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INTRODUCTION

AMPS International, LLC was established in 1994, and is a privately held minority-owned corporation specializing in providing cost-effective, flexible management consulting services and organization development alternatives to commercial businesses; local, state and federal and non-profit sectors. We understand that an organization's policies, procedures, and its' employees must be re-evaluated periodically to ensure that there is synergy between the Human Resources Department's objectives and the company's bottom line.

AMPS International, LLC is comprised of professionals in a variety of disciplines including business development, human resources management, training and development, organization development, publishing, writing/editing, and information technology. Our HR team offers over fifty years of combined and balanced expertise in the areas of recruitment, (from the candidate search to negotiation of the offer phases), benefits, daily management of employees (including discipline, dismissal, and leaves), labor and employment law inclusive of collective bargaining experience, and employment discrimination. In addition to our *Workforce Trainers* division, our professional practice areas also include *Workforce Solutions*, *Workforce Consultants*, and *International Keynote Speakers*.

We have helped hundreds of organizations to be more productive through effective change management programs, thereby increasing customer service and maximizing profits. AMPS International, LLC, was recognized as *2000 Celebrity Business of the year* by Celebrity Enterprises Board of Trade and has received numerous other awards and recognition by organizations ranging from Verizon Wireless to the *Sam Walton Foundation*.

AMPS International's *Workforce Trainers*, offers a variety of programs and services designed to enhance the personal and professional development of your organization's workforce, whether you're seeking skills training, personal exploration and development, ways to maximize your team's potential, or ongoing formal education.

Workforce Trainers is a full-service training division. We can train your personnel in all areas, including new hire orientations, customer service, performance appraisals, sexual harassment awareness, diversity awareness, telephone skills, time management, and leadership and supervision, among other programs.

Companies implement a learning management system because they are committed to continued learning, development and knowledge transfer for employees, external and internal customers.

Training is beneficial to both employees and employers. For employees, training can improve skills, thus increasing the employee's worth and earning potential. For employers, employee training in career development, technical development, and management development can boost corporate performance and improve retention.

The more highly trained and highly skilled the employee, the more successful the company. The more highly knowledgeable the customer and client, the stronger their partnership with your business.

The right employee training, development and education at the right time provides big payoffs for the employer in increased productivity, knowledge, loyalty, and contribution. The U.S. corporations are



spending unprecedented amounts - anywhere from \$30 billion to \$300 billion, depending on which study is cited - annually on internal training programs. The most common figure cited is about \$60 billion.

With this amount of money invested in training, organizations need to make certain their investments are wise. How training needs are determined, how training is viewed by employees, and how training is delivered become critically important issues. Training trends and methods of gaining knowledge other than traditional classroom training, such as coaching and mentoring, take center stage.

Training that helps each employee grow their skills and knowledge to better perform their current job is appreciated as a benefit. It also increases employee loyalty and helps you to attract the best possible employees.

General benefits from employee training and development include:

- ◆ Increased job satisfaction and morale among employees
- ◆ Increased employee motivation
- ◆ Increased efficiencies in processes, resulting in financial gain
- ◆ Increased capacity to adopt new technologies and methods
- ◆ Increased innovation in strategies and products
- ◆ Reduced employee turnover
- ◆ Enhanced company image, e.g., conducting ethics training (not a good reason for ethics training!)
- ◆ Risk management, e.g., training about sexual harassment, diversity training



AMPS INTERNATIONAL, LLC WORKFORCE TRAINERS

The ability to create a learning environment in any training or educational situation is critical for change to take place. *Workforce Training* offers many years of training and consulting experience. All of our programs have the following components:

- ◆ **All courses include pre- and post- evaluation tools, as well as a course evaluation as follows:**
- ◆ **A pre-test** is given at the beginning of the class session and answers are addressed at the end of the course. The pre-test is used to determine whether learning has taken place.
- ◆ **A course evaluation** is given to each participant at the end of each class session. The course evaluation is used to determine the effectiveness and value of the course, course materials, and Training Instructor.
- ◆ **A post-evaluation questionnaire** is forwarded to each participant 30 days after completion of the class. The post-evaluation questionnaire is used to measure whether the course has actually resulted in a behavior change.

