

Human Advantage, Inc.

"Learn, Grow, Succeed"

General Services Administration -- Cover Sheet -- Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The INTERNET address GSA Advantage! is: GSAAdvantage.gov.

Schedule Title

FSC Group, Part, and Section or Standard Industrial Group (as applicable) **874**

FSC Class(es)/Product code(s) and/or Service Codes (as applicable) **874-4**

Contract number **GS-02F0212W**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period. **August 19, 2010 through August 18, 2015**

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable)

**Human Advantage, Inc.
Suzanne Kondner
20008 Downes Road
Parkton, Maryland 21120
Office -- 410-329-8160
Fax -- 1-530-325-8160**

Contractor's internet address/web site where schedule information can be found (as applicable). Contract administration source (if different from preceding entry). Skondner@aol.com, www.HumanAdvantage.com

Business size – **Small Business Size, Women-owned**

Customer Information

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).
See items descriptions below.
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.
See items descriptions below.
- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item. **Not applicable**
2. Maximum order. **\$1,000,000**
3. Minimum order. **\$100**
4. Geographic coverage (delivery area). **Continental US**
5. Point(s) of production (city, county, and State or foreign country). **Not applicable**
6. Discount from list prices or statement of net price. **Not applicable**
7. Quantity discounts.

Human Advantage, Inc. is pleased to offer a price discount based on a quantity booking of ten (10) or more courses in- advance. When a federal customer purchases ten (10) courses or more on a single purchase order/letter of agreement, the federal customer receives a 2% discount on each of the separate courses purchased. The ten or more courses are identified and scheduled in-advance and may be scheduled within a calendar year from the date of purchase.

8. Prompt payment terms. **Not applicable**
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. **Yes**
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
Yes

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10. Foreign items (list items by country of origin). **Not applicable**
- 11a. Time of delivery. (Contractor insert number of days.) **Not applicable**
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery. **Not applicable**
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery. **Not applicable**
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery. **Not applicable**
12. F.O.B. point(s). **"Destination"**
- 13a. Ordering address(es).
Human Advantage, Inc.
Suzanne Kondner
20008 Downes Road
Parkton, Maryland 21120
Office -- 410-329-8160
Fax -- 1-530-325-8160
SKONDNER@aol.com
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es).
Human Advantage, Inc.
20008 Downes Road
Parkton, Maryland 21120
Office -- 410-329-8160
Fax -- 1-530-325-8160
15. Warranty provision. **Not applicable**
16. Export packing charges, if applicable. **Not applicable**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). **Not applicable**
18. Terms and conditions of rental, maintenance, and repair (if applicable). **Not applicable**
19. Terms and conditions of installation (if applicable). **Not applicable**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not applicable**
- 20a. Terms and conditions for any other services (if applicable). **Not applicable**
21. List of service and distribution points (if applicable). **Not applicable**
22. List of participating dealers (if applicable). **Not applicable**
23. Preventive maintenance (if applicable). **Not applicable**
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not applicable**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. **Not applicable**
25. Data Universal Number System (DUNS) number. **928588706**
26. Notification regarding registration in Central Contractor Registration (CCR) database.
Suzanne Kondner, 410-329-8160
skondner@aol.com

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HUMAN ADVANTAGE, INC.

GSA Price List, effective 8-19-2010 SIN(s) 874-4

- Travel and per diem negotiated on a per customer basis.
- All training is conducted at facilities supplied by the ordering agencies.
- Participants in excess of the class maximum are negotiated on a per customer basis.

Course Title	Course Length	Minimum Participants To/ Maximum Participants	Price Per Course or Per Day	PRICE (excluding travel and per diem)	Page Number
Advanced Briefing Techniques	1 full day	8/25	Per course	\$1511	9
Applying Time Management Strategies	1 full day	8/25	Per course	\$1511	9
Assertiveness Training	1 full day	8/25	Per course	\$1511	9
Assertive Communication Skills for Women	1 full day	8/25	Per course	\$1511	10
Briefing Techniques	1-3 full days	8/15	Per day	\$1511 per day	10
Basics of Office Administration I	1 full day	8/25	Per course	\$1511	11
Basics of Office Administration II	1 full day	8/25	Per course	\$1511	11
Business Grammar & Proofreading	1 full day	8/25	Per course	\$1511	11
Business Writing for Professionals	1 full day	8/25	Per course	\$1511	12
Creative Problem Solving	1 full day	8/25	Per course	\$1511	12
Change Happens All the Time	1 full day	8/25	Per course	\$1511	12
Coaching Superior Performance	1 full day	8/25	Per course	\$1511	13
Communication Skills for Managers and Supervisors	1 full day	8/25	Per course	\$1511	13
The Essentials of Communicating with Tact and Finesse	2 full days	8/25	Per course	\$3022	13

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Conducting Performance Appraisals	1 full day	8/25	Per course	\$1511	14
Conflict Resolution	1 full day	8/25	Per course	\$1511	14
Consultative Selling	2 full days	8/25	Per course	\$3022	15
Dealing with Difficult Customers	1 full day	8/25	Per course	\$1511	15
Dealing with Difficult People	1 full day	8/25	Per course	\$1511	15
Delegating for Results	1 full day	8/25	Per course	\$1511	16
Documenting Discipline	1 full day	8/25	Per course	\$1511	16
Effective Team Participation	1 full day	8/25	Per course	\$1511	16
Effective Time Management	1 full day	8/25	Per course	\$1511	17
Email Etiquette	1 full day	8/25	Per course	\$1511	17
Employee Engagement: Fully Engaging the Power of Your People	1 full day	8/25	Per course	\$1511	17
Energizing the Power of You	1 full day	8/25	Per course	\$1511	18
Enhancing Your Professional Image	1 full day	8/25	Per course	\$1511	18
Essentials of Leadership	1 full day	8/25	Per course	\$1511	18
Facilitation Skills	2 full days	8/25	Per course	\$3022	19
Generations in the Workplace	1 full day	8/25	Per course	\$1511	19
Interpersonal Communication with DISC	1 full day	8/25	Per course	\$1511	19
Interviewing Skills for Employee Promotion	1 full day	8/25	Per course	\$1511	20
Interview Skills for Managers	1 full day	8/25	Per course	\$1511	20
The Leadership Journey	1 year program	8/25	Per session + materials per participant (12- 14 sessions total)	\$2015 per session	21

