

## BUSINESS SKILLS

### BUILDING RELATIONSHIPS

#### GETTING RESULTS WITHOUT THE AUTHORITY

One day (6 hours)

In today's business culture, there are circumstances in which a person who possesses no formal authority is required to accomplish a task or complete a project. Perhaps you recognize a problem or a business need, and you will assume responsibility to resolve the issue. Or your manager may direct you to complete a task in which you will need to solicit the help of others. This course offers strategies to build relationships, identify the key people you will need to help complete your project, ask them for the assistance, and orchestrate the process of moving your project forward to completion.

#### NEGOTIATING SKILLS

Half day (3 hours)

You will perform the basic steps in a business negotiation. Upon successful completion of this course, students will be able to: prepare to negotiate in a business environment, initiate negotiations and follow through on their results, negotiate with your partner, follow through on a completed business negotiation and negotiate in unique business circumstances.

### COMMUNICATION SKILLS, GLOBAL COMMUNICATION

#### ADVANCED INTERPERSONAL COMMUNICATION

One day (6 hours)

Students learn how to ask and answer questions, use nonverbal communication, give feedback, and empower employees. Students also learn how to communicate with individuals who hold different positions in an organization, such as peers, supervisors, subordinates, and customers/vendors. Course activities also cover promoting ideas, handling negotiations, and dealing with human resource issues. Students identify an organization's culture, discuss how communication can perpetuate a culture, define a cultural network, and explore ways to take advantage of a cultural network.

#### CROSS CULTURAL BUSINESS COMMUNICATION

Half day (3 hours)

Students learn about how cultural differences affect speech, nonverbal and written communication. Students learn how to identify cross-cultural barriers, work with interpreters and translators, organize and participate in cross-cultural meetings, and handle negotiations and problem solving in cross-cultural meetings. Students also learn about building relationships as well as teams across cultures.

#### CUSTOMER SERVICE VIA PHONE AND EMAIL

One day (6 hours)

This class is for students who need to respond to customer service queries via a remote system such as email or telephone. Students will learn to develop skills that will help with customer interaction in a positive and professional manner. In this class, you will learn important principles and skills you can utilize as a remote customer service representative.

#### DIVERSITY & INCLUSION

Half day (3 hours)

Covers diversity in the workplace for employees, supervisors, team leaders and managers. Students will learn what diversity is and how it influences their relationships with others, and how to differentiate between-and overcome-stereotyping, prejudice, and discrimination. Students learn how communication skills help in managing a diverse workforce and how diversity influences relationships between co-workers.

**EFFECTIVE BUSINESS WRITING**

One day (6 hours)

In contemporary business environments, information overload makes it necessary for you to communicate clearly and concisely. You must develop your ideas, express them clearly, and persuade others of their viability. By analyzing your audience, organizing your writing, and employing effective persuasive techniques, your writing will make an impact.

**FAT-FREE WRITING**

Half day (3 hours)

The activities and techniques outlined in this half-day class will teach you to communicate clearly, correctly, and concisely, format documents for maximum impact; use shirtsleeve English to get your point across; tailor your communication to different learning styles; and simplify your messages to ensure they will get read. Paring your writing down to a distinct and concise message makes a huge difference in what your reader pays attention to and retains. Today's limited time, technological advances, and increased pace of communication means that every written word counts. You will learn critical skills for delivering messages with impact, such as constructing eye-catching subject lines and using parallel construction.

**MEETING MANAGEMENT: MAKING MEETINGS WORK**

One day (6 hours)

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This workshop will cover small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate. Members of such a group want to get results from their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about and knows and utilizes the strengths of individual members.

**MANAGEMENT, LEADERSHIP, TEAMS****CONFLICT RESOLUTION: GETTING ALONG IN THE WORKPLACE**

Half day (3 hours)

Many people see conflict as a negative experience. But conflict is necessary for personal growth and development. However, conflict can become an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. While it may seem the easiest remedy is to lock yourself up at home and avoid people, eventually we must step outside of our comfort zone and interact with someone. Successful interactions during conflict start when we approach situations with a plan in mind and an attitude for winning for both parties. In this class, you will learn how to turn difficult situations into opportunities for growth.

