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DIVERSIFIED EDUCATIONAL CONCEPTS

T R A I N I N G C A T A L O G

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SMALL, MINORITY WOMEN-OWNED BUSINESS



ABOUT

Diversified Educational Concepts (DEC) is a leading provider and servicer in the educational training and professional development industry. We are a supplier of extensive continuing education and leadership development training for agencies, corporations, and individuals. DEC prides itself on delivering optimal results to clients, worldwide. Our organization is continuously developing and implementing new training programs and services to provide better opportunities to our clients. As a minority, women-owned small business, DEC intends to become accredited to add even more value to our training programs as highly recognized certifications. Our greatest asset is each staff member's diverse combination of knowledge, experience, and education.

MISSION STATEMENT

Delivering optimal service to our clients in the areas of education, consulting, academic counseling, assessment and management of educational programs, strategic planning, and implementation of differentiated approaches to education, career, and professional development, as well as life coaching opportunities.

VISION

Providing an innovative and consultative approach to educational services and professional growth and development for diverse populations.

CORE VALUES

DEC aims daily to R.A.I.S.E. our expectations and services through our core values:

Respect
Accountability
Integrity
Service
Excellence

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A 3D rendering of a laptop with a screen displaying a grid of colorful, isometric icons. The icons represent various digital concepts like communication, commerce, education, and technology. Several icons are floating in the air around the screen, suggesting a dynamic or interactive environment.

MICROSOFT TRAINING

OUR MICROSOFT COURSES ARE TAUGHT BY MICROSOFT CERTIFIED INSTRUCTORS WHO ASSIST EXISTING PROFESSIONALS OR THOSE NEW TO THE FIELD.

MICROSOFT WORD

Microsoft Word is a word processing system that can be utilized for both business and personal use. While already feature rich and critical for productivity, Microsoft continues to improve and enhance Word with each new release.

MICROSOFT EXCEL

Microsoft Excel is the most commonly used spreadsheet application. Learning how to use Excel is an investment in both your personal and professional life. Excel makes it easy to monitor financial performance, such as business profit or loss, calculate payments on large purchases, plan a budget, or stay organized with checklists.

MICROSOFT ACCESS

Take control of your data with Microsoft Access relational database software training at Diversified Educational Concepts. Our courses will teach you basic to advanced features of Access.

MICROSOFT POWERPOINT

Microsoft PowerPoint is powerful software that allows you to create captivating slide presentations that can easily be shared on the web. If you want to present any information creatively and professionally, then Microsoft PowerPoint is the perfect tool.

LEADERSHIP DEVELOPMENT WORKSHOPS



LEADERSHIP DEVELOPMENT TRAINING

OUR VARIOUS LEADERSHIP COURSES ARE CONSTRUCTED TO HELP INDIVIDUALS ACQUIRE THE SKILLS VITAL TO UNDERTAKING FUTURE LEADERSHIP POSITIONS.

ORGANIZATIONAL LEADERSHIP

This course helps to managers understand how to innovative teams through strategic planning, develop effective teambuilding methods, apply effective approaches, and understand customers' needs to attain the company's vision and purpose.

SITUATIONAL LEADERSHIP

This course focuses on teaching leaders how to diagnose the needs of individuals/teams and use that information to adapt to the correct leadership style that fits the needs of the individual/team.

LEADING PEOPLE AND TEAMS

This course teaches managers and other leadership roles how to obtain effective feedback from its employees and increase productivity in the workplace. This course will equip leaders with the skills needed to create a positive working environment.

INSPIRATIONAL LEADING

It is essential that leaders understand that motivating employees is a key factor in efficient productivity. This course will provide leaders with the necessary skills to understand how to identify employee needs and different techniques that can be used to motivate employees to give 110% in the workplace.

SOLVING COMPLEX PROBLEMS

This course takes everyday work experiences and helps attendees develop innovative approaches for dealing with complex issues.

