

C O U R S E

C A T A L O G



Introduction

The Global Training Group (a division of Strategic HR Services) is dedicated to providing excellence in training and professional development. We pride ourselves in our ability to deliver highly effective programs that result in maximum organizational success and the highest return on the client's training investment.

This catalog contains course descriptions for over 20 comprehensive training programs. Courses are offered in areas such as professional selling skills, leadership skills, professional performance, customer relations, communication skills, planning and organizing, and human resources.

Each course is highly customized to include company-specific examples, policies, and culture. Practical "real world" situations are designed into each program, and classes are continually monitored for timeliness, subject matter and method of delivery. Post-course follow-up ensures long-term retention and ongoing application of the skills learned in the program.

The Global Training Group's primary goal is to become your strategic training partner. We look forward to the opportunity to be of service to you and your company.

Global Training Group
is a division of

Strategic HR

Contents

Global Training Group

Fact Sheet and Scope of Services	5
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Customer Relations

Creating Five-Star Service: A Commitment for Success	7
Managing the Customer Service Process	8
Building and Managing Telephone Relationships	9

Management Development

Proven Skills for Tomorrow's Leaders	11
Recruitment and Selection: Your Key to Hiring the Best	12
The Art of Conflict Resolution: Strategies for Managing Resistance	13
Managing Your Greatest Asset: Your People	14
Performance Appraisals: Tools for Increasing Results	15

Sales and Marketing

Consultative Selling Skills	17
Negotiating with Confidence: Techniques for Successful Results	18
High Impact Sales Presentations	19
High Impact Team Presentations	20

Professional Skills Development

Building Better Relationships with Effective Communication	22
Instructor Development	23
Maximizing Time: Streamlining Meetings	24
On-the-Job Trainer Development	25
Powerful Presentations Skills	26
Pen-Based Communication: Writing for Results in Business	27
Project Management for Maximum Results	28
Vital Time: Power Through Prioritizing	29

Professional Standards

New Employee Orientation	31
The New Professionalism	32

Global Training Group

Fact Sheet and Scope of Services 5



FACT SHEET

Global Training Group

Company Overview

The Global Training Group, a division of Strategic HR Services, is a full-service training, development and consulting firm that provides training support to a variety of industries. We offer a wide range of services designed to meet each client's specific requirements.

Capabilities

The Global Training Group can provide clients with any or all of the following services:

- Training Needs Assessments
- Customized Course Design
- Course Delivery
- Instructor Certification
- Train-the-Trainer Programs
- Post-Course Follow-Up and Evaluation
- Consulting and Organizational Development
- Corporate University Start-Up
- Employee Opinion Surveys
- On-the-Job Training Programs

Course Categories

The Global Training Group has developed more than 20 courses in the following categories:

- Customer Service
- Sales and Marketing
- Presentation Skills
- Management and Supervisory Skills
- Communication Skills
- Professional Skills Development

Course Customization

Unlike some training providers, the Global Training Group does not offer pre-packaged, "off the shelf" courses. Instead, each course is customized to include client- and industry-specific examples, role plays, case studies, application exercises and personal action planning. The sequencing, format and delivery of the programs are also customized.

Highly Qualified Instructors

The Global Training Group has a distinguished staff of full-time and adjunct consultants. Their backgrounds include senior training and development positions at companies such as Disneyland, Koll Management Services, Embassy Suites, Hunt-Wesson, and Taco Bell.

Partial Client List

ABM Industries	Internal Revenue Service
America OnLine	Litton Industries
Bank of America	Microsoft
CB Richard Ellis	Nissan
Disneyland	Otis Elevator
DreamWorks SKG	Pacific Mutual
GTE	Sheraton Hotels
Hoffman-LaRoche	Xerox Corporation
Ingram Micro	YORK International

Professional Accreditations

- American Society for Training and Development (ASTD)
- Building Owners and Managers Institute (BOMI)
- Institute of Real Estate Management (IREM)

How To Reach Us

Global Training Group
4343 Von Karman Avenue
Suite 200
Newport Beach, CA 92660
(800) 789-5655 Toll-Free
(949) 260-5070 Fax
dsakimoto@strategichr.com
www.strategichr.com

Customer Relations

Creating Five-Star Service: A Commitment for Success.	7
Managing the Customer Service Process	8
Building and Managing Telephone Relationships	9



Creating Five-Star Service: A Commitment for Success

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In an age where differentiation is the key to success, companies are challenged to constantly upgrade their standards. *Creating Five-Star Service* focuses on the importance of establishing and maintaining exceptional customer service.

