

Title	Class Description
Behavioral Interviewing	This program is designed to help you with the entire selection and hiring process. It begins by addressing methods of identifying your staffing needs, including basics of job analysis and how to write job descriptions. It describes the applicant flow, review the buy or build methodology, and focuses on the behavior interviewing process. Learn what questions to ask, and more importantly, what questions not to ask. It will help to ensure that you do not discriminate in the hiring process and help keep you out of court.
Building The Bridge To Trust Program	Trust in the workplace is one of the key ingredients to success. Understand how to build and sustain trust in the workplace through the BRIDGE Model. See how this model can be implemented in any organization to help reap the benefits of trust which include: increasing productivity, enhancing customer service, developing positive employee morale, and sustaining personal job satisfaction.
Change Management Program	challenges that change presents. If you are facing change, this program is designed to help you effectively manage and deal with the change process. It explores different types of change, how change affects individuals emotionally, introduces the four cycles of change, identifies what you can control during periods of change, provides motivation tips, identifies obstacles to change, and explores the role of communication during periods of change. The benefit is a workforce that is prepared to deal effectively with the dynamic
Conducting Effective Performance Appraisals	Conducting an employee performance appraisal can be a stressful and uncomfortable experience. This program is designed to provide you with the skills and knowledge to conduct effective performance appraisals with confidence and in a professional manner. Learn the tools necessary to set the stage and provide meaningful and well received feedback. Topics covered include: identifying measurable goals, establishing developmental plans, delivering clear feedback based on facts vs. emotions. Be prepared the next time you meet with an employee for his/her performance review.
Customer Service Program, Making WAVES	WAVES stands for We All Value Exceptional Service, which is the foundation for every successful business. As the public continues to raise its service expectations, it is critical to ensure that everyone in the organization has the knowledge, skills, and abilities to be an exceptional service provider. Some of the topics covered in this program are: <input checked="" type="checkbox"/> Identifying the Importance of Service <input checked="" type="checkbox"/> Lighting Your Way to Exceptional Service <input checked="" type="checkbox"/> Communicating Effectively <input checked="" type="checkbox"/> Listening Skills: Hearing & Understanding Your Customer <input checked="" type="checkbox"/> Dealing with Difficult Behaviors & Surviving Service Stress <input checked="" type="checkbox"/> Being Positive in a Typhoon
Dealing With Difficult Behaviors	We all know someone whose behaviors we find difficult. Whether a friend, co-worker, or client. They may be rude, ignorant, demanding, a screamer, or just plain old mean. This program looks at a variety of behaviors and how to deal with them in a professional manner. It separates the person from the behavior. A must program for anyone who deals with the public.
Delegating For Results	Are you feeling overwhelmed by all of the work you need to do? Do you hoard work and not delegate? If you are like most people the answer is - Yes! This program provides fundamental skills needed to be an effective delegator. It enables participants to identify barriers and benefits of delegation, provides methods for selecting the right person for the job, introduces communication techniques, provides empowering tools and follow-up techniques, and highlights the NICE Model. The benefit is an empowered workforce, increased productivity, and enhanced organizational effectiveness.
Developing Dynamic Listening Skills	Listening is something that each one of us does. It is the process by which we receive information that is communicated verbally from others. It doesn't matter who is communicating with us: manager, peer, customer, friend, or family member. We need to be effective listeners in order to process and understand the message. Often times we hear the sound but do not listen to the message. This program is designed to focus on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively within the workplace. Listening skills help us to demonstrate our commitment to pay attention to people, to demonstrate respect, and to ensure that we react in a proper and professional manner. Poor listening skills can result in us: ignoring people, jumping to incorrect assumptions, and missing vital information necessary to perform our jobs
Diversity: One World, Many Faces	We live and work in a world that has become increasingly smaller. People and cultures that we only read about in books or saw on T.V. have now become our neighbors, co-workers and friends. This program focuses on the similarities that all human beings share and the differences that make each of us unique. Some of the differences addressed include: religion, race, nationality, language, gender, age, sexual orientation and physical appearance. It is an opportunity to enhance your understanding and acceptance of individuals that may be different than you. The goal is to ensure that everyone you encounter is treated with dignity and respect.