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Leadership for Non-Supervisors	1 full day	8/25	Per course	\$1511	21
Leadership & Self-Awareness with DISC	1 full day	8/25	Per course	\$1511	22
Listening and Memory Development	1 full day	8/25	Per course	\$1511	22
Managing Conflict in the Workplace	1 full day	8/25	Per course	\$1511	22
Managing Multiple Priorities	1 full day	8/25	Per course	\$1511	23
Managing Stress before it Manages You	1 full day	8/25	Per course	\$1511	23
Mastering Meetings	1 full day	8/25	Per course	\$1511	23
Negotiation Skills for Women	1 full day	8/25	Per course	\$1511	24
Office Politics	Key Note Presentation	8/25	Per course	\$1511	24
Performance Evaluations	1 full day	8/25	Per course	\$1511	24
The Power of Listening	1 full day	8/25	Per course	\$1511	25
Presentation Skills – Present with Confidence to Inspire Any Audience	2 full days	8/15	Per course	\$3022	25
ProActive Management	½ year program	8/25	Per session + materials per participant (6- 8 sessions total)	\$2015 per session	25
Problem Solving & Critical Thinking	1-3 full days	8/25	Per day	\$1511 per day	26
Problem Solving & Decision Making	1 full day	8/25	Per course	\$1511	26
Professionalism in the Workplace-Business Etiquette	1 full day	8/25	Per course	\$1511	27
Reading Comprehension & Analytical Skills	1 full day	8/25	Per course	\$1511	27
Selling is a H.A.B.I.T.	1 full day	8/25	Per course	\$1511	27
Success Skills for Supervisors Level 1: The Role of the Supervisor	1 full day	8/25	Per course	\$1511	28

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Success Skills for Supervisors Level 2: Improving Productivity & Performance	1 full day	8/25	Per course	\$1511	28
The Supervisor's Toolkit	1 full day	8/25	Per course	\$1511	29
Take the Lead: Leadership Skills for Women	1 full day	8/25	Per course	\$1511	29
Team Building	1 full day	8/25	Per course	\$1511	29
Telephone Techniques and Email Etiquette	1 full day	8/25	Per course	\$1511	30
Time and Stress Management	1 full day	8/25	Per course	\$1511	30
Train-the-Trainer	1-3 full days	8/15	Per day	\$1511 per day	30
Win-Win Negotiations	1 full day	8/25	Per course	\$1511	31
Writing Performance Objectives	1 full day	8/25	Per course	\$1511	31

Price Discounts and Concessions:

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Notes:

- Travel and per diem negotiated on a per customer basis.
- All training is conducted at facilities supplied by the ordering agencies.
- Participants in excess of the class maximum are negotiated on a per customer basis.

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General Program Listing

For information, contact Suzanne Kondner, skondner@aol.com.

Communication

Assertiveness Training
Assertiveness Training for Women
Communication Skills for Managers & Supervisors
Communicating with Tact & Finesse
Communicating Under Pressure
Dealing with Difficult Customers
Dealing with Difficult People
Enhancing Your Professional Image
Mastering Meetings
Handling People with Tact & Skill
Interpersonal Communication with DISC
Interviewing Skills for Employee Promotion
The Power of Listening
Telephone Techniques: *Communication Skills for Serving Customers over the Phone*

Creativity, Critical Thinking, & Problem-Solving

Cashing In on Creativity: *Creative Problem Solving*
Mastering Mind Potential
Problem Solving & Critical Thinking
Reading Comprehension & Analytical Skills

Customer Service

Creating a Customer Service Culture
Interacting with the Public
Service Excellence is a Good H.A.B.I.T.

Diversity

Diversity Awareness Workshop
Generations in the Workplace
Sexual Harassment in the Workplace

Employee Engagement, Motivation & Morale

Fully Engaging the Power of Your People
Energizing the Power of You

General

The Basics of Office Administration I
The Basics of Office Administration II
Change Happens All the Time
Ethics for Everyone
Office Politics
Professionalism in the Workplace: *Business Etiquette*

Key Note Presentations

Office Politics
Motivating Your People
Dealing with Demands
Ying Yang for Communication Success

Leadership

Essentials of Leadership
Leadership Development
Leadership for Non-Supervisors
Leadership and Self-Awareness with DISC
Leading through Change
Situational Leadership
Take the Lead: *Leadership Skills for Women*

Managers & Supervisors

Coaching Superior Performance
Communication Skills for Managers & Supervisors
Conducting Performance Appraisals
Conflict Resolution
Dealing with Difficult People

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Managers & Supervisors, continued

Delegating for Results
Discipline in the Workplace
Handling People with Tact & Skill
Handling Employee Problems & Problem Employees
Hiring & Retaining Valuable Employees
Interviewing Skills for Managers
Mastering Meetings
Managing Conflict in the Workplace
The Power of Positive Reinforcement
ProActive Management
Strategic Planning Session
Success Skills for Supervisors Level 1:
The Role of the Supervisor
Success Skills for Supervisors Level 2:
Improving Productivity & Performance
The Supervisor's Toolkit
Total Performance Management
Writing Performance Objectives

Negotiation

Negotiation Skills for Women
Win-Win Negotiations

Presentation Skills

Advanced Briefing Techniques
Briefing Techniques
Creative Presentations I
Creative Presentations II
Presentation Skills: *Presenting with Confidence*

Sales/Selling

Consultative Selling
Closing the Sale
Selling H.A.B.I.T.
Selling Relationships

Teamwork

Effective Team Participation
High Performance Teams
Team Building
Team Facilitation Skills

Time Management

Applying Time Management Strategies
Effective Time Management
Time & Stress Management
Managing Multiple Bosses
Managing Multiple Priorities
Strategic Planning Session

Train-the-Trainer

Facilitation Skills
Train-the-Trainer Level 1:
Developing Classroom Facilitation Skills
Train-the-Trainer Level 2:
Simulated Learning with Feedback

Wellness

Maintaining a Positive Office Culture
Managing Stress Before it Manages You
Stress Management for Administrative Support Staff
Wellness & Work-Life Balance

Writing

Business Writing for Professionals
Basic Writing Skills I
Basic Writing Skills II
Conquering the Grammar Game
Email Etiquette
Grammar, Proofreading, & Desktop Editing
Resume Writing
Writing Performance Objectives

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Please note that unless otherwise stated in the course description, there is a class size minimum of 8 participants and a class size maximum of 25 participants. Training classes for groups beyond or below the recommended class size will be considered on a case-by-case basis. Price includes workbook or handouts for each participant. Travel and per diem negotiated on a per customer basis. Contact Suzanne Kondner, skondner@aol.com for more information.

Advanced Briefing Techniques

1 Full Day

The employee who can deliver a brief yet convincing, concise, and articulate presentation is the one who will earn the respect of their bosses, coworkers, and customers. *Advanced Briefing Techniques* is geared to help you enhance your ability to present and communicate your ideas through effectively formatted briefing documents, and a dynamic briefing presentation style. You'll sharpen your skills, be more influential, keep the audience interested, and learn new ways to field tough questions, ensuring your next briefing presentation is a success. This advanced course will also guide you through non-traditional briefings situations such as giving congressional testimony and dealing with the press.