CREATING INNOVATIVE SOLUTIONS

This course helps to increase critical thinking and strategic planning to help develop innovative ideas that obtain more efficient and effective results.

BUILDING LEADERSHIP SKILLS

In this evolving economy, there is always a need to redevelop our skills, or learn new skills. This course will help leaders identify their current leadership strengths and weaknesses to help develop strategies that will strengthen their areas of weakness. It will also help them identify their leading styles to determine if they are effective in their current work environment.

CONFLICT MANAGEMENT

Conflict will always arise in the workplace. This course helps to develop effective conflict techniques that can be used in everyday situations.

DEALING WITH DIFFICULT LEADERS

We all have come across a leader whose leadership style and techniques created a harsh or unwelcoming work environment. This course will help employees develop efficient techniques to remain productive and motivated when dealing with a difficult leader.

FOUNDATIONS OF LEADERSHIP THEORIES

Since leadership qualities can be developed through reflection and experience; this course will actively engage students in the understanding of historical and contemporary theories, concepts, and issues associated with leadership. The course adopts the concept that every individual has the ability to showcase leadership potential.

COACHING EMPLOYEES

In the ever-evolving landscape of leadership, the ability to identify and coach employees effectively is paramount to organizational success. "Leadership Coaching Mastery" is a comprehensive 4-hour workshop designed to equip leaders with the skills, strategies, and tools necessary to identify employees in need of coaching, and to employ effective coaching techniques that drive professional growth and enhance team performance. Through our researched-backed 4C Connection Model™, interactive discussions, case studies, and practical exercises, participants will gain actionable insights to become adept coaches and foster a culture of continuous improvement within their teams. Participants will:

- Learn how to identify employees who will benefit from coaching
- Gain tools and strategies for successful coaching
- Apply learning to real-world scenarios

LEADERSHIP ESSENTIALS

What defines a true leader, and how can you become one? Society often confines the "leader" title to individuals responsible for managing others, but this perspective is both overly simplistic and outdated. In reality, each one of you possesses the potential for remarkable leadership, regardless of your job title or your position in the organizational hierarchy. This workshop, "Leadership Essentials: Unlocking Your Potential with the 4C Connection Model™," will equip you with the essential tools to understand and leverage your unique leadership skills effectively. Join Alex D. Tremble for an enlightening session that focuses on identifying your leadership qualities, mastering the art of timing, and cultivating confidence in your abilities. Through this workshop participants will:

- Identify your unique leadership skills and discover how to harness the distinct leadership qualities within you.
- Master the art of timing by learning when and how to leverage your unique skills to address diverse challenges and opportunities.
- Cultivate confidence in your leadership abilities to build the self-assurance needed to use your skills effectively, propelling both yourself and your organization toward success.

PROGRAM MANAGEMENT

How can you effectively oversee multiple projects and initiatives to ensure they align with your organization's strategic goals? Program management is essential for coordinating efforts, optimizing resources and achieving long-term objectives. This workshop, "Mastering Program Management: Driving Organizational Success," will equip participants with the skills and knowledge needed to manage programs efficiently, engage stakeholders, and deliver sustained value. Through this workshop participants will:

- Understand the key principles and frameworks of program management.
- Learn to develop and implement program strategies that align with organizational goals. Master
- techniques for stakeholder engagement and communication.
- Explore methods for monitoring program performance and ensuring continuous improvement.

PROJECT MANAGEMENT

How can you ensure your projects are completed on time, within budget, and to the highest standards? Effective project management is the cornerstone of successful organizations, driving efficiency and delivering results. This workshop, "Project Management Excellence: Strategies for Success," will equip participants with essential project management skills and tools to manage projects from initiation to completion while engaging team members and stakeholders effectively. Through this workshop participants will:

- Understand the fundamentals of project management, including key concepts and methodologies.
- Learn how to develop comprehensive project plans that align with organizational goals. Master
- techniques for effective resource allocation and time management.
- Gain skills in risk management to identify, assess, and mitigate project risks.
- Enhance communication and leadership skills to motivate and engage project teams and stakeholders.