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Effective Telephone Skills	Telephones are a vital part of any business. They are the primary tools that we use to communicate. Whether we are using the latest technology or a phone with a rotary dial, the basics still matter. How we speak on the telephone leaves a lasting impression on the person with whom we are speaking. This workshop is designed to provide you with methods and skills to maximize your use of the telephone as a communications tool. This will help to enhance the service you provide to your callers, boast your confidence when you are making out-going calls, and ensure that each and every time you are on the telephone you make the best impression possible
Working with GENERATION XYZ	Think about the generation to which you belong. How do you like to work, receive information, and be recognized? What are the frames of reference, cultural events, and shared experiences that help to form mutual respect and a sense of community? Now think about today's workforce – where four generations are working side by side. Think of how you will recruit, manage, and communicate across these generations to ensure success in the workplace. This program will help to identify the values, work styles, and preferences of each generation and how you can work with them successfully.
HULA – Personal Productivity Program	HULA stands for Having Unproductive Legitimate Action. Are you always busy? Do you have hundreds of voicemails to return, endless e-mails to read, and mounds of paperwork to conquer? You are not alone. Too often we spend our workdays in a whirlwind of activities that add little value to our business or customers. This seminar identifies ten time stealers and provides practical, easy-to-use tips on how to overcome them. By working smarter, you gain critical time to focus on the issues that have a strategic impact on your organization. This is accomplished with a focus on methods for maximizing our time to develop relationships that will help grow and strengthen your business. The program identifies 10 unproductive functions that do not add value to your organization, seven time saving tips, four methods to help build strong partnerships between your organization and customers.
Leadership Skills For Everyone	Are you are leader? Regardless of what your title or role is; everyone is a leader. This program addresses ten critical skills for successful leaders. These skills include: Communication, Knowledge and Credibility, Motivates and Roots for Others, Builds Alliances – Partnerships and Teamwork, Coaches and Mentors, Creativity and Innovation, Passionate for Customer Service, Resiliency to Change, Decision Making, and Trust and Values. Each of these skills enables individuals to grow professionally and personally. The benefit is a workforce that is prepared to successfully meet the challenges of today's marketplace.
Making A Positive Difference Everyday	Did you get up today and say, "Today is going to be a Great Day?" If you did, congratulations! If not, "Why Not?" This program is designed to give you practical, easy to implement methods for harnessing your Positive Energy. This program explores the benefits of having a positive attitude, the impact of positive energy on the workplace, how to foster creativity and innovation, determining what we control and what we do not control, and the impact of Negative Energy on the workplace. The benefit is a culture of Positive Energy that reflects enhanced creativity, increased productivity, and an energized workforce.
Managing Meetings	Meetings are a vital part of any business. They are the primary tools that we use to share ideas, communicate, reach agreement, and accomplish goals. Meetings can be a very productive and effective method for conducting business. Think about the meetings you conduct and attend. Are they a good use of your time or would you rather be at your desk doing "real" work? Meetings can become endless, full of talk, and short on action. Too often meetings fall short of being useful business vehicles. What kind of meetings do you have? Think about the typical meetings that you attend. Are they productive or not? This workshop is designed to provide you with methods and skills to maximize your use of facilitating meetings within your organization. This will help to enhance the productivity and timeliness of the meetings you attend, gain greater buy-in from the participants, and make every meeting a successful one.
Managing Multiple Priorities	Managing Multiple Priorities is a common way of doing business in today's workplace. How often have you heard, "There just isn't enough time to get everything done?" or "Where did the day go?" This program is designed to focus on the knowledge, skills, and attitudes necessary to meet the challenges of managing multiple priorities effectively within the workplace. It will provide you with practical solutions to help enhance your time management and organizational skills. A variety of tips, activities, action plans, and self-evaluations will be utilized.
Mastering Time Program	No matter what we do, there just never seems to be enough time. Participants are provided with time management skills that will increase their effectiveness. This program identifies time stealers, provides for self-assessments, introduces the POLAR Time Model, and identifies methods for working smarter, not harder. It also discusses tips for blending work and family responsibilities.
Motivating Yourself for Success	What motivates you? Is it your boss or paycheck? The number one person who can motivate you is YOURSELF! This interactive workshop addresses key aspects of self-motivation. It provides practical tips to help you define personal and professional success, how to create your own world, set goals, gain positive energy, and invest in yourself.

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Negotiation Without Fear	Everyone negotiates. From asking your boss for a raise to getting the kids to take out the trash, negotiation is part of our every day life. This program defines negotiation, explains the benefits of Win-Win Negotiation, identifies the attributes of an effective negotiation, describes how to use the six Building Blocks of Negotiation, and identifies conflict management techniques. The benefit of this program is to have negotiations become more open, and focused on win-win outcomes.
Persuasive Communication	Do you have the ability to present your point of view in a clear, logical, and easily understood manner? Persuasive communication is the ability to convince or win over someone to a new idea, new service, or new product. It is a positive way of linking needs with values, goals, and emotions. This program is designed to provide you with method to improve your persuasive communication skills with co-workers and customers.
Sexual Harassment: Respecting The Individual	This program is designed to increase everyone's knowledge of Sexual Harassment Awareness. Regardless of your position: from entry-level to senior manager, the issue of Sexual Harassment in the workplace impacts you. Sexual Harassment is an issue that affects everyone in the workplace: Women, Men, Straight, and Gay. The program identifies a variety of issues related to Sexual Harassment including: what is sexually harassing behavior, the origins of Sexual Harassment, different types of sexual harassment, awareness of respecting individuals, describing behaviors associated with sexual harassment, providing sample policies, and discussing the responsibility of employees and managers regarding sexual harassment. This program is for everyone in the workplace. It helps to create an environment that respects each individual, while protecting the organization.
Successful Workplace Communication	Communications is a vital part of what we do in the workplace. Whether we are giving instructions, interacting with a customer, or sharing our ideas with a supervisor, communicating both verbally and non-verbally is critical to our success. You will evaluate your own communication styles and explore methods and techniques for improving your personal communication effectiveness. Communication is a process that enables you to share information, deliver ideas, and interact with other individuals. How effectively you are able to communicate has a direct impact on your success. It plays a role in how well you work with team members, how effectively you deliver service to the customers, and how you share your thoughts and ideas.
Essential Skills for New Supervisors	Are you an effective Supervisor? Learn the key skills necessary to be a respected and effective Supervisor. The program addresses a variety of supervisory skills including: conducting an assessment of your personal leadership style, developing "business owner" thinking skills, harnessing positive energy, building trust, communicating effectively, learning to listen effectively, delegating for results, negotiating for a win/win outcome, and motivating everyone in the organization. The benefit is having a Supervisory Team armed with the knowledge, skills, and abilities to be effective leaders.
Surviving Stress and Success	Are you feeling stressed? If so, don't worry you are not alone. Today's fast-paced workplace lends itself to an environment filled with stress. The causes of stress are endless: from the constantly ringing telephone to heightened customer expectations. Whatever the cause of your stress, this program is designed to provide you with helpful, immediately usable tips for dealing with the stress in a healthy and positive way. The program's 26 stress reducing tips that can be done in the workplace are a sure-fire method for helping to create a less stressful environment in which both employees and customers thrive.