



YOUR S.T.A.R.². POWER (Empowerment/Positivity)

Many people elevate other people's importance while ignoring and not developing their own **Star Power**. This presentation WILL help YOU Increase your Personal &

Professional Effectiveness, which, in turn, elevates your Whole Organization. Adopting and Implementing specific traits and essential habits, you can't help but become a STAR!

Learn how to:

- ♦ Develop the Right Network and When to Utilize It
- ♦ Become an Attractor and Not a Distraction
- ♦ Master Showcasing without Showing Off
- ♦ Get Through When You Want to Give Up



CUSTOMER-CENTRIC SERVICE (Customer Service/Sales)

Does your organization need an **ENERGY SHOT** when it comes to Customer Service?

Decreased satisfaction, sales and service are the symptoms of **internal & external customer service problems**. This presentation will provide Victoria's proven methods to help you:

- ♦ Bust the Common Customer Service Myths
- ♦ Implement the 3 "Shows" That Create Progress
- ♦ Discover Customers' "Hot Buttons" and then Cool Them
- ♦ Use her C³ and P³ Formula to Entice, Excite & Delight



FROM CONFLICT TO CONNECTION! (Team-Building)

Recurring Conflict and Difficult People can change a company from Great to Good, to Get-Me-

Outta Here! Economic conditions, leadership changes, new directives, regs & policies cause ongoing challenges and pressure. In **From Conflict to Connection**, participants will learn how to:

- ♦ Identify the Top 3 Reasons People are Difficult
- ♦ Interpret Underlying Issues, Defuse & De-Escalate Incidents
- ♦ Use Effective Words/Phrases to Reduce Resistance
- ♦ Manage Yourself So YOU Don't Become the Difficult One

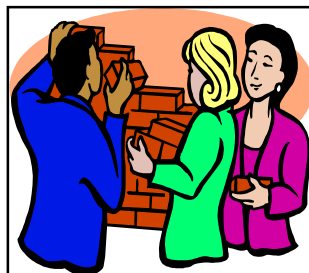


FEARLESS LEADERSHIP (Leadership/Professional Dev.)

No matter the Age, Wage or Stage, Condition or Position, **Every Person Can LEAD** and become a **Productive Problem Solver**. This program is filled with Practical

& Strategic tools to boost Confidence, Improve Competence and Increase Retain-ability. Content includes:

- ♦ Identifying the Key People Who Maximize Your Growth
- ♦ Cultivate the Top 4 Indispensable Leadership Traits
- ♦ Develop Your Semi-Secret L.E.A.D. File
- ♦ Ensure the Essential Questions are Being Asked



BETTER TOGETHER! (Team-building)

It may be a worn-out cliché, but it is still **TRUE** that: Teamwork **DOES** make the Dream work!

Improve communication & collaboration to get everybody

on the same page. The results: **Increased Productivity**, Progress and most importantly--**Profit!** The take-aways:

- ♦ Effortlessly Migrating from a "Group" to a Team
- ♦ The 9 Knows that Ensure your Team-Work Works
- ♦ Creating a Tight-Knit Cohort with Cohesive Culture
- ♦ Sure-Fire Course Correction Techniques & Rewards



INSERT YOUR TOPIC HERE

Listed above are Victoria's Most Popular Presentations. If none of them quite fit what you have in mind--No Problem!

Connect with her at **[303] 219-0709**, or at

info@happystafftraining.com

to discuss her developing a program that tackles YOUR Current Problem, or Complements your Event's Theme.

What to expect:

- ♦ Preparation – Pre-conference Calls, Emails or Meetings
- ♦ Present – She's There Early, Ready to Set-Up or Connect
- ♦ Post – Thank-You's and Follow-up are NOT Forgotten
- ♦ Price – All-Inclusive Rates for Non-Profits/Regional events