

Body Language Basics Skills Training

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

Objectives:

- Define body language.
- Understand the benefits and purpose of interpreting body language.
- Learn to interpret basic body language movements.
- Recognize common mistakes when interpreting body language.
- Understand your own body language and what you are communicating.
- Practice your body language skills.



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Call Center Training

Phone skills are a highly valuable tool to have in an employee's skill-set, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

Objectives:

- Define and understand call center strategies.
- Identify different types of buying motivations.
- Create SMART Goals.
- Familiarize myself with strategies that sharpen effective communication.
- Use proper phone etiquette.
- Set benchmarks.



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Contact Center Training

For many people, the term Contact Center relates to sales calls and telemarketers. There are so many avenues that a contact center can be of assistance within a company that do not pertain to sales calls. A contact center can provide customer support, information technology support, and much more. The key to having a great customer experience using a contact center is in the training. A well trained contact center can be the difference between gaining more customers and losing customers. Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff, and giving them the information that is needed to effectively assist your customer base is paramount.

With our “Contact Center Training”, your participants will discover the basic elements of being an effective employee of a contact center.



Objectives:

- How to get management involved in training.
- Why peer training works.
- Those manners are important with a contact center.
- How to build rapport with the callers.
- How to deal with difficult customers.

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Creating a Great Webinar

Workshop

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provides a great environment for these activities and so much more.

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.



Objectives:

- Define webinars and their purpose
- Choose the best formats
- Prepare for webinars
- Avoid common mistakes
- Understand how to interact with the target audience
- Follow up successfully

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Event Planning

Successful event planning starts with possessing good communication skills, being highly organized, and having the ability to follow up with vendors until completion. Preparation before, during, and after is crucial in helping reach your desired objectives.

With our Event Planning workshop, your participants will learn how to anticipate and solve common planning issues for any small event such as informal gatherings, up to complex meetings. Effectively troubleshooting will help insure a happy and enjoyable event.



Objectives:

- Understand the different types of events
- Understand the planning process
- Know how to organize your event
- Understand how to manage and organize your staff effectively
- Know how to tie up loose ends after the event

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High Performance Teams Training

High Performance Teams (Non-remote Workers) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals.

With our High Performance Teams (Non -remote Workers) training, your participants will begin to see how important it is to develop a core set of high performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high performance teams for great success!

Objectives:

- Understand the benefits of high performance teams
- Address challenges
- Conduct effective meetings
- Be able to see the big picture
- Work collaboratively
- Adequately praise team members



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Internet Marketing Fundamentals

Marketing has changed dramatically over the last decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream comes true, especially with Social Media, as you have a low cost marketing tool that can reach a large audience.

Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

Objectives:

- Know how to conduct market research
- Develop a workable internet marketing campaign
- Recognize your target market
- Understand your brand
- Grasp SEO and website characteristics
- Find and capture leads



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Becoming a person of influence ...

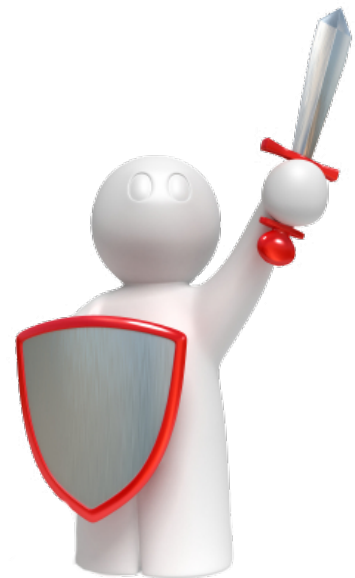
Leadership & Influence Training

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it.

Once you learn the techniques of true Leadership And Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Objectives:

- Define “leadership”
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals



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Marketing Basics Training

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits the big picture is revealed. Your participants will be given an introduction to marketing and its benefits. If you are not marketing your business you will not grow, and if you do not grow you will not succeed.

Marketing Basics will provide the basic knowledge to your participants, and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.



Objectives:

- Define your market.
- Know the different types of marketing and ways to use them.
- Learn effective ways of communicating with the customer.
- Know how to set marketing goals and strategies.
- Recognize common marketing mistakes and know how to avoid them.

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Media and Public Relations

In this training, your participants will get knowledge they need to manage effectively their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This workshop is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people knows you and offers you opportunities.

Objectives:

- Network for success
- Manage “Meet and Great” opportunities
- Dress for success
- Write effectively
- Set goals
- Manage media relations
- Plan issue and crisis communication
- Use social media
- Deliver effective employee communication



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Presentation Skills Training

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

This training will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

Objectives:

- Perform a needs analysis and prepare an outline
- Select presentation delivery methods
- Practice verbal and non-verbal communication skills
- Knock down nervousness
- Develop and use flip charts with color
- Create targeted PowerPoint presentations
- Utilize white boarding for reinforcement
- Describe how video and audio enhance a presentation and list criteria for determining what types to use
- Enrich the learning experience with humor, questions, and discussion.



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