

**Change Management Training**

Leadership Through Change
Problem-Solving Skills for Change Leaders
Strategic Planning for Success

Communication Skills Training

Bridging the Generation at Work
Business Writing That Gets Results
Conflict Management – Working Through Differences
Developing Powerful Presentation Skills
Effective Briefing Skills and Techniques
Communicating with Tact and Diplomacy
How to Tell a Story
Negotiation Skills At Work
Presentation Skills for Technical Topics
Technical Writing Workshop
Working with the Media

Customer Service Training

Building Business Relationships
Building the Customer Centric Organization
Customer Care and Call Handling Skills for CRS
Coaching and Mentoring Skills for Call Center Managers
Delivering World-Class Customer Service
Defusing Difficult and Demanding Customers
Meeting Customer Service Challenges in the Public Sector

Employee Development Training

Attitude Skills for Success at Work and in Life
The Purpose-Driven Employee
Creativity in Today's Changing World
Coaching and Mentoring for Excellence
Decision Making and Problem Solving
Emotional Management - Essential Skills for High Stress Positions
How to Develop a Collaborative Relationship
Conquering Stress in Work and Life
Getting It All Done in a Multi-Task World
Management Essentials for Administrative Professionals
You're Personal Best!

Finance and Accounting Training

How to Develop & Administer a Budget: Budgeting for Managers
Budgeting for Managers - 2-Day course
Collecting Accounts Receivable Fast and Legally
Dealing with Garnishments and Levies
Dealing with Workers' Compensation
Decision Support Course
Determining Independent Contractor Status
End-to-End Process for Accounts Receivables
Finance and Accounting for Non-Financial Managers
Financial Analysis
Managing Accounts Payable

Change Management Training
Communication Skills Training
Computer Skills Training
Customer Service Training
Employee Development Training
Finance and Accounting Training
Human Resources Training
Leadership / Management Training
Professional Development Training
Project Management Training
Sales and Marketing Training
Team Building Training
Train the Trainer Training

Payroll for State and City Government
Negotiation Skills for Purchasing Agents
Physical Inventory and Cycle Counting Workshop
Sales and Use Tax
Sarbanes-Oxley
Supply Chain Management Training

Human Resources Training

Diversity - Valuing the Human Kaleidoscope
Cultural Diversity in the Workplace
International Teambuilding
Employment Law for HR Professionals
Harassment Prevention
How To Be a Successful Interviewer
Overcoming Negativity in the Workplace
Sexual Harassment in the Workplace

Leadership Multiple Day Training

Management / Leadership Development Program
Creative Leadership
Six Sigma Training

Leadership Single Day Training

Critical Thinking Skills for Leaders
Crucial Leadership Communication Skills
Developing Essential Management Communication Skills
Budgeting for Managers
How To Effectively Deal With Employee Attitude Problems
Employment Law for Managers and Supervisors
Establishing Clear Performance Expectations
Making Performance Management a Motivation Tool
Motivation and Employee Development Skills for Managers
Interactive Performance Management
Improved Coaching and Counseling Skills
Interviewing Skills for Managers
Coaching and Mentoring for Excellence
The Essentials To Leadership Development
How to Increase Productivity & Profitability in Manufacturing
The Supervisor's Guide to Preventing Sexual Harassment
The Essential Skills for New Supervisors
How to Hire and Motivate Employees Legally

Professional Development Training

The Essentials to Leadership Development
Developing Powerful Presentation Skills

Project Management Training

Improved Project Management and Planning
Project Management for the Occasional Project Manager
How to Develop and Implement a Project Management Methodology
Distressed Projects: Prevention And Intervention Strategies
IT Project Management
Managing Multiple Team Projects
Project Management Process Improvement Program
Project Management for Sales

Sales and Marketing Training

Connecting with Customers
Consultative Selling – A Proven Selling Solution
Branding for Success Workshop
everyone is in Sales!
e-Marketing and e-Business Topics
Fundamental Selling Techniques
How to Tell a Story
Maximizing Value Added Sales Skills
Sales Presentation Skills for Sales Professionals
Successful Negotiating
Sales Negotiation Skills for Better Cross-Selling and Upselling
International Sales Negotiation Skills
Successful Relationship Selling
Telephone Selling Techniques That Work

Team Building Training The Basics of Team Building

Managing a Cross-Generational Team
How to Manage and Motivate a Team
Advanced Team Building Strategies
Team Coaching for Top Performance

Training for Team Members

Fast-Track Teambuilding for Teams
Working in a Cross-Generational Team