Copies of all pre-tests, course evaluations, and post-evaluation questionnaires are forwarded to the client. We use data from these tools to prepare summary evaluation reports for the client.

Our program includes a Quality Control mechanism to assess comprehension of the training material. Twice a day, the Training Instructor conducts a Question & Answer session to ascertain data comprehension. Additionally, review exercises are incorporated.

Adult learning principles are used for all of our programs. A variety of delivery methods, to include participant's workbooks, simulations, role plays, games, activities, exercises, guided teaching, brainstorming strategies, lecturates, presentations, demonstrations, surveys, and questionnaires, and formal instruments are used in the courses. Additionally, a variety of audio-visual aids are used, to include PowerPoint presentations, overhead transparencies, flipcharts, whiteboards, and videotapes.

Our programs require interaction among and participation from participants. We believe learning does not take place until understanding, desire for change, and application has taken place. Our method of delivery is to tell, show, do, and check. In other words, we explain theory or concepts, illustrate or simulate processes and methods, allow participants to apply the concepts, and review their progress towards learning the skill.

All overhead transparencies used in our courses are color overheads using PowerPoint software that include graphics or clip art. We use projection equipment to present the overhead transparencies via a laptop computer. Additionally, we use graphics and clip art in our participant's workbooks.

- ◆ We use real-life examples for all exercises, games, activities, and case studies.
- ◆ Our programs include an action planning, contracting, or reflections component.



- ◆ Our programs have been developed and copyrighted by our Training Instructors, with certain games or exercises having been adapted from other courses, for which rights have been purchased.
- ◆ To provide you with high quality training services, our Training Instructors are the critical—and most distinguishing—factor. The special nature of client requirements often indicate a need for specialists with expertise in instructional design, delivery methods, adult learning, program evaluation, and customization of programs. Our Training Instructors have public sector, non-profit and private industry experience, which is often a plus in adapting to our clients' workplace environment.

We have developed, designed, and delivered programs for the United States Naval Academy, the Maryland Aviation Administration, Internal Revenue Service, AT&T, U.S. Postal Service, Prince George's Community College, Wright Patterson Air Force Base, the Greater Washington Society of Association Executives, and Enterprise Rent-A-Car, just to name a handful of our past and present clients.

While we can design and develop a program especially for your employees, some of our more popular training courses include:

- ◆ ***Sexual Harassment Awareness in the Workplace***

Research reflects that sexual harassment happens to all kinds of people, in all jobs, at every level of the working world. As many as one-half to two-thirds of all working women have experienced sexual harassment. Therefore, it is safe to say that sexual harassment contributes to a negative working environment.

The Sexual Harassment Awareness in the Workplace program is designed to give employees a thorough understanding of what sexual harassment is and how to effectively deal with it in the workplace. Learning experiences are incorporated through pre and post tests, role-playing, audio-visual aids and group discussion. At the end of the training, employees should be able to define, understand, and take action against sexual harassment in the workplace.

- ◆ ***Understanding Cultural Diversity***

When work groups are made up of people with many backgrounds, cultures and lifestyles, promoting teamwork and smooth interactions can be quite a challenge. Finding new ways to work together will require thinking about people's differences - not to divide, separate or exclude, but to take advantage of those differences. We need to create environments that welcome and encourage the benefits of diversity.

Key Areas:

- ⊕ What is diversity?
- ⊕ Examining differences in demographics
- ⊕ Cultural Programming
- ⊕ Creating a culture that embraces diversity



◆ ***Time Management***

Working faster or longer hours won't save us more time. Only changing time-squandering behavior can lead to less stress, a more balanced life and greater accomplishments. Our Time Management Training session will teach your employees how to use their time to their advantage and ultimately create an employee that is both efficient and profitable to the organization.

Key Areas:

- ⊕ Goal Setting
- ⊕ Clarification of priorities
- ⊕ Planning work within time constraints
- ⊕ Scheduling activities
- ⊕ Streamlining and controlling paperwork
- ⊕ Learning to minimize interruptions
- ⊕ Launching new behaviors

◆ ***Managing Change***

Management often has a confusing array of techniques, terms, buzzwords and solutions to address today's management problems. Employees must decide what decisions they should make before change is made, what techniques are used when, and how to properly evaluate the success of your efforts. Exercises are designed to lower resistance, build understanding and encourage action.

