



The Cobalt Group Business and Leadership Workshops / Seminars

Business and Administrative Skills

Course	Hours	Quick Description
Administrative Office Procedures	2-4	With our Administrative Office Procedures course, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a valuable instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.
Administrative Support Essentials	2-4	In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.
Archiving and Records Management	2-4	With our Archiving and Records Management course your participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.
Basic Bookkeeping	2-4	Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers. This course will provide the basics to being a bookkeeper.
Budgets And Financial Reports Foundations	2-4	The Budgets And Financial Reports course will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.
Business Writing for Success	2-4	The Business Writing course will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.
Collaborative Business Writing	2-4	The Collaborative Business Writing course will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.
Email Etiquette	1.5	Through our Email Etiquette course your participants will learn the skills to increase productivity and improve performance through better inbox management, calendar management and other tips and tricks.
Fundamentals for Executive and Personal Assistants	2-4	Our Executive and Personal Assistants course will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this course will provide your participants with the necessary tools.
Organizational Skills	2-4	Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.
Telephone Etiquette	2-4	Through our Telephone Etiquette course your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this course a great investment.

These workshops can be customized to meet your specific needs or to fit your time requirements. Contact us at smccaslin@thecobaltgroup.net for more information.

Business Operations

Course	Hours	Quick Description
10 Ways to Differentiate Your Business	1	Learn 10 Ways to make your business stand out.
5 Top Trends for Small-Medium Businesses	1	Learn 5 trends that will help your small to medium business.
9 Basics About Your Business You Shouldn't Forget	1	Learn 9 things that you should always keep in the forefront of how you do business.
Contract Management	2-5	With our course your participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships, and these agreements must be managed carefully. In order to effectively implement Contract Management it is necessary to understand all the small details, and that is what you get with this course.
Doing Business with the Federal Government	2	A seminar to introduce companies to the basics of doing business with the Federal Government.
Lean Process And Six Sigma	2-4	Our Lean Process And Six Sigma course will provide an introduction to this way of thinking that has changed so many corporations in the world. This course will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.
Operations Management	2-4	Operations Management presentation is an area of management concerned with designing, and controlling the process of production and redesigning business operations in the production of goods or services. It reviews the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in terms of meeting customer requirements.
Project Management	2-4	The Project Management course will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.
Responsibility in the Workplace	2-4	This course will introduce to you the ideas of responsibility and the traits that define a responsible employee. It will also show the effects of having responsible employees versus irresponsible employees. And finally, the course will cover the steps to becoming more responsible.
Risk Assessment and Management	2-4	Through our Risk Assessment and Management course your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.
Running Effective Meetings with PAIN	2-4	The Running Effective Meetings with PAIN course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.
Safety In The Workplace	2-4	Our Safety In The Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion, your participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.
Supply Chain Management	2-4	With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

Telework And Telecommuting	2-4	Through Telework And Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.
The Cloud and Business	2-4	With our The Cloud and Business course, your participants will discover the specifics of how the cloud can be a useful business tool. With a clear understanding of the cloud, your participants will be able to make the best decisions for their customers and business.
Universal Safety Practices	2-4	With our Universal Safety Practices course, your participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.
Workplace Diversity	2-4	Our course Diversity course will help participants understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.
Workplace Harassment	2-4	Our Workplace Harassment course will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities, and create a safe environment for all. Through this course your participants will recognize that it is necessary for everyone to identify harassment and exercise anti-harassment policies.
Workplace Violence	2-4	In order to prevent Workplace Violence, it is essential that everyone is able to identify individuals who may be prone to violence. Our course will help your participants recognize certain behaviors, and lower the risk of escalated situations. This course will help participants identify the warning signs, as well as give them coping and response tools.