Quality customer service provides tremendous opportunities for an organization. It is a key component of what differentiates companies from their competition. Everyone within a company must be a customer service expert. Whether your customers are internal or external, every interaction affects the overall success of the organization.

Creating Five-Star Service defines service trends of the past and focuses on service standards for the future. Customized case studies and role plays are used to identify and enhance the necessary skills a service provider must use to continually exceed customer expectations.

“Out of all the customer service classes I’ve taken, this one is the best. I also feel this will be the course that helps my department the most.”

*Sean Holland
Customer Service Department
Microsoft*

You Will Learn To:

- Identify and work with different types of customers
- Solicit and encourage customer feedback
- Respond to customer issues and concerns
- Exceed customer expectations on a consistent basis

You Will Benefit By:

- Keeping valuable customers satisfied
- Increasing effectiveness in dealing with challenging customers
- Establishing a reputation for service excellence
- Making customer service a key part of your company’s marketing effort
- Developing successful long-term customer relationships

Managing The Customer Service Process

“Value-added” and “quality service” have become the buzz words of the 90s. Many organizations believe that implementing a strong service philosophy begins and ends with training front-line employees. Although training these employees is essential, too many leaders fail to realize the importance of total company “buy-in.” Service excellence must begin at the top and be managed from the top.

Managing the Customer Service Process focuses on the manager’s role within the service process; developing a service strategy; and recognizing the worth of front-line employees. A key aspect of ensuring service mastery is leading by example and rewarding positive behavior.

A recent study published in the Harvard Business Review indicated that by simply moving 5% of your customers from “Satisfied” to “Extremely Satisfied,” you can increase your business by 100%. Successful leaders have learned the art of retaining and sustaining long-term customer relationships. *Managing The Customer Service Process* will show you how.

“Quality service is a top down affair. It starts at the top or it doesn’t start.”

*Karl Albrecht & Ron Zemke
Service America!*

You Will Learn To:

- Benchmark your company’s service standards against those that have established themselves as customer-driven companies
- Develop a service recovery plan that turns a negative service failure into increased customer loyalty
- Measure the customer’s satisfaction level with the service you provide
- Turn your service vision into a service culture
- Eliminate the barriers that keep employees from providing the level of service your customers expect

You Will Benefit By:

- Acquiring new ways of creating a real commitment to exceptional service
- Increasing the level of service you provide while lowering costs
- Developing a strategy to measure the impact you have on customer service
- Building customer-oriented teams and work groups

Building and Managing Telephone Relationships

HALF
DAY

The telephone is an essential tool in today's business environment. It is a primary mode of communication, yet it is often the most misused connection. Although telecommunication is a two-way process, it relies solely on spoken words. Without the reinforcement of non-verbal cues, there is the increased likelihood of misunderstandings that can result in a poor company image, or even lost business.

Good telephone usage cannot be assumed or taken for granted; it is a professional skill that can and should be learned. The purpose of *Building and Managing Telephone Relationships* is to improve the quality of telephone communication in an environment where daily telephone usage is a reality. Most importantly, this course focuses on communicating effectively by phone in order to exceed customer expectations.

"The only certain means of success is to render more and better services than is expected of you, no matter what your task may be."