**DELEGATION: DELEGATING EFFECTIVELY**

Half day (3 hours)

Effective delegation is one of the most valuable skills someone can master. It reduces employee workload and develops employee skills. Delegating prepares subordinates to be able to handle responsibilities and simultaneously allows the delegator to advance to other career opportunities within their organization. Delegation is often one of the hardest skills for a manager to master. However, this skill can be learned. This half-day workshop will explore many of the facets of delegation, including when to delegate and to whom to delegate. We will also go through the delegation process step by step and learn about techniques to overcome problems.

**ELEVATING ACCOUNTABILITY IN THE WORKPLACE**

Half day (3 hours)

Organizations who promote accountability are more successful and more productive. And accountability isn't just about responsibility, it's about action. In this half-day class you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.

**LEADING HONORABLY**

Half day (3 hours)

The best definition of a leader may be a person who effects positive change. You know many honorable people, but they are not all leaders. You also know, or know about, many so-called "leaders." They are not all honorable people. Depending on the circumstances, a given leader might be called upon to bridge the old and the new, the past and the future, the young and the old, the internal customer with the external customer, the product with the consumer, the corporation with the community, and so on. It seems the times and the circumstances are appropriate for a training session that explores becoming a better leader by taking honorable action.

**LEADERSHIP PRESENCE: VERBAL, VOCAL, AND VISUAL**

Half day (3 hours)

We sell ourselves through communication. Whether we manage people, products, services, or any combination of these, we're all selling ourselves. Our success is determined by our ability to communicate – to persuade our listeners to action. And our ability to communicate effectively is dictated by how we're perceived by our listeners. The greatest investment you can make is in developing your communication skills, increasing your awareness of how you are perceived by others and improving those skills to achieve the impact you seek. In this half-day class learn the keys to effective interpersonal communication with your voice, eye contact, gestures, facial expressions, developing interaction, and much more.

**LEADERSHIP SKILLS: COMMUNICATION, COACHING & CONFLICT**

One day (6 hours)

Your top performers can make a huge impact on your company's success, but only if they are highly motivated to work at their best, which is derived from feeling well managed and valued. Great managers provide rich communication with their employees, coaching and mentorship, and effective conflict management. In this one-day class, managers and supervisors will learn the key fundamentals and strategies to create a workplace environment of excellence.

**LEADING VIRTUAL TEAMS**

One day (6 hours)

You have the general leadership skills you need to lead a team. You may even have successfully led a team. Now, though, you've been asked to lead a high-performance virtual team. In this one-day class, you will learn to put together a virtual team poised for success, including creating a virtual work environment that supports vteam culture, responding to external influences so vteam contributions are relevant and understood, and ensuring vteam success so the team can achieve its potential for high performance.

**MENTORING**

One day (6 hours)

In this one-day class students will learn about the benefits of a mentoring program, and how to develop, implement, and evaluate the success of a mentoring program. Course activities cover selecting mentors and the people to be mentored, defining the mentor's job, matching mentors, establishing strong mentoring relationships, and maximizing the benefits of mentoring. Students also learn how to set effective goals and become effective learners when they are being mentored, and how to choose a mentor.

**MOTIVATING & ENERGIZING YOUR WORKFORCE**

Half day (3 hours)

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This half-day workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

**PROJECT MANAGEMENT SKILLS FOR NON - PROJECT MANAGERS**

Half day (3 hours)

Although you are not formally employed as a project manager, you may occasionally be called on to lead a small- to medium-sized project for your company. In this course, you will strategically plan a project so that you can achieve the desired results on time and on budget. You will identify its requirements and the resources you have to work with, monitor the project's progress, and mitigate the related obstacles so that you can lead a team in bringing the project to a successful completion. This half-day class will give you the basics on the project management process and the tools needed to manage small- to medium-size projects.

**STEPPING UP TO MANAGER**

Half day (3 hours)

This workshop for a new manager or supervisor is organized into four logical parts that focus on the biggest concerns: understanding the basics of supervisory responsibilities, developing personal effectiveness, managing many personalities, and working with groups.