Course Objectives:

- Create clear and concise briefing documents
- Utilize a systematic approach to deliver a briefing
- Develop effective visuals
- Handle questions with confidence
- Demonstrate extemporaneous speaking skills

Applying Time Management Strategies

1 Full Day

Have you heard effective time management strategies, but not had time to apply them? Does it seem like the ideas might help, yet you're not sure where to begin? *Applying Time Management Strategies* is a course that takes a practical and realistic approach to examining the how, when, where, and what of applying time management strategies so you can retain a healthy balance in your personal and professional life.

Course Objectives:

- Complete a case study of "a typical day" and identify the specific time management issues
- Relate office life activities, skills, and abilities to time management performance issues
- Develop strategies for dealing with office time management challenges
- Learn to apply specific techniques to individual time management weaknesses

Assertiveness Training

1 Full Day

Have you ever walked away from a conversation feeling that you let yourself be taken advantage of by not effectively communicating your own opinions, thoughts, and ideas? Do others find you difficult to work with because of your pushy or even domineering style? Every person has needs, expectations and feelings; assertiveness is the ability to express these needs, expectations, and feelings in a manner respectful to yourself and to those around you. By learning to pursue your objectives in a helpful manner, assertive communication can strengthen relationships, reduce stress from conflict, and promote balance in your life. In this course you will learn and practice appropriate methods to assert yourself in an honest and respectful manner.

Assertiveness Training, continued

Course Objectives:

- Learn the behaviors and characteristics that are characteristic for effective assertive communication
- State words and phrases that respect you and others, and learn how to successfully apply these in the workplace
- Understand the critical areas for developing trust in an office environment

Assertive Communication Skills for Women

1 Full Day

Assertiveness is about standing up for yourself, believing in your opinions and your right to be heard, and getting your needs met while simultaneously respecting the opinions and needs of others. The ability to assert yourself with confidence and poise will help you gain the support of your colleagues and propel your career forward. This course is designed to equip the professional woman with the practical skills and tools for successfully asserting herself in all areas of the job function. Find the balance, get things done, and get that you want while commanding respect from others.

Course Objectives:

- Learn the behaviors and characteristics that are characteristic for effective assertive communication
- State words and phrases that respect you and others, and learn how to successfully apply these in the workplace
- Understand the critical areas for developing trust in an office environment

Briefing Techniques

2 Full Days – Class Size 15 maximum

For many in the business world, speaking in front of an audience can be difficult and anxiety-producing. *Briefing Techniques* will polish your communication skills, and equip you with the tools necessary to become more comfortable, confident, and capable when delivering your next briefing presentation. You will develop your organizational skills and enhance your briefing preparation techniques as you discover strategies to develop and organize your thoughts, learn to speak directly to the audience, field tough questions, and use appropriate visual aids. This two-day workshop is geared specifically to provide the knowledge and skills needed for personnel who are involved in staff briefings, outside presentations, or other speaking activities so the next briefing presentation can be delivered with confidence.

Course Objectives:

- Utilize a systematic and effective approach to plan, research, and deliver briefings
- Apply briefing preparation techniques
- Recognize four different briefing types
- Demonstrate effective public speaking techniques (tone, volume, gestures, visual aids)
- Use body language appropriate to the venue
- Handle "hands-on" speaking situations by answering questions with confidence and refocusing listeners
- Speak before a group with greater self-confidence
- Avoid the common barriers of communication
- Develop a powerful wrap-up

Basics of Office Administration I

1 Full Day

Office Assistants face many challenges—from handling complex technical problems to guiding smooth office communications. In this course, participants build their foundation of skills that are essential to personnel in any well-run office. Participants explore a model for linking both the technical and “people” side of their job, learn to demystify personal interactions, and develop skills to solve problems without stress. Individuals also explore the components of career planning for this profession as they assess their own proficiency in key competencies.

Course Objectives:

- Assess workplace challenges
- Learn to problem solve with tact and confidence
- Identify the steps to success
- Develop a personal career plan

Basics of Office Administration II

1 Full Day

Office Assistants are asked to handle diverse job duties and responsibilities. This course focuses on expanding participants' capabilities by improving core skills so they are better equipped to handle a variety of demanding responsibilities. Topics include tips on enhancing professional image, becoming a power planner, balancing priorities, and delivering exceptional customer service.

Course Objectives:

- State planning methods to balance priorities on the job
- Strategize ways to handle diverse job duties simultaneously
- Identify ways to enhance personal image
- Define appropriate office etiquette

Business Grammar & Proofreading

1 Full Day

For many unsuspecting computer users, the easy availability of spell checkers and grammar checkers has provided a false sense of security. Although these word-processing programs may be extremely useful tools, they will not detect many types of errors. As email continues to replace other forms of correspondence in today's modern business world, writing errors can jumble one's message, and create an unfavorable personal or company image with the mere click of a button.

This one-day program is a great refresher of grammatical rules and basic sentence elements. Participants will learn the mechanics of proofreading as they learn to focus on the most common errors in business and technical writing.

Course Objectives:

- Learn what causes grammatical errors and how to eliminate them
- Explore sentence structure, word usage, punctuation, and other common issues in business writing
- Apply grammar rules successfully in business writing samples
- Demonstrate knowledge and understanding of the standard proofer's marks

Business Writing for Professionals

1 Full Day

This class helps you write better – and write right. Its approach is practical, and focuses on the ability to write clearly and concisely in today's business and professional environment. Participants explore the elements of plain language so their readers can understand what they read with speed and ease.

Course Objectives:

- Overcome the blocks that prevent you from saying what you want to say
- Learn techniques for effectively communicating your message in writing
- Polish letters, memos, and other written documents so they are more powerful and professional
- Spot sneaky mistakes that can destroy your credibility

Creative Problem Solving

1 Full Day

Creativity is the true secret to business success in America, yet only a handful of organizations understand how to nurture and maintain creativity in the workplace. People are by nature instinctive creators, but few have the innate ability to unleash and maximize their creative potential without being taught how to do. During this workshop, participants learn to unleash ideas, thoughts, and energies in the pursuit of new and innovative ways to solve problems and accomplish goals for business and personal success.

Course Objectives:

- State and describe the creative process
- Demonstrate the ability to apply several techniques that unleash creative thinking
- Describe blocks to creativity and suggest ways to overcome each
- Identify several ways an employee or manager can nurture and maintain a creative environment in the workplace

Change Happens All the Time

1 Full Day

As organizations shift to meet the needs of a rapidly changing world, managers must manage differently and employees must work differently. The status quo won't work — it's time to switch gears to deal effectively with the reactions of ourselves and our staff to facilitate a successful transition. *Change Happens All the Time* is designed to teach participants how to keep and maintain a productive edge in the midst of a changing environment.