Key Areas:

- ⊕ What is Personal Change?
- ⊕ Behavioral interviewing questions?
- ⊕ Designing questions
- ⊕ Role playing to practice techniques
- ⊕ Avoidance of the "gut" feeling

◆ ***Developing Teams With Vision***

Men and women have always enjoyed working together and have found it a way of getting things done more efficiently and effectively. People vary, of course, in their need to belong to a team. Some people are loners who much prefer to work by themselves. Others would find it difficult not to be part of a team - it is what gives them greatest satisfaction. However, whatever our individual needs, organizations force us to act in some kind of team sooner or later. Hence the need to be aware of how and why teams develop, how they can be managed and what makes a team effective or ineffective.

Key Areas:

- ⊕ Advantages of Teamwork
- ⊕ Disadvantages of Teamwork
- ⊕ Team Mapping
- ⊕ Team Preferences
- ⊕ Team Effectiveness
- ⊕ Developing and Improving Teams



◆ ***Effective Interviewing Techniques***

Effective interviews that lead to strong job matches are usually not the result of accidents or luck; rather, they are the result of careful planning, learned skills, and lots of practice. This workshop will teach employees the skills needed to make effective hiring decisions and will give employees the confidence they need to find the right candidates.

Key Areas:

- ⊕ Various Types of Interviews
- ⊕ Interview preparation and planning
- ⊕ Question Design
- ⊕ Result Interpretation
- ⊕ The "Three" Questions
- ⊕ Avoiding Errors in Interviewing
- ⊕ Legalities of Interviewing

◆ ***Effective Telephone Techniques***

In today's business environment, the telephone is an essential tool. It is a primary mode of communication, yet it is almost always abused and misused as a customer connection. Many times the telephone is the customers' first point of contact with a company which makes that experience critical to the organization. Increased misunderstanding can result because the encounter relies on the spoken word without any visual contact, thus resulting in possible business loss and poor organizational image.

Telephone image is a skill that can be learned. By optimizing the quality of telephone communications for employees that are required to have telephone contact, businesses can optimize their profit.

Key Areas:

- ⊕ Uniformity in Telephone Technique
- ⊕ Effective Listening Skills
- ⊕ Effective Communication Skills
- ⊕ Telephone Courtesy
- ⊕ Increasing Credibility and Cooperation
- ⊕ Identifying Difficult Situations

◆ ***Negotiating to Win: Conflict Management***

Conflict can be healthy when it brings about new ideas and deeper relationships. For this to occur, the basis for dealing with the conflict must be win/win. Conflict is unhealthy when it leads to distrust, anger, and withdrawal. These results usually mean that conflict has been approached on a win/lose basis.

The goal of this program is to bring participants to the awareness that relationships with friends, family, and co-workers merit the investment in time and energy required for disagreements to be resolved in such a way that both parties feel like winners. Therefore, this program will help participants to understand what they bring to the conflict situation they face in both personal and professional situations and will present them with an opportunity to learn effective conflict-resolution skills.



Key Areas:

- ⊕ Assessing Conflict-Resolution Styles
- ⊕ Identifying Misunderstandings in Conflict
- ⊕ Learning how to be Objective
- ⊕ Addressing Complaints and Change
- ⊕ Forms of Negotiation
- ⊕ Dealing with Difficult People

◆ ***Career Exploration and Planning***

Career change, company mergers resulting in career transformations and employee layoff are all creating a complex and more dynamic work force. More than forty million Americans are currently in some stage of career transition or job change. The average American worker has ten different employers during his or her lifetime and conducts a job hunt once every 3.5 years.

Participants in this program will gain a more complete understanding of themselves as a basis for realistic career decision making and planning.

Key Areas:

- ⊕ Self Assessment
- ⊕ Career Exploration
- ⊕ Career Decision Making
- ⊕ Job Search Process
- ⊕ Personal Career Development Plans
- ⊕ Evaluating Current and Future Opportunities

◆ ***Goal Setting***

Goals are a part of everyday life. We are told that, to be successful, we must have goals. However, we are not taught how to set a goal or even what a goal actually is. In order for businesses to be successful and meet their goals, they must first make sure that their employees are setting proper goals and attaining these goals. This program focuses on helping participants formulate personal and business related goals that are both realistic and attainable.