Og Mandino

You Will Learn To:

- Use techniques that enhance company image and eliminate common service frustrations
- Improve your telephone voice
- Understand and enhance listening skills
- Successfully demonstrate service excellence over the phone

You Will Benefit By:

- Effectively building and cultivating telephone relationships
- Increasing your personal level of professionalism
- Knowing how to handle difficult situations with confidence

Management Development

Proven Skills for Tomorrow's Leaders.	11
Recruitment and Selection: Your Key to Hiring the Best	12
The Art of Conflict Resolution.	13
Managing Your Greatest Asset: Your People	14
Performance Appraisals: Tools for Increasing Results	15



Proven Skills for Tomorrow's Leaders

Whether you've recently transitioned into a management role or simply need to sharpen your skills, managing others can be extremely challenging. Instead of learning by trial and error, *Proven Skills for Tomorrow's Leaders* provides newly promoted or prospective managers with the knowledge they need to succeed in this demanding role.

This interactive course will provide solutions for the new manager by using many case studies and role plays that typical managers deal with on a daily basis. By practicing these time-tested skills during the course, you will be equipped to immediately apply them back on the job.

"The best minute you spend is the one you invest in your people."

Ken Blanchard

You Will Learn To:

- Recognize the skills necessary to be an effective manager
- Match your management behavior to employee development levels
- Evaluate and measure the performance of the individuals on your team
- Utilize techniques such as delegation and planning to maximize time

You Will Benefit By:

- Establishing trust and respect in the role of supervisor
- Communicating effectively to increase employee performance
- Improving your ability to recognize employee needs and motivate them accordingly
- Better balancing the demands on your time as a manager

Recruitment and Selection: Your Key to Hiring the Best

1
DAY

As a manager, the selection of the right person for the job requires effective recruiting and interviewing techniques. Today, there is nothing more important than who you hire and how you train them. When good selections are made, your department benefits and turnover is minimized.

The financial impact of personnel selection on an organization is much more than most people realize. A “wrong” hire can become very time-consuming and frustrating for both employee and manager.

Effective hiring begins with creating realistic job descriptions that most accurately describe the position. This course will provide you with information and tools to begin this process. Once established, they become the road map for recruiting and selection.

An interview is the vehicle to identify whether the skills, knowledge and abilities of the candidate are a match for the open position. *In Recruitment and Selection* you will learn the art and science of interviewing, including behavioral techniques and legal issues associated with the process.

“Eagles don’t flock – you have to find them one at a time.”

H. Ross Perot

You Will Learn To:

- Develop resources to assist in the evaluation of specific job requirements
- Implement recruiting strategies to attract qualified candidates
- Recognize the legal pitfalls of interviewing and hiring
- Extend job offers and complete necessary paperwork

You Will Benefit By:

- Reducing turnover by finding the “right” candidate the first time
- Minimizing recruitment costs by using more creative techniques
- Being prepared for interviews
- Avoiding legal errors when interviewing
- Practicing and preparing for your next set of interviews
- Receiving immediate productivity from new recruits

The Art of Conflict Resolution: Strategies for Managing Resistance

1
DAY

When intelligent, confident and assertive people come together to achieve goals in the workplace, conflicts are inevitable, and the long-term success of the organization depends upon the successful resolution of these issues.

Conflict is healthy and advantageous when it brings about new ideas and deeper understanding in relationships. For this to occur, the basis for dealing with conflict should be objective, open and honest communication. Additionally, there must be a mutual desire for resolution. Conflict in the workplace is unhealthy when it leads to blame, distrust, anger and withdrawal.

The Art of Conflict Resolution will make you more aware that workplace relationships, as well as those with clients, merit the investment of the time and energy required for disagreements to be resolved in such a way that both parties feel respected in the process.

“When two people in business always agree, one of them is unnecessary.”

W. Wrigley, Jr.

You Will Learn To:

- Assess the style you revert to when confronted with conflict from others
- Anticipate how individuals will react to conflict situations
- Select the appropriate conflict resolution techniques for different situations
- Identify what you bring to conflict situations

You Will Benefit By:

- Increasing your level of confidence when dealing with conflict in the workplace
- Improving relationships with co-workers and clients
- Effectively resolving conflict situations

Managing Your Greatest Asset: Your People

2
DAYS

Leaders have always played a vital role in the success of any company. This is especially true today as the marketplace demands that leaders possess effective managerial and interpersonal skills. Whether you are working with subordinates, team members, peers, or clients, your leadership role within your company is becoming increasingly important.