CHANGE MANAGEMENT

How can you transform resistance into acceptance and foster a culture that embraces change? In today's rapidly evolving business environment, effective change management is crucial for organizational success. This workshop, "Embracing Change: Mastering the Change Management Process," will provide participants with a clear understanding of the change management process and strategies to engage staff, team members, and other stakeholders to increase the chances of successful change adoption. During this workshop participants will:

- Gain a comprehensive understanding of the change management process and its key components.
- Learn techniques to engage and motivate staff and team members during change initiatives. Identify
- and address common barriers to change to enhance the likelihood of successful adoption.
- Create a supportive environment that fosters collaboration and acceptance of change.

PUBLIC SPEAKING

"Speak with Impact" is an immersive workshop designed to empower participants with the skills and knowledge needed to become confident and persuasive public speakers. Through a blend of theory, hands-on exercises, and real-world applications, participants will learn how the 4C Connection Model™ can be used to craft compelling narratives, gauge audience engagement, and deliver persuasive stories that resonate. From understanding the science behind storytelling to honing the art of audience awareness, this workshop provides a comprehensive toolkit for effective public speaking. Through this workshop participants will:

- Understand How to Create Your Idea + Story Throughline
- Build Awareness of How to Gauge the Level of Knowledge, Interest and Buy-In from your Audience Hear
- How to Develop + Deliver Persuasive Stories
- Identify How Stories Affect the Brain

TEAM BUILDING

In today's rapidly evolving work environment, effective team building is crucial for fostering collaboration, productivity, and a positive workplace culture. "Building Bridges" is a dynamic 4-hour workshop designed to equip participants with the tools and knowledge needed to enhance team cohesion and collaboration. Through a blend of interactive exercises, discussions, and science-backed insights, participants will explore how to recognize and overcome common social biases, communicate inclusively, leverage the science of fun and laughter, develop emotional intelligence as a strategic leadership competency, and create a sense of belonging across diverse teams. Through this workshop participants will:


- Understand how to Recognize Common Social Biases in the New Work Environment
- Identify Effective + Inclusive Communication Across Teams
- Enhance Awareness of the Science Behind Fun + Laughter Across Teams
- Identify How to Build + Enhance Your Fun” EQ” as a Strategic Leadership Competency
- Build Awareness for the Effective Components of Inclusive Team Building and a Sense of Belonging across Teams

TRANSITIONING FROM STAFF TO MANAGER

Stepping into a management role is an exciting but challenging transition. It requires a significant shift in mindset and skills. This course is designed to facilitate your journey from being an outstanding individual contributor to building credibility and authority in your new role as an effective manager. In this course you will learn how to:

- Adjust your mindset - from individual excellence to team success.
- Define essential managerial skills - including delegation, decision-making, and performance management.
- Identify and take on challenges - Including the dynamics of managing former peers, motivating others and coaching team members toward high-performance.

DIVERSITY, EQUALITY, & INCLUSION WORKSHOPS

A spiral-bound notebook with a brown cover and white pages is open. Three sticky notes are placed on the right page. The top note is pink and says 'DIVERSITY'. The middle note is yellow and says 'EQUALITY'. The bottom note is green and says 'INCLUSION'. Three colored pencils (orange, blue, and pink) are scattered around the notebook. The background is a dark wooden surface.

DIVERSITY

EQUALITY

INCLUSION

DEI HIGH TRAINING

DEI EXPLORES THE CONCEPTS OF RACIAL IDENTITY, DIVERSITY, INCLUSION, SENSITIVITY AND UNCONSCIOUS BIAS IN TODAY'S MODERN WORKPLACE. EMPLOYEES GAIN A DEEPER UNDERSTANDING OF THE MANY BENEFITS OF AN INCLUSIVE CULTURE AND SETTING A POSITIVE EXAMPLE FOR TREATING EVERYONE WITH CIVILITY AND RESPECT.

