



**INSPIRE | RECONCILE | REFINE**

**PROGRAM YEAR 2016**

LinkedIn: Nichelle Morris MA

COMPANY PROFILE



Prayze Him, LLC was established in 2008 and is located in Honolulu, Hawaii. With a recent transition into the Tennessee market, we rebranded as PH Training & Development Inc.

Our passion is human capital development. Through Phonathon Consulting, Workforce and Professional Development, we provide best practice training and coaching in service delivery improving performance and strengthening internal and external customer relationships. We are committed to inspiring, reconciling, and refining service delivery utilizing sustainable services and supporting products



LEADERSHIP FAST TRACK



Develop and practice skills in active listening, determining relevance, problem solving, and reconciling differences.

**This training contains four modules:**

Strategies for Engagement, Leadership Forms ,Motivation  
Reconciliation

Leadership Fast Track is the first of a two part leadership development program. Each session is two (2) hours, on Tuesdays and Thursdays, for a total of four (4) weeks.

**The course is offered:** TBD

LEADERSHIP EMPOWERMENT



This training cultivates and develop skills in mediation, team building, systems thinking, and creating climates of trust.

**This training contains four modules:**

Efficacy , Negotiation and Conflict Resolution, Team Building, and Synergistic Work Groups.

Leadership Empowerment is the second of a two part leadership development program. Each session is two (2) hours, on Tuesdays and Thursdays, for a total of four (4) weeks.

**The course is offered:** TBD

## PUBLIC OFFERINGS



### STRATEGIES FOR ENGAGEMENT

How do you create a solution driven, innovative, work-force? Encourage agents to be authentic, equip them so they are engaging, and teach them how to listen. In doing so, your internal and external customers will reveal unforeseen opportunities!

The goal of this training is to explore tone and assist agents in developing their own voice by:

Defining what is authentic, what is engaging and what is a conversation;

Identifying agents' natural attributes to cultivate their own voice;

Correlating personal experiences through scenarios;

Listening, determining relevance, and navigating conversations via two-way dialogue; and strengthening relationships with personalized messages .

Strategies for Engagement is available in face to face and telephone focus

#### Workshop (2 hours)

This training introduces engagement marketing and places an emphasis on the importance of customer relationships and effective conversations.

Date & Times: TBD

## ABOUT THE FOUNDER



Nichelle Morris M.A. is the founder and Chief Executive Officer for PH Training & Development, a Professional and Workforce Development firm based in Memphis, TN. With proven success in client experience, service delivery, and employee

morale, Nichelle has trained executives, professionals, student ambassadors, young adults, and community volunteers in public and private course offerings.

Nichelle has 34 years of customer service expertise targeting telephone and face-to-face engagement in a variety of industries including health care, fulfillment services, development, not-for-profits, and market research. Her platform is authentic engagement and she has an exceptional ability to implement new processes and reconcile relationships.

Nichelle holds a Master of Arts degree in Global Leadership from Hawaii Pacific University certifying in International Management and National and Community Change and Development. Iowa State University is where she earned her Bachelor of Science degree in Marketing and International Business. Additional areas of expertise include program development, volunteer management, project management, and technical writing.

# PRIVATE OFFERINGS



## LEADERSHIP FAST TRACK

Develop and practice skills in active listening, determining relevance, problem solving, and reconciling differences.

The sectional format is definitions, review questions, summary, summary questions, and a field observation.

This peer reviewed training has carefully integrated research with practical applications to ensure a comprehensive, relevant, and personal leadership training experience.

### This training contains four modules:

The **Strategies for Engagement** section explores Incorporating active listening strategies with authentic responses.

The **Leadership Forms** section explores common leadership forms with a specific focus on transformational leadership and subsequent servant leadership.

The **Motivation** section explores motivation as a vehicle that leaders employ to meet the needs of the organization.

The **Reconciliation** section explores reconciliation to ensure customer satisfaction and improve employee retention rates.

## CORPORATE WORKSHOP

Standard Pricing  
\$1,410.00 + materials fee

Education &  
Not for Profit Pricing  
\$1,160.00 + materials fee

Eight hours on-site training , with up to six agents and one facilitator.

Three hours on-site Train the Trainer session (up to six agents) with one facilitator.

Deliverables: An electronic copy of training materials, leader guide, and PowerPoint presentation

## WORKSHOP

Standard Pricing  
\$960.00 + materials fee

Education &  
Not for Profit Pricing  
\$800.00 + materials fee

Eight hours on-site training, with up to six agents and one facilitator

## SINGLE MODULE

Standard Pricing  
\$240.00 + materials fee

Education and Not for Profit Pricing  
\$200.00 + materials fee

Two hours on-site training with up to 12 agents and one facilitator

## INDIVIDUAL COACHING

Standard Pricing  
\$480.00 + materials fee

Education &  
Not for Profit Pricing  
\$480.00 + materials fee

8 hours of one-on-one on-site training .

## MATERIALS ONLY

Standard Pricing  
\$1000.00

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Deliverables: An electronic version of training materials, leader guide, and PowerPoint.

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This peer reviewed training has carefully integrated research with practical applications to ensure a comprehensive, relevant, and personal leadership training experience.

### This training contains four modules:

The **Efficacy** section explores how to create climates that cultivate trust in leadership, positive work group interaction, and compliance – resulting in effective work groups.

The **Negotiation and Conflict Resolution** section explores negotiation and conflict resolution as a “throughput” to achieve expedient reconciliation and greater efficacy.

The **Team Building** section explores team building as an opportunity to foster self-correcting work groups and to reinforce efficacy.

The **Synergistic Work Groups** section explores cultivating synergistic groups for the purpose of consistent customer experience, process optimization, and change management.

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