Through the utilization of the DISC® Profile System, you will learn how to better understand the diverse work styles you interact with, and how to most effectively manage each of your employees. *Managing Your Greatest Asset* will give you the tools and skills necessary to immediately begin applying effective interpersonal and management solutions back on the job.

Effective interpersonal skills play a vital role in employee motivation, which is an important factor in getting necessary tasks done. When people are highly motivated, it's easy to accomplish the impossible. And when they're not, it's difficult to accomplish anything!

"Provided very helpful tools and methods to better manage employees in both positive and negative situations."

*Lisa Joyce
Assistant Property Manager
CB Richard Ellis*

You Will Learn To:

- Gain and enhance the skills needed to lead and influence others
- Apply specific strategies to vary your leadership style in order to meet the needs of your employees
- Use constructive feedback as a tool for managing performance
- Reward and motivate employees in a variety of ways

You Will Benefit By:

- Increasing the productivity of your employees
- Enhancing the level of confidence in your managerial skills
- Improving your interpersonal communication skills
- Earning the commitment and cooperation of your staff

Performance Appraisals: Tools for Increasing Results

1
DAY

For many managers and supervisors, performance appraisals are an uncomfortable undertaking. With so many priorities being juggled, reviews are sometimes put aside until the last moment. As a result, appraisals are often hastily completed and delivered.

However, managers and supervisors must understand that most of their rewards are based on what their employees accomplish. Performance appraisals can be a powerful developmental and motivational tool, and in this course you will learn how to chart the course of your work team for an entire year, and perhaps even beyond.

You have no greater resource than your employees. *Performance Appraisals* will help you maximize that precious resource.

“Appraisals are always difficult, but this course gave me ideas to make them easier and more productive.”

*Mark Wolford
Senior Project Manager
Koll Construction*

You Will Learn To:

- Use performance appraisals as a developmental tool
- Set well-defined performance objectives
- Appreciate why preparation and documentation are so critical
- Recognize and avoid the pitfalls of performance appraisal interviews
- Select effective strategies to administer performance appraisals, including the proper setting and tone

You Will Benefit By:

- Writing objective, meaningful performance appraisals
- Conducting compelling, interactive performance appraisal interviews that will positively impact employee productivity

15

Sales and Marketing

Consultative Selling Skills 17

Negotiating with Confidence:
Techniques for Successful Results 18

High Impact Sales Presentations 19

High Impact Team Presentations 20



Consultative Selling Skills

Effective selling is a highly disciplined process. As budgets continue to shrink and the competition continues to increase, mastering the sales process is becoming a vital part of survival. Today, people no longer buy a product or a service for its features; customers now want to know how that product or service will benefit them before they make a purchasing decision. To be successful in this environment, salespeople must be adept at both uncovering customer needs and demonstrating how they can fulfill those needs.

In *Consultative Selling Skills*, you will learn each step of the sales process, including prospecting, probing, qualifying, handling objections, gaining agreement and building long-term, profitable relationships. In our “no sell, no eat” world, *Consultative Selling Skills* is a must!

“Absolutely applicable to what I do everyday. “

*Peter Brown
Vice President & Sales Associate
CB Commercial/Hubbell
Commercial*

You Will Learn To:

- Identify the profile of successful salespeople
- Develop and qualify new leads
- Ask open- and closed-ended probing questions
- Use active listening to your advantage
- Adapt your communication style for maximum effectiveness
- Incorporate pre-call planning into your sales process
- Differentiate between selling a feature and a benefit
- Overcome objections
- Differentiate yourself from the competition
- Earn the right to ask for the business

You Will Benefit By:

- Increasing your sales productivity
- Utilizing a systematic, consultative selling approach that delivers results
- Presenting customer-focused solutions and proposals
- Improving your closing ratio
- Generating repeat business through relational selling

Negotiating with Confidence: Techniques for Successful Results

1
DAY

Effective negotiation in today's business world involves gaining cooperation to find solutions without creating resentment or hostility from others along the way. A good negotiator knows how to create opportunities for mutual gain and build long-term business relationships.