Career and Personal Development

Course	Hours	Quick Description
10 Essential Soft Skills	2-4	With our Ten Essential Soft Skills course your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.
Attention Management	2-4	Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our course will help your participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.
Build Your Business Acumen	2-4	The Business Acumen course will give your participants an advantage everyone wishes they had. The course will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.
Creative Problem Solving	2-4	The Creative Problem Solving course will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the course.
Developing Creativity	2-4	With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity. They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.
Digital Citizenship	2-4	Our Digital Citizenship course will give your participants the guidance needed in the ever changing digital world. As our lives are lived more and more online we all need to translate our social skills into the virtual world.
Emotional Intelligence	2-4	With our Emotional Intelligence course your participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.
Entrepreneurship Essentials	2-4	Let our Entrepreneurship course help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship course.
Improve Your Social Intelligence	2-4	Increasing Social Intelligence will provide benefits throughout your professional and personal lives. It is a fantastic tool for coaching and development as participants will learn "people skills". Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road!
Improving Mindfulness	2-4	The Improving Mindfulness course will provide benefits throughout their professional and personal lives. Improving mindfulness through gratitude, filtering, and active listening will give your participants the advantage of seeing things in a new light. This course has the ability to give your participants an increased recognition of mental events in the present moment which provides countless benefits.
Improving Self-Awareness	2-4	The Improving Self-Awareness course will improve self-control, reduce procrastination, and develop mood management. Your participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self-awareness.
Increasing Your Happiness	2-4	With our Increasing Your Happiness course your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.
Increasing Your Personal Productivity	2-4	Personal Productivity is a goal most of us have. Through this course your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this course your participants will take ownership and begin to lead a more productive life.

Interpersonal Skills Essentials	2-4	The Interpersonal Skills course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.
Job Search Skills	2-4	Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens The Job Search Skills course will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.when you land an interview? And most importantly, where do you find help when you need it?
Managing Personal Finances	2-4	With our Managing Personal Finances course your participants will learn how to budget, and create a plan for their future.
Managing Workplace Anxiety	2-4	Our Managing Workplace Anxiety course will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this course your participants will be better suited to the challenges that the workplace can bring.
Mobile Learning Essentials	2-4	With our mLearning course (Mobile Learning), your participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.
Personal Inventory		Coming Soon!
Social Media In The Workplace	2-4	Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.
Stress Management	2-4	The Stress Management course will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.
Taking Initiative	2-4	With our Taking Initiative course, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!
Time Management	2-4	The Time Management course will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this course.

Coaching And Mentoring

Course	Hours	Quick Description
1 Your Personal SWOT	2	This course will help you develop your own personal SWOT chart. Understand your Strengths, Weaknesses, Opportunities, and Threats.
Appreciative Inquiry	4-8	Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, and it will strengthen relationships throughout your business. Through best practices and positive stories your participants will transform your organization.
Assertiveness And Self-Confidence	4-8	The Assertiveness And Self-Confidence course will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant"s lives and have a positive effect on all of them.
Coaching And Mentoring for Success	6-8	The Coaching And Mentoring course focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.
Coaching Salespeople	6-8	With our Coaching Salespeople course, your participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching as well as the challenges that coaches face in regards to working with salespeople.
Critical Thinking	3-6	Our Critical Thinking course will lead your participants to be a more rational and disciplined thinker. It will reduce their bias which will provide a greater understanding of their environment. This course will provide your participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information which will provide an incredible boost in performance.
Facilitation Skills	6-8	The Facilitation Skills course can help any organization make better decisions. This course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.
Goal Setting and Getting Things Done	4-8	Our Goal Setting and Getting Things Done course will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.
Life Coaching Essentials	4-6	With our Life Coaching Essentials course, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.
Office Politics For Leaders	4-8	Office Politics is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

Personal Branding	4-8	With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.
Building Your Internal Network	4-6	With The Building Your Internal Network course your participants will learn how internal networking is changing the workforce. Through this course, your participants will gain a new perspective networking, and what benefits can come from fully utilizing and making connections with internal networking.
Building your External Network	4-6	With our Building Your External Network course, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.
Presentation Skills	6-8	The Presentation Skills course will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This course includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.
Public Speaking	6-8	However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking course will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