Key Areas:

- ⊕ Five Critical Goal-Setting Criteria
- ⊕ Identifying Obstacles and Challenges
- ⊕ Examining Rewards, Benefits, & Sacrifices
- ⊕ Goal Conflict

◆ ***Effective Presentation Skills***

People have to make presentations everyday, whether a five-minute conversation in a managers office or a two-hour lecture in front of hundreds of people. But how can we be effective at making these presentations? Effective presentation techniques look at how to organize material ahead of time, how to develop and create a presentation that is interesting to give and listen to, and how to refer to visuals during the presentation.

Key Areas:

- ⊕ Ways to Manage Nervousness
- ⊕ Acquiring Skills to Use With Visual Aids
- ⊕ Mastering the Ability to Explain
- ⊕ Sharpening Voice Projection
- ⊕ Learning the General Presentation Format
- ⊕ Recognizing Verbal/Nonverbal Aspects
- ⊕ Tailoring Presentation to Diverse Audiences



◆ *So, You are a New Supervisor?*

This program focuses on successful supervision of operational activities and human relations. The program is designed to help new and potential supervisors develop a thorough understanding of supervisory techniques and strategies so they may function more effectively on their jobs.

By taking this course, we hope participants will be able to determine whether they want to be a supervisor, and more importantly whether they have what it takes to be an effective supervisor. Finally, we hope this course will prepare supervisors for supervision and will teach them the skills they need to lead their teams.

Key Areas:

- ⊕ Understanding the Rewards/Pitfalls of Supervising
- ⊕ Increasing Understanding of Leadership
- ⊕ Coaching and Counseling
- ⊕ Conflict Resolution Strategies
- ⊕ Successful Project Management
- ⊕ Effective Communication Skills

◆ *Hiring and Firing Without Fear*

While most of us would rather avoid it, the truth is that the work environment is muddled with Employment Laws. With so many laws in place, it is vital for businesses to make sure that their hiring and termination processes are adherent to all of these laws. Even the slightest mistake could cost your organization thousands if not millions of dollars in damages and fines.

This workshop will look at all of the various laws affecting hiring and termination of employment and give advice and steps that your employees can use in order to limit your companies liability in these types of situations.

Key Areas:

- ⊕ Civil Rights Act of 1964 (Title IV)
- ⊕ EEOC and Title VII
- ⊕ Pregnancy Discrimination Act
- ⊕ Civil Rights Act of 1991
- ⊕ Types of Discrimination
- ⊕ Types of Harassment
- ⊕ At-Will Employment
- ⊕ Reasons for Termination
- ⊕ Progressive Discipline
- ⊕ Documenting using FOSA
- ⊕ Fair Labor Standards Act of 1938
- ⊕ Americans With Disabilities Act



WORKFORCE DEVELOPMENT PROGRAMS

Our development programs cover the three ingredients needed for unlimited success at business and at home: attitude development, human relations skill development and goal setting. The key word is "development." AMPS International, LLC. Programs are implemented in the field so the information is not only understood, but also used in everyday situations and retained. A.I. has access to constantly updated programs that apply these three ingredients to everyday business situations using the latest educational aids and communication technology.

Businesses everywhere need our programs and the workshops provided by us. How many people do you know who go to work because they have to? How many working people do you encounter who are there in body, but the mind and spirit are obviously somewhere else? How many people complain because their jobs offer no initiative, no independence, no self-fulfillment and no satisfaction? A.I.'s programs are welcome at every executive level where managers realize the importance of developing their human resources.

In recent years, business has taken on complex dimensions. There is a continuing effort to increase productivity, lower operating costs and improve quality. Those pressures, combined with advancing technology, have created exciting challenges and excellent opportunities, but too often people are so busy getting the job done, there is little time left for personal development and the frustration over running in place is often all that employees remember. A.I. has an opportunity to develop people to where they can balance the profit motives of their business with the personal motives of their lives.