Successful negotiating is a skill, and like other skills it can be both learned and improved upon. *Negotiating with Confidence* will teach you important strategies to not only get what you want, but help others get what they want, as well. This pragmatic program is designed to teach you to apply the principles of win-win negotiating, which are essential to the kind of consultative selling approach customers now demand.

Negotiating with Confidence will increase your knowledge of human behavior and rapport-building in the negotiating environment. With this knowledge—the foundation of all negotiations—you will be able to consistently create satisfying solutions.

"Let us never negotiate out of fear, but let us never fear to negotiate."

John F. Kennedy

You Will Learn To:

- Effectively use proven strategies for successful negotiating
- Identify your primary negotiating style
- Prepare in advance for a positive outcome in all your negotiations
- Uncover the internal interests of the party with whom you are negotiating
- Avoid common but critical mistakes in all negotiating settings

You Will Benefit By:

- Obtaining a higher level of self-confidence in all negotiations
- More consistently achieving positive, win-win results
- Increasing your ability to create long-term relationships and ongoing business
- Realizing an overall improvement in your negotiation skills and style
- Preparing a strategic plan for an actual post-course negotiating session

High Impact Sales Presentations

The sales presentation is the most critical stage of the overall selling process. It is often the final chance to turn an identified opportunity into new business. Just as no one product or service is expected to satisfy every application, there is no single “million dollar” presentation approach that is appropriate for all situations.

Whether presenting to a group of decision-makers in a highly structured environment or one-on-one in a casual setting, carefully crafted sales presentations can be the key to dramatically increasing your rate of closed sales.

High Impact Sales Presentations will show you how to map out winning sales strategies and develop highly effective sales presentations using state-of-the-art presentation methods, such as Microsoft® PowerPoint. Participants are provided with an overview of currently available presentation tools along with guidelines on selection and usage. Interactive, videotaped presentations allow each participant to practice class fundamentals, allowing immediate application to your own day-to-day sales activities.

“The feedback from the two-day session was extremely positive. The sales representatives felt this was the best training they have ever had in their career at Xerox. I must agree with this feedback.”

*Keith Gurney
Employee Development Manager
Xerox Corporation*

You Will Learn To:

- Create winning presentation plans
- Assess audience decision-making styles
- Determine decision-maker needs and expectations
- Choose from a range of multi-media tools
- Tailor presentation methods to the audience
- Organize presentations for optimum results
- Successfully facilitate question and answer sessions

You Will Benefit By:

- Building your confidence level for every presentation
- Delivering presentations that create lasting impressions on your audience
- Using audio-visual aids that enhance rather than detract
- Increasing your sales effectiveness

High Impact Team Presentations

The proposal process – and the ultimate presentation of that proposal – are two of the most critical components in gaining additional business. When the proposal is delivered by a team of people, it becomes even more important that everyone put their best foot forward. All too often the final decision is based on the team with the best delivery skills.

Whether presenting to national account decision-makers or attempting to win a high-dollar-value project, careful strategizing and delivery of the proposal can dramatically increase your success rate.

High Impact Team Presentations will provide skills and tools to set you apart from the competition. Participants will address key issues, such as the RFP process, team roles and responsibilities, proposal contents, the use of visual aids, rehearsals, and the final presentation. You will be coached and videotaped on presentations you normally deliver during new business opportunities, with a focus on the details of team dynamics.