Communications

Course	Hours	Quick Description
Anger Management	2-8	Our Anger Management course will give your participants that constructive approach to Anger Management. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.
Body Language Basics	4-8	The Body Language Basics course will provide you with a great set of skills to understand that what is not said is just as important than 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.
Conflict Management	8-16	Understand adult learning types and people issues. Raise awareness about the impact of workplace conflict, discuss relevant and practical strategies to deal with difficult situations and difficult people. Create 'positive workplaces' through effective prevention and timely resolution of workplace conflict. Learn mediation tips and tricks and how to bring out the best in employees.
Conflict Resolution	4-8	In the Conflict Resolution course, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.
Crisis Management	6-8	With our Crisis Management course your participants will understand that a crisis can occur any time. They will develop skills needed for certain negative events. Also, they will be able to recognize warning signs to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.
Dealing with Difficult People	2-4	To improve relationships with difficult people in the workplace. Gain confidence in the ability to communicate. Learn to go beyond emotional reactions when faced with difficult situations. Practice techniques for turning negative situations into positive outcomes.
Delivering Effective Feedback	4-8	Constructive Feedback, if done correctly, will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.
Effective Communication	3-6	Communication is critical in the workplace and it is even more challenging when leading others. This course will provide valuable tools and strategies on how to give feedback, resolve problems and improve performance on the job.
Media And Public Relations	4-6	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.
Negotiate Successfully	4-8	The Negotiation Successfully course will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

Customer Relationship Management

Course	Hours	Quick Description
16 Ways to Build Great Customer Relationships	1	Learn 16 ways to build great customer relationships.
Customer Relationship Management	1	This presentation reviews the critical elements of managing customer relationships and awareness.
Delivering Customer Service	3-6	The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.
Customer Support	3-6	With our Customer Support course, your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.
Handling a Difficult Customer	4-8	By utilizing our Handling a Difficult Customer course your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strong skill set including in-person and over the phone techniques, addressing complaints, and generating return business.

Employee Engagement

Course	Hours	Quick Description
Conducting Annual Employee Reviews	3-6	With our Conducting Annual Employee Reviews course, your participants will discover how to conduct a well-designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.
Employee Engagement	4-8	A workplace approach designed to ensure that employees are committed to their organization's goals and values.
Employee Motivation	4-8	The Employee Motivation course will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.
Employee Onboarding	4-6	Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the company, and having a structured set of procedures will make your company stronger and produce a greater chance of success.
Employee Recognition	4-8	Through our Employee Recognition course your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.
Employee Recruitment	4-8	Our Employee Recruitment course will guide your participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the largest investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program!
Employee Termination Processes	4-8	With our Employee Termination course, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.
Getting Employees to Take Ownership of Their Work	2	A look at how to get your employees to take ownership and responsibility for their work.
Performance Management	4-8	When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.
Roadblocks to Results	2	This presentation will give the participants an understanding of the roadblocks that prevent individuals and businesses from achieving their desired results.
Why Employees Resist Change	1.5	A presentation on the primary reasons that employees resist changes in the workplace.

Human Resource Management

Course	Hours	Quick Description
Civility In The Workplace	4-9	To address the growing problem of incivility in the work setting, this course introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility In The Workplace are countless and will pay off immensely in every aspect of your job.
Diversity and Inclusion	4-8	Experiencing diversity is a part of living in a civilized society. Differences do not equal a right way or a wrong way; it is variety that can lead to a common goal. Understanding the various forms of diversity makes for a better company and world in general.
Employee Onboarding	4-8	Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.
Generation Gaps	4-6	The Generation Gaps course will help participants understand the various generations present at work. Both the young and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.
Health and Wellness at Work	4-8	Our Health and Wellness at Work course will be instrumental in creating a "Culture of Wellness" within your organization. Your participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within your organization.
Hiring Strategies	4-8	Our Hiring Strategies course will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this course as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required
Human Resource Management	4-8	The Human Resource Management course will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This course will provide your participants those skills and assist them with certain Human Resource situations.
Managing Work Place Harrassment	2-4	Workplace harassment. A growing problem in America. Oh, you may say, "not in my office," or "not our team," but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties. Harassment is not okay and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

Millennial Onboarding	4-6	Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.
Respect in the Workplace	2-4	This course will give you the tools and conversation to help empower your team to recognize behaviors that influence the performance done within the workplace. A respectful workplace is one in which integrity and professionalism are displayed, and skills to communicate and recognize one another are practiced.
Sensitivity Training	4-8	Sensitivity training or diversity training, there are many names for the same goal: creating a more inclusive workplace that capitalizes on the differences in everyone. There are many different areas of focus in sensitivity training, all focusing on empathy, respect for others and cooperation towards a common goal. This type of training creates more positive and inclusive employees, a more profitable work culture and a more positive work life for all.
Talent Management	4-8	We all know that training and retraining is expensive, and our Talent Management course will reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority. Having a talented group of employees has always been a key to success; it will translate into better performance and higher productivity. Talent Management is the investment that will pay dividends for years to come.
Unconscious Bias	4-8	Define various types of unconscious biases. Identify where these biases come from and how they are engrained in our decision making. Successfully confront unconscious biases individually. Identify the effects of unconscious biases in the workplace. Exhibit how to implement an unconscious bias-based training in the workplace. Identify the steps for handling an unconscious bias-based complaint at work.