The reasons that we are successful are that A.I.'s consultants, trainers, and facilitators receive regular in-house training in the use of the finest up-to-date materials available. Serious training and advanced materials coupled to your own personal commitment create a combination primed for success for their clients. A.I. programs combine a proven process with the proper tools and leadership needed to give client personnel the opportunity to manage their own development.

AMPS International, LLC is the catalyst that relates individual performance to organizational performance, making people productive and effective...creating additional profit for the client.

AMPS International approaches its development courses in the same manner that we approach our Training Courses. That is, we stress repetition in order for employees to retain what is taught. We ensure that they are in fact retaining information by conducting pre-tests and post-tests. Finally, all this is accomplished through a holistic approach to development training that includes teaching the human resource development skills the employee needs, encouraging the proper attitudes, and supporting the employee in setting personal and organization goals. This approach results in a lasting impact on the employee's development.



As with our training programs, we can design a development program especially for your employees, some of our more Popular Development Courses are:

◆ *Customer Service*

During this new decade of service-oriented industry, a mastery of Customer Service can mean the difference between success and failure. The corporate trend of raising Customer Service is an art form, treating service as a product that needs to be learned inside and out, and marketing service to customers as vigorously as if it were a direct revenue producer. Unfortunately in many companies, the customer has become a low priority. When people are not treated according to their expectations, they take their business elsewhere. What's more, they usually relate their bad experiences to as many as ten other people. On the other hand, the rewards for exceeding customer expectations are plentiful. That's good news for businesses that strive to offer the ultimate in Customer Service.

The question then becomes not whether to improve your company's service standard, but how. Excellence in Customer Service pays off on the bottom line by dramatically influencing customer behavior through a dynamic, results-oriented process.

Key Areas:

- | | |
|--|--|
| ⊕ What Does the Customer Really Want | ⊕ Cultivating Customer Loyalty |
| ⊕ What Does Customer Service Really Mean | ⊕ Effective Communications |
| ⊕ Your Role in the Company's Success | ⊕ The Art of Listening |
| ⊕ Understanding Human Behavior | ⊕ Handling Complaints and Mastering Difficult Situations |
| ⊕ The Power of Goal Setting | ⊕ Estimating Your Quality of Service |
| ⊕ Art of Satisfying Customers | ⊕ Developing a Positive Company Image |
| ⊕ Being a Team Player | ⊕ Becoming an Excellent Service Provider |

◆ *Executive Leadership*

Success in today's complex global arena is challenging and the rules are changing. For an organization to compete globally, executive leaders will have to create an organizational culture in which everyone is challenged to seek innovative and improved methods of doing business. Leading today's organization into tomorrow's competitive arena will require teamwork, collaboration and speed.

To create and lead an organization that will maintain a competitive advantage during such turbulent times, many executives will have to transform an organizational culture that was founded on yesterday's paradigms. Priorities will have to shift and thinking will have to change.



Key Areas:

- ⊕ Valueship
- ⊕ Creating a Compelling Vision
- ⊕ Communicating the Vision
- ⊕ Leading During Times of Change Alignment
- ⊕ Creating Balance
- ⊕ The Principals of Successful Planning
- ⊕ Strategies for Positive Growth
- ⊕ Leadership Responsibility
- ⊕ The Leadership Roles
- ⊕ Collaborating for Results
- ⊕ Obstacles to Successful Collaboration
- ⊕ Creating Winning Teams
- ⊕ Team Competency
- ⊕ Understanding What Motivates People
- ⊕ Developing Peak Performers
- ⊕ Developing Trust

◆ ***Strategic Planning***

The best way to predict the future is to create it! Strategic Planning is a process that determines the future of the organization and what organizational resources will be needed to ensure success. The process involves determining what business opportunities exist, and what resources are available to capitalize on those opportunities.

Business leaders today have found that developing a strategy and a plan is far more effective than leaving the future to chance. Furthermore, the key factors that create higher levels of motivation and commitment continuously fuel higher levels of achievement. Finally, the effective implementation of the plan is as important as planning. This is the true determining factor as to whether or not a company is successful.