There are three types of presentations:

- 1. The one you prepared for*
- 2. The one you gave*
- 3. The one you wish you had given*

Anonymous

You Will Learn To:

- Determine key roles and responsibilities of team members
- Create a game plan and timeline for the proposal process
- Assess decision-maker needs and expectations
- Develop probing questions for your prospect
- Create visuals and graphics that support your business strategies
- Polish delivery skills
- Provide constructive feedback on team members' presentations
- Conduct smooth transitions between team members
- Respond to challenging questions with confidence

You Will Benefit By:

- Gaining more business opportunities based on proposal content
- Exceeding prospect expectations in the material content and presentation
- Leveraging the strengths of the presentation team for greater synergy

Professional Skills Development

Building Better Relationships with Effective Communication.	22
Instructor Development.	23
Maximizing Time: Streamlining Meetings	24
On-the-Job Trainer Development.	25
Powerful Presentations Skills	26
Pen-Based Communication: Writing for Results in Business.	27
Project Management for Maximum Results.	28
Vital Time: Power Through Prioritizing	29



Building Better Relationships with Effective Communication

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DAY

The ability of the individuals within a company to communicate effectively has a direct bearing on the success of that organization. *Building Better Relationships with Effective Communication* will assist you in developing the skills necessary to communicate with greater flexibility, confidence and impact.

The art of successful communication is equally the responsibility of the sender and the receiver. Whether you are communicating with co-workers or clients, success in today's marketplace depends on both clear, concise speaking skills and effective listening skills. This course focuses on the reality that everyone communicates a little differently. It is the ability to perfect your own natural style as well as adapt to the styles of others that will ultimately become the basis of your success.

"I'll pay more for a man's ability to express himself than for any other quality he might possess."

Charles Schwab

You Will Learn To:

- Identify the four styles of communication
- Tailor your messages to maximize communication with each style
- Select the most effective medium to convey your messages
- Use assertive versus passive or aggressive communication
- Practice various techniques to enhance your listening skills

You Will Benefit By:

- Improving your relationships with others
- Improving your interpersonal communication skills, thus increasing your personal productivity
- Communicating more effectively in situations that are typically challenging for you
- Developing a personal action plan that fits your work environment

Instructor Development

Content is critical to any presentation; however, research has shown that its value for the participant is minimal if the delivery is dry, boring, or too lengthy. *Instructor Development* is a two-day program that takes individuals selected as instructors for their company and turns them into professional, polished facilitators.

Attendees are provided with the tools and information to effectively develop and teach a course. You will have the opportunity to define and refine course objectives and establish program design standards. After learning how to enhance presentation proficiency, your presentations will be videotaped to maximize the learning and skill development process.

"This has restored my confidence in 'formal' training. The first course that I feel I learned anything from in years. Thank you!"

*Joanne Schultz
Vice President of Education
Regency Health Services*

You Will Learn To:

- Differentiate between an adult learning environment and a traditional classroom
- Use an instructional design template when developing course materials
- Deliver highly interactive training sessions
- Use a variety of teaching methodologies in your classroom settings
- Facilitate class discussions for enhanced learning
- Turn training into a process and not an event

You Will Benefit By:

- Designing smooth-flowing, high-impact training programs
- Increasing the retention of classroom information
- Gaining greater confidence in handling challenging classroom situations
- Becoming an effective facilitator

Maximizing Time: Streamlining Meetings

“Oh, no!” Is that your reaction when you are scheduled to attend a meeting? Do you look upon meetings as little more than a work interruption, a waste of time? Don’t feel alone—many managers characterize a successful meeting as one attended by three people, one of whom is out sick and the other away on a business trip.

Meetings are necessary for all sorts of organizational reasons. They are only useful, however, if viewed as a means of working toward a result the members of a group could not have achieved individually.

With time at such a premium, effective meetings can be critical to individual and corporate success. In *Maximizing Time*, you will learn techniques to make meetings more efficient and productive, from the standpoint of both a meeting leader and a participant.

“As far as their effect on productivity is concerned, most executives agree that the typical meeting is murderous.”

*Raymond Dreyfack
How to Kill a Good Meeting*

You Will Learn To:

- Decide whether or not a meeting is necessary
- Identify and overcome common meeting pitfalls
- Prepare for and conduct successful meetings
- Establish and maintain meeting focus and clarity
- Ensure post-meeting follow-through

You Will Benefit By:

- Leveraging people dynamics to unite those around the meeting table
- Making your meeting time productive
- Improving the nature, content and quality of meetings

On-the-Job Trainer Development

When most people think about training, they picture a classroom or a seminar where an instructor is standing in front delivering a "lesson" to a group of people. While that is certainly one element of training, the truth is that classroom instruction is only a very small part of the training that goes on in a business. The vast majority of training that takes place is on-the-job training.