REDI VISION / NONVERBAL WAYS TO COMMUNICATE DIVERSITY

Explore nonverbal communication strategies to foster a diverse and inclusive environment. This workshop emphasizes the importance of body language, gestures, and visual cues in promoting diversity.

MISTER ROGER'S NEIGHBORHOOD / LANGUAGE, METHODS, AND DEFINITIONS FOR ALLIANCE BUILDING

Learn the language, methods, and definitions crucial for building strong alliances. This workshop covers terminology and strategies to create inclusive partnerships and collaborations.

DIVERSITY & INCLUSION: INCREASING LGBTQ+ REPRESENTATION IN THE BOARDROOM

Focus on increasing LGBTQ+ representation at the executive level. This workshop provides insights into creating inclusive boardrooms and leadership teams.

WHOSE LINE IS IT ANYWAY? / BOARD ROLE IN STRATEGIC PLANNING

Understand the critical role of board members in strategic planning. This workshop offers practical guidance on how boards can contribute to and influence organizational strategy.

AWAKENING THE CULTURE: SUCCESSFUL ORGANIZATIONAL TRANSFORMATION/CHANGE MANAGEMENT

Discover the keys to successful organizational transformation. This presentation covers change management strategies, cultural assessments, and techniques to drive sustainable change.

TURN ON THE FOG LIGHTS / POST PANDEMIC AND VIRTUAL PROFESSIONAL ADJUSTMENTS

Navigate the post-pandemic professional landscape with confidence. This presentation addresses the challenges and opportunities of virtual work environments and how to adjust effectively.

DIVERSITY, EQUITY, & INCLUSION: THE CHANGE WE HAVE BEEN WAITING FOR
Explore the impact of diversity, equity, and inclusion (DEI) initiatives. This presentation highlights the importance of DEI in modern organizations and offers actionable steps to drive meaningful change.

THE TRUTH-TELLER'S CORPORATE DIARY: RACE, EQUITY, DIVERSITY AND INCLUSION 101

Gain foundational knowledge of race, equity, diversity, and inclusion. This presentation provides an overview of key concepts and practices to promote an inclusive workplace.

S.A.F.E: SECRETS TO ELEVATING WORKPLACE CONFIDENCE AND PERFORMANCE

Uncover the secrets to boosting workplace confidence and performance. This presentation offers practical advice on creating a supportive environment that encourages high performance.

THE E5 FORMULA – BASICS OF LEADERSHIP IN THE 21ST CENTURY

The S.U.P.E.R. Leader: Leadership in Diverse and Difficult Settings

Become a S.U.P.E.R. leader capable of thriving in diverse and challenging environments. This keynote provides insights and techniques for leading effectively in various settings.

THE UNSHAKABLE COMMUNITY LEADERS: 5 KEYS TO COMMUNITY CHANGE

Discover the 5 keys to driving community change as an unshakable leader. This keynote offers practical guidance on how to lead community initiatives and foster positive change.

DEIA EXCELLENCE WITH GPS LEADERSHIP SOLUTIONS

Leadership Solutions offers a comprehensive series of DEIA (Diversity, Equity, Inclusion, and Accessibility) workshops designed to foster an inclusive and connected organizational culture. Our training workshops cover a range of critical BEIB (Belonging, Equity, Inclusion, and Diversity) topics, each tailored to meet the unique needs of your organization through a collaborative planning and negotiation process. Our approach focuses on building connections between groups rather than emphasizing differences. Some of the workshop topics Include:

1. Navigating the Age-Inclusive Workplace: Learn strategies to create an environment where employees of all ages feel valued and supported.
2. Women at Work and the Evolving Workplace: Explore the challenges and opportunities for women in the modern workplace and develop strategies for gender equity.
3. Creating Cultures of Neuro-inclusion: Understand the importance of neurodiversity and how to create inclusive environments for individuals with different neurological conditions.
4. Making Accessibility Work at Work: Gain insights into making your workplace accessible for all
5. employees, ensuring everyone can contribute effectively.
6. Understanding and Overcoming Unconscious Bias: Identify and address unconscious biases to foster a more inclusive and equitable workplace.