Course Objectives:

- Understand the process of change and how we react
- Describe the past and present while exploring the future
- Develop skills for moving staff through the change process with greater speed and effectiveness
- Learn to identify pressing and important change issues

Coaching Superior Performance

1 Full Day

For managers and supervisors, the coaching approach means directing employees by influence rather than by control. In *Coaching Superior Performance*, you will cultivate an interactive, logical, and mutually respectful coaching approach to management focused on developing employees to become self-sufficient superior performers. Participants will explore the concept of coaching and counseling for performance as they learn about the manager as a coach, counselor, partner, and mentor. You will learn and practice techniques and skills which lead to improved performance in a positive, supportive, and unequivocal manner. You will return to work with specific communication skills you can use that very day as you help your staff achieve their fullest potential.

Course Objectives:

- Define and list the basic tenets of effective coaching and counseling
- Demonstrate the use of questions and active listening to assist employees
- Describe and define how to use three forms of feedback
- Assess your personal coaching style

Communication Skills for Managers and Supervisors

1 Full Day

This workshop explores the communication process, and examines a manager's vital role in maintaining effective communication links within the organization. *Communication Skills for Managers and Supervisors* will develop the manager's interpersonal skills in communicating with individuals and as well as with the team.

Course Objectives:

- Identify the barriers to communication and adapt strategies to overcome them
- Understand the importance of developing a listening approach to management
- Use problem-solving words and phrases effectively to handle challenging situations with peers, co-workers and subordinates
- Demonstrate handling challenging communication situations with others

The Essentials of Communicating with Tact & Finesse

2 Full Days

Communicating with Tact and Finesse introduces participants to communication and interpersonal skills necessary in today's changing workplace. This course is designed to increase participant self-awareness of their own communication tendencies, highlighting strategies and techniques for both an individual's strengths and weaknesses. The course will provide skills that will enhance your credibility, sharpen your persuasion and negotiating abilities, and help you present your ideas to gain support as you learn strategies and techniques for improving verbal and non-verbal interpersonal communication.

Day One covers effective communication, the power of listening, the art of giving negative feedback, and the skill of dealing with tense situations. Day Two deals with presenting a professional image as you give, speak, or write business correspondence.

The Essentials of Communicating with Tact & Finesse, continued

Course Objectives:

- Identify barriers to communication and strategies to overcome them
- Understand the importance of developing a listening approach to dealing with others
- Explain and demonstrate the steps in active listening
- Discuss the effects of tone of voice, facial expression, and body language
- Demonstrate effective use of "I" messages
- State key points for effective written communication
- Meet and greet others effectively
- Communicate with confidence

Conducting Performance Appraisals

1 Full Day

Because of a lack of time, feelings of discomfort in judging others, or uncertainty in how to deal with the confrontation which many feel is inevitable, few management tasks evoke more emotional reactions for both parties than performance appraisals do. During this workshop, participants learn ways to provide useable feedback, to build staff productivity and morale, and techniques for delivering performance feedback in a manner that makes it easy for the employee to hear and be receptive to.

Course Objectives:

- List and define the factors critical in shaping performance
- Write specific, measurable, achievable, and challenging goals
- Describe at least three non-monetary motivators
- Demonstrate problem-solving feedback techniques

Conflict Resolution

1 Full Day

Conflict in the workplace is disruptive and can cause a wide range of problems such as low productivity, low morale, high stress levels, and turnover. Most people tend to walk away from conflict hoping that it will somehow work itself out, which only exacerbates the problem in the long term. Since conflict in the workplace is inevitable, managing it effectively is essential to those involved in the conflict as well as to the organization as a whole.

Course Objectives:

- Define, recognize, and understand "conflict"
- Self-identify "hot buttons" and conflict management styles
- Take emotional responsibility when resolving conflicts
- Learn to uncover, define, and discuss the real problem
- Learn how to ask questions appropriately and listen objectively
- Develop an action plan for resolving conflict

Consultative Selling

2 Full Days

Today's sales professional is operating in a highly competitive environment that is less regulated and more complicated. To be successful requires the sales professional to develop their ability to prospect new business, create meaningful client relationships, and negotiate value-added terms. This two-day workshop is designed to equip participants with these fundamental sales skills.

Course Objectives:

- Describe the fundamental sales philosophy and a three-step process
- Outline the critical behaviors necessary to open, advance, and close a sale
- Demonstrate abilities to handle and negotiate challenging prospect/customer situations
- Identify their personal sales style and personal sales development plan

Dealing with Difficult Customers

1 Full Day

Often, customer service representatives find themselves out on the "firing line." They are required to deal with the stresses—both great and small—of angry, frustrated customers. This training is designed to help employees deal more capably with these hostile and challenging situations.

Course Objectives:

- Learn the behaviors and characteristics that are characteristic of difficult customers
- Identify the three levels of a difficult customer
- Understand the skills to defuse and deescalate challenging situations
- Demonstrate confidence in challenging customer situations

Dealing with Difficult People

1 Full Day

During this course, participants will learn successful approaches for handling workplace conflict situations more effectively, and with less stress, tension, anxiety, and fear. Participants learn techniques to defuse difficult people and how to gain respect by appropriately managing disagreements and conflicts before they escalate into more destructive situations.

Course Objectives:

- Understand the nuances and dynamics of conflict and confrontation
- Identify the key role of an "authority figure" and how this influence affects all parties
- Learn strategies to redirect unhealthy conflict and confrontation to healthy problem-solving
- Learn to set appropriate boundaries with difficult personality types

Delegating for Results

1 Full Day

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities, and simultaneously allows you to advance to other career opportunities within your organization. This workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lay, and what we can do about getting around them.

Course Objectives:

- Clearly identify how delegation fits into your job and how it can make you more successful
- Identify opportunities within the scope of your authority for delegating effectively to others
- Identify the criteria for fair and responsible delegation to all employees
- Develop a technique for defining expectations

Documenting Discipline

1 Full Day

Documenting Discipline shows you how to use progressive discipline as a positive management tool. It shows you how to meet with an employee to help him or her correct a problem. This course provides you with a format for writing disciplinary action memos while it helps you focus on your responsibility as a supervisor to help employees understand and correct workplace problems.

Course Objectives:

- State differences between discipline and punishment
- List and identify common discipline issues clearly
- Define and use the F.O.S.A. format for documenting discipline
- Apply effective communication strategies for the discipline conversation

Effective Team Participation

1 Full Day

A highly functioning work team is developed and maintained through effective communication. During this workshop, participants learn to understand and handle team dynamics, team communications, and team cohesion. Participants examine how to develop teams from groups in the workplace by exploring the roles and responsibilities important to success. In this course, you will learn the characteristics of high performance teams, while at the same time learn your own team behaviors through interactive team activities.

