



## **Seminars and Workshops**

*Designed to increase productivity, improve customer service,  
decrease stress and enhance your workplace.\**

### ➤ **Leadership Development**

*Leadership techniques designed to make your company the leader in its field*

- Top Three Challenges of Leadership
- Understand Communication – Up and Down
- Job Must Be Completed – Balance Worker Consequences

### ➤ **Supervisor Skill Development**

*How to direct people effectively, productively and positively*

- Company's Work Descriptions and Exceptions
- Delegation and Follow Up
- Performance Observations and Feedback

### ➤ **Team Building**

*Turning your workforce into a winning team!*

- People Motivators
- Behavior Styles for Team
- Conflict Management
- Goals and Planning

### ➤ **Sexual Harassment Prevention Training**

*Complies with state mandated requirements*

- Respect in the Workplace is Paramount
- We are all Different
- Tolerance and Fairness

### ➤ **Customer Service Training**

*Enhance your image and increase business through superior customer service*

- Know Your Customers Social Needs
- Calming the Upset Customer
- Reasons for Surfacing Customer Complaints
- Satisfied Customers Return

### ➤ **Change Management**

*Prepares workforce for continuous change to avoid dips in*

- Expect Rate of Change to Increase
- Know Your Emotional Cycles of Change
- Understand that Change is Good for Professional Growth



➤ **Conflict Management**

*Conflict is inevitable, but can end in more positive results if properly managed*

- We are all different in personality behavior and communication
- Controlled conflict generates creativity, new ideas and a stronger workforce
- Know the different stages of conflict and how to manage through them

## **Online Personal Assessments and Associated Workshops**

➤ **Interpersonal Communication and Behavioral Styles – DiSC ©**

*Helps people value differences, deal more effectively with conflict and improve performance by providing personal, friendly, balanced feedback*

- We are all Different
- Know your Behavioral Style
- Adjust to Other's Styles
- Matching Styles Reduces Increases Effectiveness and Conflict

➤ **Work Expectations**

*Provides a framework to help employees and management improve job satisfaction and performance*

- Know Your Expectations
- Share with Others
- Adjusting Unreasonable Expectations

➤ **Time Mastery**

*Helps individuals manage their time most effectively in 12 critical areas*

- Find Your Time Wasters
- Reduce Stress
- Feel More Productive and Valuable
- Find more Opportunity for Fun and Home

➤ **Personal Listening / Communication Improvement**

*Increases acceptance of interpersonal differences and helps people adopt behavioral strategies that foster considerate, collaborative and effective relationships*

- Listening and Hearing are Different
- Listen Twice as Much as You Speak
- Reduce Stress and Conflict

➤ **Discovering Diversity**

*Transforms resistance into acceptance, cooperation and respect*

- Understand Differences
- Learn Tolerance
- Know Different Styles of Behavior and Communication