**TEAM BUILDING: BUILDING HIGH PERFORMANCE TEAMS**

One day (6 hours)

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This one-day workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

**PRESENTATION SKILLS, TRAINING****EFFECTIVE PRESENTATIONS**

One day (6 hours)

The ability to deliver presentations is vital to achieving advancement for yourself and for your ideas. Few skills in life will contribute to your success as much as presentation skills. Without a dynamic and coherent presentation, even stellar ideas can fail to convince your audience. In this course, you will learn to organize your ideas to create coherent and convincing oral presentations, while also utilizing available visual aids and using public-speaking techniques to strengthen your delivery.

**PUBLIC SPEAKING: SPEAKING UNDER PRESSURE**

One day (6 hours)

This workshop has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization. Speaking under pressure, or thinking on your feet, means being able to quickly organize their thoughts and ideas, then being able to convey them meaningfully to their audience to modify their attitudes or behavior. It applies to formal speeches as well as everyday business situations. This class is aimed at improving a speaker's skills and learning some new techniques which will give them the persuasive edge when they are making a presentation, fielding difficult questions, or presenting complex information.

**MAKE TRAINING STICK**

Half day (3 hours)

We have all participated in training courses or workshops. Some of these have been helpful and useful in our everyday lives and others have seemed redundant and a waste of time. How often have we cheered or grumbled at being asked to participate in a training day? The good news is that all training can be useful and applicable if the trainer keeps some simple tips in mind when developing and applying training. We all learn differently, but there are some truths about learning that can be applicable to most groups and can be tweaked to fit any training session.

**SELF DEVELOPMENT****ACCOMPLISHING GOALS: ATTENTION & ACTION**

Half day (3 hours)

“Time is money”, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they skip from one task to another, trying to get everything done, but fall short. In this half-day workshop, students will learn how to make the most of their time by getting a grip on their workflow and office space, set goals, create good habits and end procrastination.

**CRITICAL THINKING**

Half day (3 hours)

Solving problems. Evaluating options. Choosing direction. You need to be adept at critical thinking every day on the job. Learn how to tell the difference between effective and ineffective methods of thought. When you can show that your decisions are based on sound reasoning, you give yourself an unbeatable advantage as a leader or a rising star.

**EMOTIONAL INTELLIGENCE**

One day (6 hours)

In this course, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behavior and how those behaviors impact your relationships with others. Develop strategies for managing the emotional energy in yourself and others.

**IGNITING CREATIVITY & INNOVATION**

Half day (3 hours)

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. Boosting your creative and innovative abilities takes practice. Recognizing and honing your own creative potential is a process. In this half-day workshop, learn techniques to stimulate creativity and innovative thinking, and encourage creativity in a team.

**INTRAPRENEURSHIP: ACTUALIZE THE INTRAPRENEUR WITHIN YOU**

Half day (3 hours)

An intrapreneur is a person within a large corporation who takes direct responsibility for turning an idea into a profitable finished product through assertive risk-taking and innovation. An intrapreneur is like an entrepreneur, except as part of a larger company rather than a self-owned business. Intrapreneurship is a great way to make beneficial changes to your organization. If you want to feel empowered and recognized for your innovative and creative ideas, or if you want to make a difference within your organization, then this course will help you become energized and ready to push your ideas forward. After you complete this workshop, you will have ways to get started and implement your plans.

**PERSONAL BRAND MANAGEMENT**

Half day (3 hours)

Abigail Van Buren, the writer of Dear Abby, once said, “There are two kinds of people: those who come into a room with the attitude, ‘Here I am!’ and those who have the attitude, ‘There you are!’” In this course, you will learn to speak in terms of the impact and influence that you want to have in life and work, understand your personal style in terms of your personal brand, develop skill in areas like focus, concentration, and communication to support your brand, build credibility and trust by living your brand and take ownership of your image, both online and in person.

**PERSONAL CHANGE MANAGEMENT**

Half day (3 hours)

“Change” is a word that inspires dreams and incites fear in both the workplace and our personal lives. Some people thrive and can inspire others and others balk at the shift in status quo. However, change is inevitable and learning to navigate the process for your organization and for yourself is a process. We can take steps to make change more acceptable by understanding human reaction, recognizing the potential of change, dealing with stressors, and setting up manageable plans.