Course Objectives:

- Recognize team member interdependence, mutual influence, and motivation
- Explain the stages of team development
- Identify effective communication within a team setting
- Recognize the value of trust by separating issues from people

Effective Time Management

1 Full Day

Day to day, everyone has the same amount of time. It cannot be stored or saved. Time management is like managing any other resource in that individual's benefit from analysis. The tools to organize, plan, manage, and control time are the essentials of this course. Participants will analyze how to use their time, but also what problems they encounter and how to deal with those issues wisely.

Course Objectives:

- Complete a personal time audit and analysis learning individual strengths and weaknesses
- Identify typical time wasters and set strategies for minimizing each
- Set priorities and SMART goals that establish work and life balance thus reducing stress
- Learn to take an effective leadership role by managing the time management issues of urgency and importance
- Prepare an action plan implementing new, effective habits for greater productivity and success

Email Etiquette

½ Day or 1 Full Day

During this workshop, participants explore the challenges and benefits of using e-mail to successfully communicate. Participants learn to improve their ability to write e-mails that are concise, clear and courteous while improving their professional image at work.

Course Objectives:

- Identify the differences between "blind" and face-to-face communication
- Describe effective e-mail formats and style
- Identify information that is not appropriate for e-mail
- Learn and apply four basic writing rules
- Apply writing tips to reduce wordiness
- Review key grammar rules

Employee Engagement: Fully Engaging the Power of Your People

1 Full Day

Critical to the success of any organization are employee-driven work environments. These are places where employees have ownership, responsibility, and commitment to what they do and where they work. Studies show that when this environment exists, the organization can expect success with critical outcomes such as customer satisfaction, turnover, and productivity. This type of high-involvement workplace does not occur without the influence of leaders. This program will help today's leaders understand and implement the key practices essential to creating this empowering culture in their organization.

Course Objectives:

- Define employee engagement
- Identify and describe the changing values of the workplace
- List the six areas of organizational life
- Apply effective engagement techniques to motivate and retain employees
- Describe how generational differences impact the workplace

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Employee Engagement: Fully Engaging the Power of Your People, continued

- Identify how to widen the circle of involvement
- Describe the key attributes of an employee engaging management style

Energizing the Power of You

1 Full Day

Are you finding yourself with a "why bother" frame of mind at work? Does an uninterested, dull, and disappointed feeling seem to hang over your head while you're at work? Well, then it is time to reenergize the power of you!

Jump-start your outlook during this energizing and motivating one-day program. Participants learn how to energize their inner abilities by exploring the qualities to success, considering their own unique attributes, and assessing attitude and its impact on work, relationships, and life.

Course Objectives:

- Ways to "renew" your passion and drive
- Techniques to insulate you from negative factors
- Identification of your thoughts and actions that both help and hinder your personal success

Enhancing Your Professional Image

½ Day or 1 Full Day

The way we dress, speak and act has an effect on how others see us, and ultimately, how we see ourselves. Attitude, appearance, and body language are just a few of the things that influence the image we project—negative or positive. In this course we will explore the essential ingredients of creating and maintaining a successful professional image that gets respect and elicits action.

Course Objectives:

- Identify ways to manage your first impression
- Define business casual
- State rules for office etiquette

Essentials of Leadership

1 Full Day

The key to being an effective leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. During this course, participants learn the core skills and personal attributes needed to be an effective, responsible, and empowering leader.

Course Objectives:

- Define successful leadership characteristics
- Select an appropriate leadership style to deal with different situations
- Understand how to connect and inspire people using effective leadership qualities
- Apply feedback that will help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act

Facilitation Skills

1 Full Day or 2 Full Days

In today's business environment, teams and work groups play a critical role in the life of the organization. Empowering employees, teams, and groups—and generating innovative solutions to complex problems—requires a leader with facilitation skills. If you are leading a committee, work group, or meeting, this course will provide you with the tools that you need to help the group achieve its goals.

This training is organized around the competency areas that define an effective facilitator. It covers proven techniques for starting meetings on the right foot, and practical methods for handling challenging group situations. Other areas include a diagnostic approach to identify problems and make early interventions to ensure the success of the group.

Course Objectives:

- Define role of facilitator
- Develop creative techniques for starting a team meeting
- Identify key facilitation principles
- Facilitating team dialogue and conflict/problem solving skills
- How to intervene early to resolve personality, time or other distractions
- Define the process needs of a group
- Facilitate a meeting effectively and efficiently
- Help the group define its goal and develop strategies for reaching the goal

Generations in the Workplace

½ Day to 1 Full Day

This is the first time in the history of this country that five different generations are working together in the workplace. Sure all five have always been together in society, yet today, all five are working together in the same workplace. This is new and is changing how we are working together and how work is getting done.

Course Objectives:

- Learn the values and work ethics of the five generations
- Identify the judgments and stereotypes typical of other generations
- Understand the general characteristics and strengths of all five generations.
- Learn how to respect and work more effectively with all five generations

Interpersonal Communication with DISC

1 Full Day

During this program participants improve their interpersonal communication skills with key relationships (bosses, co-workers, customers, etc.). The DISC assessment tool is used to discover strengths, and strategize how to value the strengths of others. Topics include exploration of communication and interaction styles, and ways to apply results of the DISC to their professional lives.

Interpersonal Communication with DISC, continued

Course Objectives:

- Identify personal communication and interaction strengths
- List ways to value the strengths of others
- Improve interpersonal skills
- Identify how to modify styles to interact more effectively with others

Interviewing Skills for Employee Promotion

1 Full Day

In this session learn the tips and techniques for interviewing that will get you noticed, and gain insight into the strategies used by today's interviewers in making their selection decisions. Learn to recognize and articulate the qualities you offer as required for jobs available so that you can make appropriate career opportunities within the organization where you work.

Course Objectives:

- Identify top strengths and interview-appropriate weaknesses
- Explore competencies (knowledge, skills, & personal characteristics) related to job requirements
- Learn confident verbal and nonverbal interview communication strategies
- Understanding what information is and is not appropriate to discuss in an interview setting
- Learn how to handle a "panel interview" process
- Avoid common interview errors
- Answer typical interview questions
- Formulate thoughtful interview questions

Interviewing Skills for Managers

1 Full Day

Finding and keeping talented employees is important to an organization's success. Selection of the wrong employee results in wasted time, increased errors, and reduced profits. This course develops the skills and abilities needed to plan for and conduct successful interviews.

