



YOUR S.T.A.R. POWER

(Empowerment/Positivity)

I'm a Star! Are you? 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



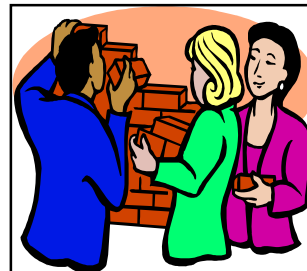
FEARLESS LEADERSHIP

(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!

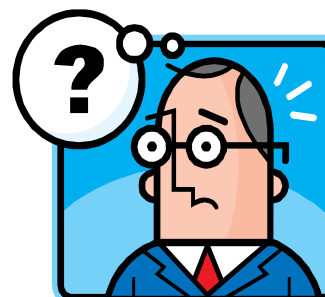
(Team-building)

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