"Give a man a fish and he'll eat for a day. Teach him how to fish and he'll eat forever."

Chinese Proverb

On-the-job training takes place every time someone tries to explain a procedure or shows someone else how to do something. The problem is that the quality of on-the-job training can be rather inconsistent depending upon whether or not a particular trainer has a "knack" for training. That inconsistency ultimately has an effect on your operation and the productivity levels you are trying to achieve.

25

On-the-Job Trainer Development provides participants with a systematic method for on-the-job training that will enable your on-the-job trainers to train your team for success.

You Will Learn To:

- Apply adult learning principles to on-the-job training (OJT)
- Prepare yourself and your trainees for an OJT session
- Clearly explain procedures and expectations during an OJT session
- Effectively demonstrate procedures and desired behaviors during OJT
- Monitor productive practice periods during OJT
- Provide timely follow-up to OJT

You Will Benefit By:

- Organizing OJT to make the best use of training time
- Communicating critical information to the trainee
- Consistently conducting thorough and productive OJT
- Handling challenging OJT situations

Powerful Presentations Skills

Even among the most professional speakers, a little nervous energy is common. However, making presentations can be an essential part of your personal and professional growth. As such, today's career-minded business person must develop and maintain vital presentation skills.

In *Powerful Presentations Skills*, you will learn the techniques effective presenters use to communicate their message confidently and assertively. Your presentations will be videotaped for playback and review, creating visual reinforcement and immediate results. The course is designed to provide you with the specific skills and coaching you need to deliver powerful presentations.

"The best class I have had with our company. The instructor was excellent."

*Mike McConnell
Regional Financial Service Manager
Nissan*

You Will Learn To:

- Analyze your audience prior to presenting
- Manage presentation stress and convey confidence
- Improve your delivery and non-verbal skills
- Develop a presentation style that works
- Organize content for greater effectiveness
- Use visual aids to enhance your presentations
- Address challenging questions and audience resistance

You Will Benefit By:

- Building confidence and commanding attention when speaking in front of a group
- Improving communications when relaying important information
- Articulating information more logically
- Remaining in control while being challenged by your audience

Pen-Based Communication: Writing for Results in Business

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In this age of high technology, the ability to communicate in writing with confidence and clarity is vital. How many times a day do you hear someone say, “Please e-mail me with the results of your meeting”; “Send us a proposal”; “Put it in a memo and send it to everyone in the department”; or “Could you fax me a letter with all of the details, please?”

Effective writing is a key to success in today’s world. The documents you create are an indication of your knowledge and your level of professionalism; they are a reflection of you, your department and the company as a whole.

Writing for Results in Business will help you polish the essential skills of business writing. You may not become a Homer, Dante or the next Shakespeare, but you will improve upon the way you express your thoughts and ideas in writing.

“You can have brilliant ideas, but if you can’t get them across, your ideas won’t get you anywhere.”

Lee Iacocca

You Will Learn To:

- Organize your ideas and information effectively
- Clearly communicate the purpose of your writing
- Determine and achieve the proper style and tone for your written communication
- Use techniques to overcome the difficulty of writing awkward or uncomfortable documents
- Develop skills for more efficient editing

You Will Benefit By:

- Creating written correspondence with confidence
- Tailoring your message to the intended audience
- Generating documents that are clear and concise
- Decreasing the time required to create professional written documents

Project Management for Maximum Results

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At no other time has project management been practiced in every business and industry to the extent that it is today. Optimizing project and program strategies can be a vital tool to move your projects rapidly into the future.

A project is usually a one-time activity with a well-defined set of desired results. Without knowledge of basic project management tools and techniques, managing even a relatively simple project can be overwhelming.