Course Objectives:

- Learn to identify specific job requirements
- Understand the legalities of selection interviewing
- Demonstrate the ability to use behavioral interviewing
- Know how to ask the right questions to find out the information needed
- Understand and demonstrate different questioning strategies to uncover candidate qualities
- Practice interviews to refine and develop successful interviewing techniques
- Evaluate candidates using a systematic approach

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The Leadership Journey

1 Year Program – 12 Session Curriculum

The purpose of this yearlong effort is to direct and support leadership development within an organization. The goal is to provide learning opportunities that challenge individuals and teams to look for innovative solutions to work related problems while learning to build effective team skills and relationships. The curriculum offers a sound environment for the examination of workplace values, employee engagement and retention, technical enhancements, organizational culture, and professional competencies.

Programs are interactive. Participants brainstorm, discuss, problem-solve, self-assess, and reflect on a variety of topics. Teams are established to work on job-related topics, and then lead through a problem-solving process, concluding with a team recommendation. Leaders present their departmental expertise, and additional events and activities are coordinated to complete the leadership learning process. Team recommendations are made to management in a presentation, and a recognition luncheon completes the yearlong initiative. *Note: Sessions may be custom-designed and organized to best meet the needs of an organization.*

Course Objectives:

- Develop a better understanding of the business and industry environment that encompasses their organization
- Demonstrate how to improve teamwork, group performance, and individual effectiveness when working with others
- Connect across functional lines with others within their organization to understand and value significant business initiatives while building internal networks
- Work on a live, work-related improvement project for the organization

Program Components:

- The Leadership Journey Kick-off
- The Leadership Challenge
- My Unique Style
- Teaming for Success
- Bringing Out the Best in Others
- Building Bridges and Community Partners
- How We Do Things and Team Projects
- How Others Do Things
- Testing My Style
- Ability to Influence
- Leveraging for Results
- Presenting My Message
- Navigating the Journey
- Celebrating the Journey

Leadership for Non-Supervisors

1 Full Day

Leadership Skills for Non-Supervisors will help professional staff and other non-supervisory staff understand their leadership role when working with peers and associates within the organization. During this program, participants learn how to approach, inspire, and motivated others over which they have no direct authority in order to achieve successful results.

Course Objectives:

- Understand different leadership styles and determine leadership preferences
- Understand how to provide support, feedback, and recognition using the most effective leadership approach
- Understand how to modify one's leadership style to respond to co-workers and employees in different situations
- Improve communications and develop better relationships with peers, co-workers, and executives

Leadership & Self-Awareness with DISC

1 Full Day

This interactive class uses personal discovery and discussion as the focus of learning. The aim of this course is to develop the leadership potential and communication skills of participants. Participants will identify their own communication and work style using the DISC model. DISC offers a simple, easy-to-understand framework for understanding one's own communication and work preferences, and helps to answer the question, "Why do I get along with some people, but can't work with others no matter how hard I try?" The rest of the workshop will be devoted to understanding the functions of leadership (using Kouzes and Posner model), and how leaders learn to lead. Participants will create their own leadership development plan.

Course Objectives:

- Identify personal communication and interaction strengths
- List ways to value the strengths of others
- Improve interpersonal skills
- Identify the five exemplary leadership practices
- Create a leadership action plan

Listening and Memory Development

1 Full Day

Listening and memory are paired skills—each depends on the other for its effectiveness. Likewise, each is a critical skill for men and women in both their personal and professional roles. Most people believe that one must be born with these skills; however, the truth is that these are skills that are learnable! Listening and memory are activities that you accomplish, not skills you inherit.

Course Objectives:

- Recognize and minimize listening and memory barriers
- Develop skills to listen more attentively
- Apply memory techniques

Managing Conflict in the Workplace

1 Full Day

Conflict in the workplace is disruptive, causing a wide range of problems such as low productivity, low morale, high stress levels, and turnover. That's the bad news. The good news is that managing conflict effectively can be taught and practiced successfully creating new opportunities for growth. Participants learn to take responsibility for their emotions while resolving conflicts with others.

Course Objectives:

- Recognize attitudes and behaviors that create conflict
- Resolve conflict with constructive confrontation and resolution skills
- Analyze conflict situations and select appropriate strategies to resolve the differences
- Anticipate and prevent conflict
- Create conditions that encourage cooperation

Managing Multiple Priorities

½ Day to 1 Full Day

The aim of this one-day course is to give participants tools and techniques to become more efficient, better organized, and more productive while handling high-pressure workloads. Participants learn to pinpoint old habits and behaviors that are wasting time and sabotaging their efforts before learning to replace them with the successful habits that top achievers use. Participants will learn how to get and keep control of concurrent projects, competing priorities, and critical deadlines. Topics include: gaining control of your workday, getting organized, planning, managing people, and controlling stress. This course will show you how you can easily handle even the most impossible priorities and demands without stress-filled schedules, burnout, and panic.

Course Objectives:

- Recognize true priorities
- Significantly boost productivity by eliminating time-wasters
- Get more time out of every workday using powerful planning techniques
- Focus efforts to make the most difference using the 80/20 rule
- Develop successful habits that keep one on target and on track to achieve key goals
- Reduce on-the-job stressors

Managing Stress before it Manages You

1 Full Day

Manage your stress and reap the rewards, including fewer job errors, reduced absenteeism, improved decision making, and lowered hostility. Identify your personal stress level, recognize and defuse signs of stress, and learn to apply proven stress reduction techniques in difficult and challenging situations.

Course Objectives:

- Understanding the physiology of stress
- Assess your own stress levels and define productive stress levels
- Use a variety of stress reduction techniques to manage stress daily
- Use a problem solving to manage stress in difficult and challenging work situations

Mastering Meetings

½ Day or 1 Full Day

"Oh, no! Not another meeting!" Meetings are considered by many to be a waste of time, an obstruction to productivity and—at best—a break during a busy day. Such perceptions make it nearly impossible to accomplish the goals meetings are scheduled to achieve. Furthermore, bad meetings waste more than time, they waste money.

Fortunately, people can learn new ideas that lead to effective meeting management. This course will teach you reliable techniques for leading effective meetings, enhancing meeting productivity, encouraging meeting participation, and developing useful action plans.

Mastering Meetings, continued

Course Objectives:

- Plan a focused meeting
- Start a meeting by reviewing the purpose, desired outcome(s), ground rules, and agenda
- Use facilitation techniques to encourage a wide range of views on discussion topics
- Explain the difference between meeting process and meeting content
- Keep the discussion on track while managing an appropriate meeting pace
- Assign action items and make follow-up plans to conclude a meeting
- Explain how to evaluate a meeting

Negotiation Skills for Women

1 Full Day

Everyone negotiates something every day. This happens when we discuss deadlines with a boss, projects with a co-worker, and commitments on a project with a team. This one-day program teaches methods for negotiating our priorities and commitments in a professional way without "getting taken" or getting angry.