ASSESSMENTS/PROFESSIONAL DEVELOPMENT WORKSHOPS



CONTINUING
PROFESSIONAL
DEVELOPMENT

ASSESSMENTS/PROFESSIONAL DEVELOPMENT TRAINING

ASSESSMENTS HAVE BEEN UTILIZED FOR YEARS TO HELP ENHANCE UNDERSTANDING ON HOW OUR PERSONALITIES SHAPE OUR DECISIONS AND HOW WE OPERATE IN THE WORKPLACE AND EVERYDAY LIFE. THESE ASSESSMENTS AND DEVELOPMENT TRAINING COURSES PROVIDE PARTICIPANTS WITH THE ABILITY TO HAVE A MORE IMPACTFUL EFFECT ON THEIR ORGANIZATIONS BOTTOM LINE BY UNDERSTANDING HOW TO ENHANCE THEIR PERSONAL TRAITS AND CHARACTERISTICS.

MYERS BRIGGS TYPE II PERSONALITY ASSESSMENT

This assessment enables individuals to understand and identify different behavior traits, theirs and others, and helps them to use this information to better deal with people by understanding why people behave/react the way they do to situations. Allows an in-depth understanding of how to be more effective socially, personally, in communicating and/or in leadership in any situation. Enlightens the students on how they approach different stages of a creative problem-solving process and teaches leaders how to best identify behaviors that assist in assembling problem-solving teams, increase employee morale, and create effective communication to achieve best results given specific parameters and team members personal preferences.

FIRO-B LEADERSHIP

For more than 50 years, the FIRO-B assessment has provided in-depth descriptions of how people behave, how they affect others, and how they can be more effective. Easy to administer and complete, the FIRO-B assessment is ideal for one-on-one coaching, team-building initiatives, communication workshops, and leadership development programs.

THOMAS-KILMANN CONFLICT MODE INSTRUMENT

The (TKI) helps individuals understand how five conflict-handling modes, or styles—competing, collaborating, compromising, avoiding, and accommodating—affect interpersonal and group dynamics. It also teaches them how to select the most appropriate style for a given situation. By selecting responses from 30 statement pairs, this online 10-page bundle helps individuals discover their preferred style.

WORKLIFE INDICATOR

A self-assessment that measures an individual's approach for managing the boundaries between work and family. The integrated individual feedback report and development planning guide provide concrete strategies and tips to increase effectiveness and engagement. WorkLife Indicator provides the information and tools individuals need to move forward towards a more productive and sustainable way of managing boundaries between work and family.

CAMPBELL LEADERSHIP INDEX

Provides feedback to an individual about personal characteristics that are directly related to the nature and demands of leadership. The survey quantifies the perceptions of the individual leader and selected observers, such as direct reports, peers and managers.

STRONG INTEREST INVENTORY

Provides detailed descriptions of the General Occupational Themes, Basic Interest Scales, and Personal Style Scales, as well as the administrative indexes. Offers vital insights into each of the 244 occupational scale samples, including O*NET codes. Gives directions for using the Strong in educational institutions, outplacement centers, and employment offices to help students, career changers, or displaced employees find meaningful direction.

EMBRACING CHANGE

This class helps participants understand the impact of type on their and others' response to change and introduces the psychology of change. Created with flexibility in mind, it is suitable for use with existing work teams or with groups of people who do not usually work together. Participants will leave equipped to manage their personal response to change in a positive way.

ENHANCING EMOTIONAL INTELLIGENCE THROUGH PERSONALITY TYPE

Studies have shown emotional intelligence to be the single most important factor in high job performance, with links to leadership, happiness, team performance, and problem solving. This workshop enables participants to harness the power of Myers-Briggs type to perceive and respond to emotions more effectively. It helps them understand emotional intelligence and why it is important, identify its intrapersonal and interpersonal elements, and develop strategies for enhancing their own emotional intelligence.