**PROBLEM SOLVING & STRATEGIC DECISION MAKING**

One day (6 hours)

We make decisions and solve problems continually. Sometimes, we will have made as many as 50 decisions by the time we leave for work. Despite all the natural decision making that goes on and the problem solving we do, some people are very uncomfortable with having to make decisions. In this one-day workshop you will learn problem solving steps and tools you can use to identify problems and devise creative solutions. Having a process to work through can take the anxiety out of problem solving and make decision making easier.

**SELF LEADERSHIP STRATEGIES**

Half day (3 hours)

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives, and having tools to manage priorities. Self-leaders work at all levels of an organization. They are front-line workers in every possible role, middle managers, and CEOs. Self-leaders like Walt Disney and Wayne Gretzky worked hard to achieve their dreams without using the term self-leadership. However, they have clearly demonstrated that being in control of their behavior and results, focus, practice, and learning were necessary to achieve their goals. Self-leadership requires a commitment from individuals to decide what they want from life and to do what’s necessary to get the results they want. This half-day workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

**LUNCH AND LEARNS****ACTIVE LISTENING: INFLUENCE THROUGH ATTENTION**

Good communication can become excellent communication when you get the WHOLE message. Rather than letting the environment distract you or focusing only on the words, active listening requires full concentration, self-awareness, and verbal and non-verbal feedback. In this session, you will learn techniques to create a listening mindset, ask the right questions, and recognize and solve communication issues as they arise. Active listening lets the other person know you genuinely want to understand what they are saying which will build trust, impact relationships, and improve productivity.

**ATTITUDE DETERMINES YOUR ALTITUDE**

You may not be able to control the traffic on your way to work or the chaos once you get there, but you have total control over the affect these have on you—and your work. In fact, those who can keep their head, remain positive, and inspire others to do the same earn the highest respect. You can be that person.

**BALANCING HOME AND CAREER**

Busy working individuals who have other home and/or outside commitments will learn techniques to better manage stress and learn ways of improving physical and mental well-being.

**BODY LANGUAGE FOR LEADERS: THE POWER OF NONVERBAL COMMUNICATION**

Leaders are constantly pushed to hone their communication skills through the words they use, the style of their writing and the ability to network. However, the smallest gesture can sometimes derail their messages or leave listeners doubting their sincerity. Learn to establish a leadership presence through gesture, posture, eye contact, tone of voice and facial expressions in this interactive workshop. Discuss the benefits of nonverbal communication, interpret how body signals can be perceived, and ensure you are aligning your body language with your verbal language. Establish a presence when you walk into the room, and convey empathy, kindness and confidence.

**CHANGE MANAGEMENT**

Explore changes taking place in organizations today, discover how organizations can prepare for change, understand human reactions to change and how to deal with them, and explore team involvement and visionary leadership.

**CLEAR AND CREATIVE THINKING**

Develop the kind of breakthrough thinking that generates new ideas, creative solutions, and sustained success. Learn how to break out of a rut, overcome obstacles to problem solving, and find your way to great ideas.

**CULTIVATING OPTIMISM**

There's more to an optimistic outlook than seeing a glass as half-full. Learn key pathways to positive thinking in this lunch & learn workshop. Learn strategies to reframe your thought processes to flip negative thinking over to positive thinking, and to identify your happiness and look for the positive in life. Learn about the many life and health benefits of an optimistic outlook, including better physical health, coping, confidence, and fully engaging with achieving your goals. Cultivating optimism is not only something to do within yourself but you can also spread your optimistic outlook to others.

**DEVELOPING POSITIVE ASSERTIVENESS**

Make positive assertiveness a productive force in your life. This lunch & learn will help you examine your posture, language, and attitude while learning to deal openly with others. Find your natural style of communication. Use assertive words appropriately. Take charge of your life.

**DEVELOPING SELF ESTEEM**

Maximize your marketable strengths. Create a permanent, positive belief system. The rewards will touch every area of your life. Develop a positive belief system. Risk change and overcome fears. Turn negative thinking patterns around.

**DON'T CLICK THAT! A GUIDE TO AVOIDING EMAIL SCAMS AND INFECTIONS**

Don't be a victim of cyber-crime. In this lunch and learn workshop learn about recognizing and avoiding email scams. Gain useful tips for spotting the usual suspects, plus learn information about different types of threats including phishing, spyware, adware and more. Also discuss anti-malware protection and safety tips.