Course Objectives:

- Ability to understand and value differing negotiation styles
- Apply the fundamental principles of give and take to create win-win results
- Effectively prepare to problem solve with an understanding of the needs of others
- Ability to ask questions and listen "between the lines" for what people really want
- Know how to overcome "deal breakers"

Office Politics

Key Note Presentation

Do you know the secrets to building and maintaining a positive office culture? Effective leaders know how to handle office politics by boosting their leverage and understanding the organizational facts of life.

Course Objectives:

- Use power boosters to lead staff
- Increase your leverage when working with others
- Apply the organizational facts of life to get results

Performance Evaluations

1 Full Day

The performance appraisal process plays a powerful role in increasing employee satisfaction and improving results. Yet, the typical performance appraisal process is often viewed as time consuming, difficult, and uncomfortable. The key to a productive review process is to provide ongoing feedback that emphasizes two-way communication. This helps individuals to reach their potential and succeed on the job. It also increases motivation, learning, and productivity.

This course will help participants feel comfortable conducting appraisals, learn ways to provide valuable feedback, and develop strategies that increase performance.

Performance Evaluations, continued

Course Objectives:

- Understand the benefits of effective performance appraisal system
- Use feedback on an ongoing basis to assure continuous performance improvement
- Demonstrate the ability to handle an annual performance discussion following a successful format

The Power of Listening

½ Day to 1 Full Day

Listening is the silent approach to success. The strongest influence on the quality and outcome of all communications is the ability to listen effectively. Only if you listen effectively can you respond appropriately. Improve your work performance by increasing your ability to listen effectively.

Course Objectives:

- Learn how listening approaches impact listening effectiveness
- Develop a willingness to listen actively and positively
- Improve your ability to understand the purpose of different communications and respond appropriately
- Overcome listening barriers

Presentation Skills - Present with Confidence to Inspire Any Audience

1 Full Day to 2 Full Days - Class Size 15 maximum

Good presenters hold the audience's attention. Great presenters' inspire the audience to act. During this workshop, you will learn techniques to polish your presentation skills so that you too can deliver your presentations with confidence to succeed in front of any audience.

Course Objectives:

- Utilize a systematic and effective approach to plan, research, and deliver presentations
- Demonstrate effective public speaking techniques (use of voice, gesture, visual aids)
- Speak before a group with greater self-confidence
- Handle "hands-on" speaking situations
- Demonstrate effective use of visuals
- Use body language appropriate to the venue
- Avoid the common barriers of communication
- Recognize the impact of visual messages
- Develop a powerful wrap-up

ProActive Management

½ Year Program - 6 Session Curriculum

Supervision consists of knowledge and skills that can continually be improved. This program offers on-going learning experiences and activities designed to help the supervisor understand their role and responsibilities in effectively leading others and managing work especially in the changing workplace. *Note: Sessions may be custom-designed and organized to best meet the needs of an organization.*

ProActive Management, continued

Course Objectives:

- Create a personalized framework for practicing supervision
- Demonstrate greater proficiency in a variety of supervisory core competencies
- Identify supervisory strengths and developmental needs
- Improve communication effectiveness in teams, meetings, one-on-one sessions, and with executives

Program Components:

- Session 1: The Manager's Role (Full Day)
- Session 2: Motivating Your People (½ Day)
- Session 3: DISC Personality Inventory (½ Day)
- Session 4: Communication Skills (½ Day or Full Day)
- Session 5: Developing Employees for Performance Results (½ Day)
- Session 6: Interviewing to Hire Top Performers (½ Day)
- Session 7: Handling Conflict Effectively (½ Day)
- Session 8: Documenting Discipline (½ Day)
- Session 9: Building a Winning Team (Full Day)

Problem Solving & Critical Thinking

2 Full Days

For success in today's fast paced, rapidly changing environment, managers, supervisors, and staff must be able to recognize opportunities for improved performance and constantly seek innovative solutions to the challenges facing their organization. Often, critical thinking and problem solving process skills are used throughout the day without a conscious awareness of the steps involved. This course provides participants with the critical thinking skills necessary to dismantle complex problems, as well as develops participants' understanding of the problem solving process and how it is used for optimum outcomes.

Course Objectives:

- Learn to think consciously, deliberately, and skillfully
- State and describe the problem solving steps
- Demonstrate use of critical thinking to solve problems and make decisions
- Recognize the parts of logical reasoning
- Apply the universal standards of critical thinking
- Demonstrate the ability to apply the problem solving process in work situations
- Identify decision making processes
- Describe the "GAP" concept as it relates to successful problem solving

Problem Solving & Decision Making

1 Full Day

Managers, supervisors, and staff are asked to solve problems, make decisions and plan strategically often in a fast paced, rapidly changing environment. The problem solving process is used throughout the day and it occurs with or without conscious awareness of the steps involved. During this workshop, participants will learn each step in the problem solving and decision making process and how to apply each step for maximum results.

Problem Solving & Decision Making, continued

Course Objectives:

- State and describe the problem solving steps
- Demonstrate the ability to apply the problem solving process in work situations
- Identify decision making processes
- Describe the "GAP" concept as it relates to successful problem solving

Professionalism in the Workplace—Business Etiquette

½ Day to 1 Full Day

Often people do not intend to be rude, abrasive, or disrespectful; they really just need to brush up a little on their business etiquette. This class brings style and etiquette back to the workplace by improving work manners, workplace behaviors, and exemplifying model employee behavior. We explore how to use communication such as e-mail in a respectful manner.

The skills and techniques reviewed in this workshop will go a long way in helping you gain and maintain the respect of others while developing the ability to gain and give respect to others in the workplace.

Course Objectives:

- Understand the importance of proper business etiquette
- Understand specific ways to begin eliminating rude, abrasive, and disrespectful behavior in the workplace
- Identify how to set a positive office atmosphere
- Learn to effectively leverage abilities to get things done through others

Reading Comprehension & Analytical Skills

1 Full Day

Reading comprehension is not an innate and largely fixed mental ability related to levels of intelligence, but a series of skills that have to be mastered for effective understanding and analysis to take place. This course is designed to enhance participants' ability to comprehend, interpret, and analyze written material related to their work and daily lives.

Course Objectives:

- Explore the mental process for arranging and organizing information as we read
- Determine your personal comprehension style
- Demonstrate learning strategies and techniques for improving reading comprehension
- Develop your ability to draw conclusions from written information

Selling is a H.A.B.I.T.

1 Full Day

Selling is a H.A.B.I.T. consists of five, highly-interactive, educational modules geared to help customer contact staff identify and refer sales opportunities. The modules are: H-Have a Plan; A-Articulate; B-Build the Relationship; I-Investigate; T-Take Action. Topics include a review of customer service essentials for success, focus on successful sales techniques, and how a professional image influences the sales and service environment.