IMPACTFUL INFLUENCING

Designed to help workshop participants capture key insights and information during the training and create an action plan for developing more effective influencing skills.

MAKING TEAMS WORK

This ready-to-deliver workshop introduces teams to FIRO concepts and guides participants through an understanding of their FIRO results. Team members learn how to apply strategies to strengthen relationships, improve communication, and decrease conflict, leading to better team performance.

MANAGING CONFLICT USING THOMAS-KILLMAN INDICATOR (TKI)

Conflict occurs wherever people's concerns appear incompatible, making it a common and inevitable part of life. Participants will learn to appreciate their own and others' approach to conflict and develop skills for assessing conflict situations and selecting appropriate strategies to handle them. They'll practice using different conflict-handling modes and create an action plan for developing more effective conflict resolution skills.

ISTARTSTRONG

Based on results from the Strong Interest Inventory® assessment, this personalized report empowers students to identify and pursue a career path that aligns with their interests and personality.

PARKER TEAM DEVELOPMENT

Designed training resource provides a step-by-step process for quickly and effectively developing groups into high-performing teams. Also allows participants to include observations from other team members as they assess their team player style. A valuable 360-degree tool as the team works to achieve maximum effectiveness.

SKILLS CONFIDENCE

Serves as a companion to the Strong assessment. Based on the idea that assessing individuals' perceptions of their capabilities—their confidence level—can add significantly to the career exploration process.

WORK ENGAGEMENT

Uniquely focused on measuring intrinsic rewards and providing insights that can directly affect your organization's bottom line because it addresses work engagement at the core level—the employee's feelings about the work itself.

DEVELOPING COMPELLING CONVERSATIONS: COMMUNICATION STYLES

Communication is essential in building and maintaining relationships. The Compelling Conversations workshop helps participants identify and understand their own and others' communication styles based on MBTI type and practice their skills to communicate more effectively.

EVERYTHING DISC WORKSHOPS



**Professional
development**

EVERYTHING DISC TRAINING

DISC ASSESSMENT AND FACILITATION SERVICES

We are proud to incorporate the DiSC Assessment into our facilitation services. The DiSC Assessment is a powerful tool that helps individuals understand their behavior styles and improve communication and teamwork within organizations. Our expert facilitators guide participants through their DiSC profiles, providing insights into personal and professional growth, conflict resolution, and leadership development.

DISC ASSESSMENT HALF DAY WORKSHOP

IDEAL LENGTH: 4 HOURS | HALF DAY

Discover the power of the DiSC Assessment in understanding behavior styles. This workshop helps participants gain self-awareness, improve interpersonal relationships, and enhance team dynami.

DISC -BASED FULL DAY TEAM BUILDING AND LEADRSHIP DEVELOPMENT

IDEAL LENGTH: 6.5 HOURS | FULL DAY

Leverage DiSC profiles to build stronger teams and develop effective leaders. This session focuses on using DiSC insights to foster collaboration, improv communication, and drive team performance.

DISC WEEKEND RETREAT WORKSHOPS

IDEAL LENGTH: WEEKEND (2 DAYS)

Immerse your team in a comprehensive disc-based retreat. this extended session provides on-depth analysis and team-building activities designed to significantly enhance team dynamics and leadership skills.

DISC QUARTERLY TEAM BUILDING RETAINERS

IDEAL LENGTH: QUARTERLY SESSIONS (3-4 HALF DAY SESSIONS)

Maintain momentum with regular disc-based team building sessions. quarterly retainers ensure continuous development and improvement, keeping your team aligned and effective throughout the year.

DISC ANNUAL TEAM IMPROVEMENT GATHERINS

IDEAL LENGTH: ANNUALLY (3-4 DAYS)

Conduct an annual comprehensive team improvement gathering. this event focuses on evaluating progress, addressing challenges, and setting goals for the coming year using disc insights.