**FACE TO FACE COMMUNICATION**

Even as technology has allowed us to connect with an ever-expanding global network through the click of a mouse, face-to-face communication is still as important as ever. Improving one's in-person communication may seem nonessential and downright quaint in this computerized age, yet many workplace situations, often those involving conflict, feelings, or other sensitive issues, still demand human contact. This lunch & learn explores why personal contact remains the most powerful type of human interaction and what readers can do to improve their skills to become excellent communicators.

**FINDING YOUR PURPOSE**

One of the most fundamental questions we ask ourselves is "Why am I here?" In our efforts to answer this question, many of us become motivated to seek another path, one that will lead to greater personal and spiritual fulfillment. The same is true of our professional lives. This lunch & learn helps you find a level of success in your career by guiding you through the process of self-discovery. The knowledge you gain will help you clarify your values, recognize your talents and skills, and overcome the intuitive blocks you may have. Filled with many thought-provoking exercises and friendly advice, this session will show you how you can find your purpose and change your life.

**MAKING THE MOST OF BEING MENTORED**

As skilled, educated and motivated as you are, learning from someone who knows the ins and outs of your organization and your industry can be a powerful business asset. But the responsibility to find that person, build a strong relationship, and put your knowledge to work starts with you. Learn how to create and maintain a mutually rewarding mentor/mentee relationship.

**MANAGING MILLENNIAL S AND MULTIGENERATIONAL TEAMS**

Generational differences can interfere with the accomplishment of team goals, Recognizing which generations are represented on our team and determining how their respective life experiences contribute to their expectations and work style, will help you develop strategies to resolve differences and maximize performance.

**MANAGING NEGATIVE PEOPLE**

Negative people are more likely to be dissatisfied with their lives and jobs, leading to increased absenteeism and lowered productivity. This lunch & learn session has activities and exercises to help students cope with negativity in others and make their own work more satisfying and productive.

**MANAGING PRESSURE & MAINTAINING BALANCE**

When things are extremely busy at work and you have your hands full with many tasks and dealing with difficult people, having skills you can draw on to manage pressure and maintain balance are essential for peace of mind and growth. In this lunch & learn workshop participants will learn tools for managing stressors and anger, learn about emotional intelligence, and learn how to increase optimism and resilience.

**STEP UP YOUR SOCIAL MEDIA SAVVY**

Learn about how you can harness the power and influence of social media to market yourself and your business on Facebook, LinkedIn, Twitter, Google+ and more in this interactive lunch and learn workshop.

**STOP HATING MONDAYS: A GUIDE TO HAPPINESS IN THE WORKPLACE**

Are you happy? Are your co-workers happy? Who cares, right? The work is getting done and the paychecks are steady. Turns out, you should care. Happy employees provide higher productivity, better customer service, more accurate results, and higher sales. There ARE ways to improve your happiness at work. Break the cycle of negativity and lack of connection in the office. In this workshop, we will talk about establishing new patterns, influencing your environment, and using happiness as a step to future success.

**STRESS MANAGEMENT & LAUGHTER**

Today's workforce is experiencing job burnout and stress in epidemic proportions. This seminar explores the causes of such stress and suggests specific stress management strategies that people can use every day, including the healing power of humor.

**STRESS THAT MOTIVATES**

Stress is an inevitable part of life. There are methods out there to eliminate stress, but what about putting stress to work instead? Stress That Motivates introduces students to this revolutionary way of thinking through "self-talk secrets" and insights that will not only help them recognize their stress triggers but will motivate them to consciously change the way they think and react to stress.

**SURVIVING INFORMATION OVERLOAD**

Learn how to dig out of the avalanche of information you are bombarded with daily and to take back control of your time.

**WORK IT OUT: TIPS FOR MANAGING CONFLICT IN THE WORKPLACE**

In this lunch & learn workshop you learn about understanding and implementing strategies that will help to manage workplace conflict effectively. Topics include recognizing how your own attitudes and actions affect others, techniques for resolving conflict, and tools you can use for increasing positive flow into the workplace.