Most
Coaching Job Skills
Communicating Up
Delegating for Results
Developing Performance Goals & Standards
Effective Discipline
Improving Work Habits
Managing Complaints
Providing Performance Feedback
Resolving Conflicts
Supporting Change

Time Mastery
Developing and Coaching Others
Motivating Team Members
STARR Customer Service
Diversity Awareness
Naming Elephants: Surfacing Undiscussables for Greater Success
Trust the Ultimate Test: Without It Nothing Else Matters
Understanding and Using Effective Conflict Strategies
Increasing Effectiveness on the Phone
Increasing Effectiveness in Performance Coaching

One day programs

The Dimensions of Leadership Workshop
The Secrete Workshop: What Great Leaders Know
Hiring Winning Talent
Retaining Winning Talent

Building A High Performance Team Culture
Work Expectations & Career Path Workshop
Dynamic Communication Workshop
Managing Conflict and Resistance

Two day programs

DISCoaching Certification Workshop
Learning to Lead: Personal Insight, Communication & Leadership Talents
Leadership Challenge Workshop
Winning Through Customer Service
Customer Oriented Selling

Behavioral-based Selling
Leading Successful Projects
Coaching in Action (course 1)
Coaching Excellence: Building on the Basics (course 2)

Three day program

Leadership in Action: Leading Others & Tapping Your Inner Guidance System

Seven Levels of Team Excellence (12-month team coaching and training process)

Topics can be covered in flexible intervals on a monthly basis. Additional resources and readings are assigned throughout the process.

Level I: Trust The Ultimate Test (4hrs)

Level I: Individual Commitment and Team Communication (8hrs)

Level I: Team Vision, Mission and Values (8hrs)

Level II: Naming Elephants: Surfacing Undiscussables for Team Success (4hrs)

Level II: Team Conflict: Strategies to Manage & Benefit from Conflict (4hrs)

Level III: Team Dynamics: Building Efficiency (4hrs)

Level IV: Developing Team Culture (8hrs)

Level V: External Team Building & Collaboration (4hrs)

Level VI: Building Community Links: Making a Difference (4hrs)

Level VII: Team SERVICE (4hrs)

All training programs are customized to meet client needs incorporating client specific case studies, utilizing client data/documentation and practicing job specific applications.