Leadership

Course	Hours	Quick Description
14 Principles of Leadership	1	A look at Henri Fayol's 14 Principles of Management.
3 Ds of Great Leadership	1	This is a presentation on the concept that great leaders apply 3 principles to get the most out of their organization through the use of Decide, Delegate, and Disappear in their leadership styles.
6 Deadly Sins of Leadership	1	This presentation discusses the top six deadly mistakes a leader can make to sabotage himself and his company.
7 Questions Every Leader Must Answer and Communicate to Employees	1	Identify those 7 questions.
Adaptive Leadership	2-3	The Adaptive Leadership course will help participants know their social style, how to determine the social styles of others, and how to adapt to other's social styles to create win-win scenarios.
Being a Servant Leader	4-8	With our Servant Leadership course your participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.
Building Trust and Resilience	4-8	Ensuring relationships that are built on trust, and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work. This course will introduce you to your company's responsibility with regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.
Business Ethics	4-8	A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.
Business Etiquette	4-8	This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake", conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Our Business Etiquette course will help your participants look and sound their best no matter what the situation.
Business Succession Planning	3-6	Our Business Succession Planning course will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio.
Developing Corporate Culture	4-8	Through our Developing Corporate Behavior course your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan your participants should see a reduction in incidents and an increase in team work and loyalty.

Developing New Leaders	4-8	With our How to Develop New Managers course your participants will gain the support, best practices, and knowledge. This course will help your company develop well rounded, fair and confident managers. By identifying and beginning their training early you will be able to groom prospective candidates and provide the best chance for success.
Essentials for Middle Managers	4-8	It is crucial for businesses to focus on these essential leaders and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a these leaders understand their role in the organization is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization. The Essentials for Middle Managers course will help prepare your middle management players to execute their role more effectively.
Essentials for Supervisors	4-8	The Essentials for Supervisors course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.
How to be a Likeable Boss	6-8	Our Being a Likeable Boss course will show that honesty and trust will be your participant's biggest tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put your participants on the right path to be a more likeable boss.
Knowledge Management	4-6	The Knowledge Management course will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.
Leadership And Influence	4-8	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.
Leading Through Change	2-4	The Leading Through Change course will give any leader tools to implement changes more smoothly and to have those changes better accepted. This course will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.
Leading Your Leaders	4-8	Leading Your Leaders takes a special type of leader. This course will expand your participant's knowledge and provide a way for them to teach and lead new and experienced subordinate leaders. As every leader knows that learning never stops, this course will have something for everyone.
Managing Up	2	A course that helps employees at all levels manage their managers and expectations.
Meeting Management	3-6	The Meeting Management course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

Essentials of Self-Leadership	4-8	With our Self-Leadership course, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positives ways, which equals success!
Leadership 360 - A View At Altitude	2	A list of the principles and tenets of leadership I have learned in my career as a Naval Flight Officer and in my corporate career. It provides a big picture view of leadership and sets the stage for the other courses in my Leadership Development 360 tm Academy.
Women in Leadership	4-6	With our Women in Leadership course your participants will learn how women are changing the workforce. Through this course, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.
Work-Life Balance	4-6	This course will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

RFP Proposal Support

Course	Hours	Quick Description
Black Hat Review	6-10	Usually conducted in conjunction with responding to a government RFP, a Black Hat Review provides decision-support information to the Capture and Proposal Teams. Basically a look at what you think your competitors are going to do to win and how they are going to ghost you. Can be done as part of a competitive analysis effort too.
Capture Planning course	6-10	This course defines the required actions and strategies necessary to perform the capture activities and prepare to respond to a government RFP.
Color Team Reviews for Proposals	6-10	This course provides various types of color team gate reviews before, during, and after preparation and submission of a government RFP response.
Proposal Writing	4-8	The Proposal Writing course will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.
SWOT	3-4	SWOT analysis is a framework used to evaluate a company's competitive position by identifying its strengths, weaknesses, opportunities and threats. Specifically, SWOT analysis is a foundational assessment model that measures what an organization can and cannot do, and its potential opportunities and threats.