The Strategic Planning Processes provide a format for developing a Strategic Plan, taking that strategy through the business planning process and establishing measurable goals. It is a process that involves not only determining where a company is going, but also how it is going to get there.

Key Areas:

- ⊕ Strategic Planning
- ⊕ A Passion for Succeeding
- ⊕ Developing a Competitive Edge
- ⊕ Effective Planning Techniques
- ⊕ Execution is Everything
- ⊕ Marketing and Sales
- ⊕ Generating and Retaining Profits
- ⊕ Becoming a Customer-driven, Enduring Company

◆ ***Leadership Development***

A leader combines the vision and curiosity of a dreamer with the practical engineering of a builder. A leader is goal directed, looking forward with anticipation toward the attainment of goals. Goals give meaning and purpose to life and serve as a continuous source of motivation in the pursuit of all activities. The capacity for leadership exists in everyone, but most people never take the time to develop it. Leadership is determination, courage, confidence and the ability to view a situation and respond to it.



Positive Leadership assumes that goals can be accomplished, the job can be done, the problem can be solved and obstacles can be overcome. Leaders create their own future because they have faith in themselves.

Key Areas:

- ⊕ You Possess the Ability to Lead
- ⊕ Preparation for Leadership
- ⊕ A Product of the Past
- ⊕ Formal Leadership
- ⊕ Goal Setting for Success
- ⊕ Building Success Attitudes and Habits
- ⊕ Developing Your Personal Goals Program
- ⊕ Turning Solutions into Action
- ⊕ Understanding and Affirming Your Self
- ⊕ Managing Your Time
- ⊕ Communications and Human Relations
- ⊕ Decision Making and Problem Solving
- ⊕ Motivation
- ⊕ Continuing Your Leadership Growth

◆ **Management Development**

Management over the last quarter century has taken on many new and complex dimensions, and this trend is likely to continue. Advancing technology has created new and exciting possibilities in every organization. Progress creates challenge, and the challenge facing management today is: developing an organization that can meet tomorrow's goals while continuing to meet the daily challenges of today. To balance these organizational demands, managers need a systematic approach to their jobs. They need Management Development.

Management Development involves *the what* and *how* of training and understanding the *why* of a situation. The result is managers who are working because they want to and because they understand why and how they are essential to the organization's goals. These managers know that the goals can be achieved, obstacles can be overcome and problems can be solved.

This program makes Management Development not only possible, but eminently profitable. Individually, each manager reflects the behavior and attitude of a goal-directed manager. Collectively they form a powerful force that literally assures the achievement of corporate goals.

Key Areas:

- ⊕ The Manager as a Leader
- ⊕ Goal Setting for Success
- ⊕ Your Action Plan
- ⊕ Confidence
- ⊕ Work Environment and Motivation
- ⊕ Decision Making
- ⊕ Management Communications and Human Relations
- ⊕ Developing Subordinates
- ⊕ Managing Your Time Use Through Goal Setting
- ⊕ Dealing with Negative Behavior

◆ **The Organizer**

Almost everyone knows that you should prioritize your activities. Almost everyone knows that you should complete your urgent/important/critical tasks each day. Almost everyone knows that planning your day makes more sense than letting others do your planning for you. Everyone *knows*, but very few *do*. Why? That's what finally fascinated us and the answers are why this process was developed.



Key Areas:

- ⊕ Introduction to Time Strategies
- ⊕ Improving Your Skills
- ⊕ Goal Setting
- ⊕ Establishing a Positive Direction

◆ ***Rising Stars***

The Rising Stars Program was designed to help today's youth develop their personal leadership skills.

Key Areas:

- ⊕ List of Dreams
- ⊕ Ethics and Beliefs Development
- ⊕ Mental Development
- ⊕ Setting Goals and Establishing Priorities
- ⊕ Social Development
- ⊕ Goal Planning Sheets
- ⊕ Physical Development
- ⊕ Time Management
- ⊕ Career and Financial Development
- ⊕ Goals Accomplished
- ⊕ Home and Family Life Development

◆ ***Sales Development***

Business in recent years has taken on many new and complex dimensions, and this trend is likely to continue. The field of sales has also seen some dramatic and far-reaching changes. Today's salesperson, as well as today's buyer, is better educated; more informed and has more options than ever before. These changes have created new, exciting and challenging possibilities in every organization. Sales Development is significantly different from sales training. In training, knowledge is transferred from one person to another. Development occurs only when knowledge is internalized, creating a behavioral change that leads to the expression of positive, results-oriented skills.