DISC -BASED FULL DAY TEAM BUILDING AND LEADRSHIP DEVELOPMENT

IDEAL LENGTH: 6.5 HOURS | FULL DAY

Leverage DiSC profiles to build stronger teams and develop effective leaders. This session focuses on using DiSC insights to foster collaboration, improv communication, and drive team performance.

*****90 MINUTE INTRODUCTORY SESSIONS WORKSHOPS CONSIDERED
UPON REQUEST*****

FINANCIAL MANAGEMENT WORKSHOPS



FINANCIAL MANAGEMENT TRAINING

FINANCIAL MANAGEMENT IS ONE OF THE MOST IMPORTANT ASPECTS OF DAILY LIVING, AS WELL AS, PROPERLY PREPARING FOR FUTURE RETIREMENT LIVING. THESE COURSES WILL HELP STUDENTS BECOME MORE FINANCIALLY INCLINED TO HELP MAKE BETTER CHOICES IN CREATING LONG-TERM FINANCIAL STABILITY.

PERSONAL FINANCIAL MANAGEMENT

This course is designed to prepare students with the knowledge needed to understand the different facets of financial management, and how to successfully manage financial data.

CUSTOMER SERVICE WORKSHOPS


**CUSTOMER
SATISFACTION**



CUSTOMER SERVICE TRAINING

THE CUSTOMER EXPERIENCE IS CRUCIAL TO THE SUCCESS OF ANY ORGANIZATION. FIND OUT HOW WE CAN HELP YOUR BUSINESS BE SUCCESSFUL.

DEALING WITH DIFFICULT PEOPLE

Dealing with a coworker, leader or customer who is hard to please can be stressful. This course provides techniques on how to identify behavior types and de-escalate irate situations in the workplace.

IDENTIFYING CUSTOMER/EMPLOYEE NEEDS

This course will provide the attendee with knowledge on how to identify the needs of the customer/employee and then develop strategies to address their needs.

ETHICS IN THE WORKPLACE

This course will provide ethical dilemmas that may arise in the workplace and strategies on how to deal with these situations without comprising integrity or morals.

COMMUNICATION SKILLS

This course will empower attendees to eliminate the unnecessary problems which can so easily ascend from ineffective communication. The importance of effective communication is critical to the success of every customer interaction and this course will focus on effective communication methods to employ in the effort to promote customer satisfaction.

EFFECTIVE CUSTOMER SERVICE

How can you turn every customer interaction into a memorable experience that fosters loyalty and trust? Exceptional customer service is the lifeblood of any successful organization, creating lasting relationships and driving customer satisfaction. This workshop, "Elevating Customer Service: Building Lasting Relationships," will provide participants with the skills and strategies needed to deliver outstanding customer service, handle difficult situations, and enhance the overall customer experience. Through this workshop participants will:

- Understand the core principles of exceptional customer service and its impact on business success.
- Develop effective communication skills to engage with customers positively and professionally.
- Learn techniques for handling customer complaints and resolving conflicts efficiently.
- Gain insights into creating a customer-centric culture within your organization.



CONTACT US FOR PRICING AND SCHEDULING!

POC DR. ELISA BIGGERS
(706) 615-9612

***MOST WORKSHOPS ARE PROVIDED AS 4, 6,
OR 8 HOUR, ONE DAY COURSES***

Past Performance Contracts

Our company has serviced various clients in the military/corporate sector. Some of our most current contracts include:

***Fort Benning GA Infantry Battalion - 2018**

***Albany GA Marine Logistics Base -2019**

***US Virgin Islands National Guard – 2019**

***GA Vocational Rehabilitation Agency-2020**

***PowerSpeakers Unlimited – 2022**

Cherry Hill Marine Base, NC – 2024

Camp Lejeune Marine Base, NC - 2024

**Don't see the training you need, please contact us
for your customized training package!**

COMPANY INFO

CAGE CODE - 7TFP9
DUNS - 080410398
EIN - 81-3778557
UEI - Q5YFNFUU3VN5