Sales and Marketing

Course	Hours	Quick Description
Event Planning	4-8	With our Event Planning workshop your participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set your participants will be provided the details to pull off a successful event.
Ideal Customer Persona and Value Proposition Workshop	1-2	A workshop that walks a business owner through a process to determine who their ideal customer persona is, what problem(s) they are solving for their customer, and how they differentiate themselves from the competition.
Internet Marketing Fundamentals	6-8	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.
Marketing Basics	4-6	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.
Marketing Mix	2	The marketing mix is the tactical part of a marketing plan and is also called the 4Ps and the 7Ps. The 4Ps are price, place, product and promotion. The services marketing mix is also called the 7Ps and includes the addition of process, people and physical evidence.
Motivating Your Sales Team	4-8	Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.
Multi-Level Marketing	4-8	With our Multi-Level Marketing workshop, your participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.
Overcoming Sales Objections	4-8	Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.
Prospecting and Lead Generation	4-8	With our Prospecting and Lead Generation workshop, your participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their sales strategy.
Sales Fundamentals	4-8	The Sales Fundamentals workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.
Social Media Marketing	6-8	With our Social Media Marketing workshop, your participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.
Top 10 Sales Secrets	4-8	With our Top 10 Sales Secrets workshop, your participants will discover the specifics of how to develop the traits that will make them successful sales people and how to build positive, long lasting relationships with their customers!
Trade Show Staff Training	4-8	Make sure your staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit your company on many levels. The most basic statistic is that it can cost half as much to close a sale made to a trade show lead as to one obtained through all other means. Get your staff trained and get to that trade show!

Team Building

Course	Hours	Quick Description
Accountability in the Workplace	2-4	This course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.
Creating High Performance Teams	4-8	With our Creating High Performance Teams course, 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 to accomplish any task.
High Performance Virtual Teams	4-8	With our Creating High Performance Virtual Teams course, your participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.
Team Building For Managers	4-8	Through our Team Building For Managers course participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give your participants what is needed to be a great team member.
Team Building Through Chemistry	4-8	With our Team Building Through Chemistry course, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each others' strength through team chemistry.
Teamwork And Team Building	4-8	The Teamwork And Team Building course will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.
Virtual Team Building And Management (see Working in a Virtual Team webinar built for EDC)	4-8	With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building And Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

Training

Course	Hours	Quick Description
Adult Learning - Mental Skills	4-8	Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this course, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators. With our Adult Learner: Mental Skills course, your participants will discover the specifics of how the cognitive domain increases intellectual capability.
Adult Learning - Physical Skills	4-8	Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this course, we will pay attention to the psychomotor domain. This is the domain of action and physicality. It is important to remember that psychomotor works together with the other domains when implementing it. With our Adult Learning - Physical Skills course, your participants will discover how to better navigate their physical environment. The understanding and coordination of physical skills provides an incredible benefit to everyone.
Call Center Training	6-8	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.
Contact Center Training	6-8	With our Contact Center Training course your participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with difficult costumers, build rapport, and great listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organization.
Learner Centered Instruction	2	This course gives trainers a look at how to develop training programs around how adults learn.
Learning Styles	2	This course teaches trainers the different learning styles that adults have.
Measuring Results From Training	4-6	Our Measuring Results From Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and update the curriculum to create content that is better suited for the participants.
The Role of Training in the Workplace	1	This presentation takes a look at the role of training in the workplace and why training is critical to business success.
Train the Trainer	12-16	Our Train-The-Trainer course will provide your participants the skills to help them deliver engaging and compelling job training courses and courses. Skills such as facilitating, needs analyses, and managing tough topics will give your trainees what they require to become a trainer themselves.

Webinar and Lunch & Learn

Course	Hours	Quick Description
Creating a Great Webinar	6-8	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.
Developing a Lunch and Learn	3-6	Our Lunch and Learn course will give your organization a quick and useful tool to add to its training department. Your participants can also to use it as a follow-up or refresher to previous training sessions. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.