Today's business is sales-driven and today's salesperson is a key link to success in business. One element that distinguishes profitable companies from non-profitable companies is their ability to better develop their salespeople. The result is salespeople who sell because they want to excel, and succeed because they understand why and how to utilize their knowledge. The Sales Development process not only makes sales development possible, but eminently profitable.

Key Areas:

- ⊕ Success in Sales
- ⊕ Getting Appointments
- ⊕ The Buying/Selling Process
- ⊕ The Introduction
- ⊕ Your Personal and Professional Growth
- ⊕ Gaining Favorable Attention
- ⊕ Prospecting Fundamentals
- ⊕ Discovering Wants and Needs
- ⊕ Planning Your Success Part I
- ⊕ Building the Case for Action
- ⊕ Planning Your Success Part II
- ⊕ Presenting Benefits and Consequences
- ⊕ Prospecting: Advanced Techniques
- ⊕ Getting Commitment and Follow Up
- ⊕ Communication Skills
- ⊕ Overcoming Obstacles for Continued Success in Sales



◆ *Supervisory Development*

In today's business, the supervisor is the "main link" between the company's goals and the people who must accomplish those goals. Because of the functions of supervisors and the major role they play, it is obvious that good supervisors are the key to the success of any organization. Many of the supervisor's daily decisions affect profits, attitudes and morale. With a role and a function of this magnitude, it would seem logical that the process of becoming a supervisor would require years of training. However, most supervisors have had little or no training in supervisory skills. Almost universally, today's supervisory force is made up of men and women who have been promoted from being a super worker to being a supervisor.

The Supervision process is a structured, open-ended, pragmatic approach to developing supervisors. It is not a teaching program, but a developing program designed to engage supervisors in a process that results in personal and professional growth. The development of more effective supervisors has a direct correlation to an increase in the productivity and profits of a company.

Key Areas:

- ⊕ The Successful Supervisor
- ⊕ Goal Setting
- ⊕ Your Action Plan
- ⊕ You and Your Self
- ⊕ Confidence: The Critical Ingredient
- ⊕ Leading for Results
- ⊕ Managing and Controlling Your Use of Time
- ⊕ Motivation
- ⊕ Communications
- ⊕ Upward Communications
- ⊕ Performance Appraisal
- ⊕ Discipline: Word and Concept
- ⊕ Developing Subordinates
- ⊕ Decision Making and Problem Solving

◆ *Understanding Personality Types*

Understanding personality types plays a vital role in increasing personal and leadership effectiveness. By understanding the diversity expressed through the multitude of personality types, managers will learn about the information processing and problem solving styles of the different types. Using this knowledge, managers will be able to improve their personal leadership style and create a stronger "team effort" in working with peers and subordinate staff.

Key Areas:

- ⊕ Self Awareness and Self Perception
- ⊕ Discovering differences in people
- ⊕ Learning to capitalize on strengths
- ⊕ Application of knowledge
- ⊕ Examining emotional areas
- ⊕ Improving Communication
- ⊕ Identifying Sources of Conflict
- ⊕ Improving Motivation & Commitment



◆ ***“Who Moved My Cheese” by Dr. Spencer Johnson***

During this seminar, participants learn to understand how change makes them and others feel as well as recognize when there is a positive or negative impact within the organization. They learn a new thinking methodology and a fun and effective language that will accelerate the change process. Plus, they will practice skills designed to cement key points from the seminar – skills that can be taken back to the workplace and used immediately for positive results.

Employees learn about ways to deal with change – in business or life. Group discussions, exercises and an animated video will assist you in better understanding how to adapt to change quickly and enjoy it.

Key Areas:

- ⊕ Develop new and positive ways of looking at change.
- ⊕ Help workgroups and teams look for opportunities that change brings.
- ⊕ Thrive in times of personal and professional change.
- ⊕ Save time and reduce stress.
- ⊕ Use a reliable way by doing what works in changing times.