Selling is a H.A.B.I.T., continued

Course Objectives:

- Demonstrate exceptional customer service techniques
- Meet customer needs through skilled sales techniques, providing the ultimate in customer service!
- Identify prospects for products and services
- Ask questions to uncover customer needs
- Listen attentively for signs of product needs and services
- Recommend products and services to both new and existing clients
- Refer or close the sale by gaining customer agreement
- Demonstrate professionalism in dress and posture

Success Skills for Supervisors Level 1: The Role of the Supervisor

1 Full Day

Basic Supervision is designed to give supervisors the basic skills, knowledge, and abilities to manage more effectively their areas of responsibility. Managing people in organizations can be challenging, though managing effectively is critical to meeting the organization's objectives. This course is designed to help the supervisor understand their role and responsibilities in effectively leading others and managing work.

Course Objectives:

- Understand the legal responsibilities that come with a supervisory role
- Adapt leadership style to succeed in an ever-changing business environment
- Build employee trust
- Provide effective performance feedback
- Motive employees to succeed
- Communicate effectively with the work team and the entire organization
- Increase the effectiveness of their team by setting goals, communicating expectations, monitoring progress and documenting employee progress

Success Skills for Supervisors Level 2: Improving Productivity & Performance

1 Full Day

Ensure your employees have the confidence they need to succeed as a manager. This program is designed for managers, supervisors, and team leaders. It will provide the skills to communicate effectively, provide feedback on performance, and create an environment that is motivating and encouraging. Legal issues related to the workplace will also be reviewed.

This training will guide leaders to use leadership approaches to achieve improved productivity and performance when working with employees and others. Participants explore the communication process and identify the vital role of the supervisor in maintaining effective communication links within the organization. It will also develop the participant's interpersonal skills in communicating with individuals and the team.

Course Objectives:

- Define leadership principles and practices
- Demonstrate use of effective communication techniques to include problem solving words & phrases, empathy, and active listening in situations with others
- Apply feedback that will help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act
- Explain legal issues as they relate to their management role

The Supervisor's Toolkit

1 Full Day

The Supervisor's Toolkit is focused on translating basic management principles and techniques into tools that can be used in the everyday practice of a managing supervisor. Managing people in organizations can be challenging, though managing effectively is critical to meeting the organization's objectives. This course is designed to help the supervisor understand their role and responsibilities in effectively leading others and managing work.

Course Objectives:

- Identify and learn to use the "power" tools available to all supervisor's
- Describe the supervisor's use of "Human Skills," "Technical Skills," and "Conceptual Skills" in handling the supervisor's responsibilities
- Identify the skills, knowledge, and behaviors needed to supervise staff
- Identify common pitfalls that supervisors may encounter

Take the Lead: Leadership Skills for Women

1 Full Day

Are you ready to shatter that glass ceiling and take the lead? Explore various leadership styles and determine which is best for you. You will discover how different types of people prefer to be led and gain valuable skills in tailoring your leadership style to achieve more successful interactions with employees, peers, and executives.

Course Objectives:

- Understand different leadership styles and determine your leadership style
- Understand how to provide support, feedback, and recognition using the appropriate leadership style
- Understand how to modify your leadership style to respond to co-workers and employees in different situations
- Improve management communications and develop better relationships with employees, peers, and executives

Team Building

1 Full Day

A highly functioning work team is developed and maintained through effective communication. A competent team member works to improve and maintain team dynamics, team communications, and team cohesion. During this session, participants examine how to develop teams from groups in the workplace by exploring the roles and responsibilities important to success. Learn the characteristics of high performance teams, while learning your own team behaviors through interactive team activities.

Course Objectives:

- Recognize team member interdependence, mutual influence, and motivation
- Identify the stages of team development
- Explore effective communication within a team setting
- Recognize the value of trust by separating issues from people

Telephone Techniques and Email Etiquette

1 Full Day

This workshop will enhance your current telephone techniques and examine the benefits of using e-mail to successfully communicate.

Course Objectives:

- Review the keys to courteous telephone behavior
- Identify strategies for staying calm when dealing with difficult callers
- Understanding the value of a positive attitude when communicating by telephone and email
- Identify the differences between e-mail and other forms of communication
- Describe effective e-mail communications
- Review standards for office e-mail
- Identify information that is appropriate and not appropriate for e-mail
- Learn tips for using e-mail effectively and efficiently

Time and Stress Management

1 Full Day

In today's hectic world, there is pressure to accomplish more results in less time. Each of us are expected to manage multiple commitments and priorities both at home and work. Since the challenges can't be avoided, we need to develop tools and techniques to help us better manage our time and stress each day. During this session, learn how to get and keep control of competing priorities and critical deadlines without emotional and physical wear and tear. Do more with less burnout and panic.

Course Objectives:

- Identify individual stressors
- Demonstrate stress reduction strategies and techniques
- Describe at least three time management strategies and techniques
- State effective principles for handling priorities and planning

Train-the-Trainer

1 Full Day to 2 Full Days

This *Train-the-Trainer* program explores key issues in designing, developing, and implementing a training program for adult learners. Participants examine strategies for powerful design, effective implementation, and successful delivery. Most instructors have never been taught to teach, so when called upon to conduct a workshop or run a class, they do so in much the same way that they learned back at school...but there are significant differences between training and education. During this course, you will develop your skills to design and conduct effective training as a catalytic, participative, dynamic, and action-oriented instructor. You will learn how to create learning experiences that change behavior and lead to improved performance at work.

Course Objectives

- Describe the key principles to follow in helping adults learn
- List trainer strategies that remove learning obstacles
- Identify techniques for handling likely classroom challenges
- Describe at least six types of training methods
- Develop assessment tools
- Structure and format course design
- Document training

Train-the-Trainer, continued

- Evaluate training success and weakness
- Conduct course follow-up
- Increase participant accountability
- Involve learners in lectures
- Apply adult learning concepts

Win-Win Negotiations

1 Full Day

Everyone negotiates something every day. This happens when we discuss deadlines with a boss, projects with a co-worker, and commitments on a project with a team. This one-day program teaches methods for negotiating our priorities and commitments in a professional way, without getting taken, and without getting angry.

Course Objectives:

- Learn to understand and value differing negotiation styles
- Apply the fundamental principles of give and take to create win-win results
- Effectively prepare to problem solve by responding to various needs
- Learn to ask questions and listen "between the lines" for what people really want
- Know how to overcome "deal breakers"

Writing Performance Objectives

½ Day

Clear and understandable performance goals/objectives motivate and inspire employees by inciting them to focus for improved performance. While there are many opportunities to motivate and inspire improved performance, performance goals/objectives are an excellent tool often overlooked by managers and supervisors.

Course Objectives:

- Understand the role of performance objectives in improving performance
- Write S.M.A.R. T. goals and objectives that are measurable, clear and concrete
- Incorporate performance objectives into the performance evaluation process