If you are a relative novice as a project manager or are working within a project team, *Project Management for Maximum Results* will enable you to develop your skills in dealing with project management strategies that incorporate several activities, people, and goals. You will gain insight into getting the work defined and completed to optimal satisfaction by meeting mutually agreed upon project criteria.

“The organization, scheduling and follow-up strategies were very helpful and can be applied to many different aspects of my job.”

*Bob Jones
Asset Manager
Fleet Bank*

You Will Learn To:

- Define the scope of a project utilizing integrative concepts
- Establish an effective project planning and control cycle
- Design a schedule network with such tools as PERT, Gantt and CPM
- Manage work in progress and use effective techniques to report project status
- Evaluate performance upon project termination

You Will Benefit By:

- Setting practical project goals
- Establishing resources, authority and accountability
- Effectively planning, monitoring and reporting the status of projects
- Setting contingency plans for alternative solutions
- Ensuring that results are delivered on time and within budget

Vital Time: Power Through Prioritizing

It's no secret that time is money. Imagine how much money is spent on time that could be more effectively used elsewhere. If wasted time could be reduced by just five minutes every hour, productivity would jump 8.3 percent. We're all given the same amount of time every single day—this class provides participants with the opportunity to learn the best way to spend theirs.

Vital Time has been designed for business professionals who want to make their time a more manageable resource, resulting in increased professional effectiveness. Through proper planning and prioritizing, participants can get more of the tasks done that mean success and growth for the company, and a greater sense of accomplishment for themselves.

"The reason most major goals are not achieved is that we spend our time doing second things first."

Robert J. McKain

You Will Learn To:

- Enhance the strengths and overcome the liabilities of your personal time management styles
- Interpret the critical difference between urgency and importance
- Proactively plan and prioritize to maximize time and effectiveness
- Eliminate time wasters

You Will Benefit By:

- Increasing personal and professional productivity
- Decreasing stress through more effective time management
- Accomplishing more of the vital tasks
- Focusing not only on efficiency, but on effectiveness

Professional Standards

New Employee Orientation 31

The New Professionalism 32



New Employee Orientation

For many employees, starting a new job is like visiting a foreign country. Either someone tells them about the "local" customs or they are learned through trial and error. New employees want to be assimilated as quickly as possible. Being an "outsider" on a new job is just as stressful as visiting a foreign country.

In the *New Employee Orientation* program, you will be introduced to the foundations of the company, including its history, mission, culture, and structure. The course highlights the practices that lead to high performance behavior, thereby ensuring future success in the organization.

"Even if you're on the right track, you'll get run over if you just sit there."

Will Rogers

You Will Learn To:

- Identify the company culture, values and future direction
- Apply the service standards that differentiate the company from its competition
- Define how other divisions operate and contribute to the overall success of the company

You Will Benefit By:

- Forming positive job attitudes and high performance standards that transfer into promotability
- Increasing self-confidence in understanding how you fit into the overall picture of success at the company
- Meeting key individuals who are resources for your future needs.

The New Professionalism

All across North America, the corporate work place is changing. Company cultures, standards, and practices vary as much as the products and service lines they represent. Today, standards of professionalism that are acceptable in one organization may not be appropriate in another. As a result, the line of professionalism can become blurred.

This course was created to help employees understand the culture, practices, and standards most important for personal success. Many of the guidelines are common sense; however, when we become entrenched in our day-to-day work responsibilities, it is easy for practices to be lost. This half-day class brings employees together to candidly discuss standards of professionalism.

“Morale and attitude are the fundamental ingredients to success.”

*Bud Wilkinson
U.S. Football Coach*

You Will Learn To:

- Recognize ways in which initial impressions formed by others can affect the company’s business and individual careers
- Employ ways to enhance the professional image of individual work areas and company common areas
- Develop a corporate code of professionalism and courtesy that forms the foundation for standards practiced in the organization

You Will Benefit By:

- Identifying eight attitudes that will lead to opportunities for career development
- Discovering the seven most annoying behaviors in the workplace and the seven most respected behaviors in the workplace
- Increasing morale and creating a more comfortable work environment for everyone