

Supervisor Skills Series

Arm your front-line supervisors with the management skills they need to excel. These 6 stand-alone classes can help your new or existing supervisors hone their management skills. Cost: \$375 per class. Custom group rates available.

Business Communications Skills - Relate with Results

Poor communication skills cause a variety of organizational dysfunctions. Time, effort and money are lost and opportunities are missed because people do not know how to communicate effectively. It's not that people don't want to communicate; it's just that they lack some of the the skills to communicate. With the proper training, people can speak effectively and easily with each other and with groups. As a result, information flows easily from person to person, intentions are understood and a healthy, trusting environment develops. This course was developed for the person who needs to communicate effectively in today's business environment. It provides a basis for understanding why communications fail and the skills needed to plan your message, speak, present, discuss, clarify, persuade, resolve and negotiate for results.

Time Management - Get the Most from Your Time

Do you feel like you have too much to do ... and not enough time in which to do it? Join the crowd. This is a common complaint among business people today. Even with the advent of computers and personal time management systems, people still feel like they just can't get control of their time. Can you really get control of your life? Can you actually get more out of each hour, day, week and year? Can you get things under control and relax a little? Yes, it is possible ... with a little training and discipline you can learn to take control of your life. Some of the most important information, tips, suggestions, tools, and techniques on time management are presented in this course. You will find your success depends on figuring out where your time is going, eliminating "time bandits", identifying what you need to do, planning and getting those things done. This may be the most important one-day seminar you will take this year.

Problem Analysis and Decision Making - Solve it Now!

Businesses face more problems today than ever in the past and your ability or lack of ability to solve these problems determines the speed with which your organization moves ahead. The absence of a problem solving methodology and a lack of skill in using popular problem solving tools hinders individuals and groups who are charged with resolving difficulties, eliminating troubles, unraveling dilemmas and defusing crises. Are unsolved problems hurting your company? This course is for professionals and employees who solve problems on their own or in groups. It provides strategies, tools and techniques to help employees examine a situation and quickly develop a complete and comprehensive solution.

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Project Management - Get Your Gold

Everything done in business is a project and poor project management skills result in poor results. Teams work fruitlessly and without a common direction. Effort is wasted as individuals focus on the wrong tasks at the wrong times. Costs run higher than expected and there are flare ups as the teams struggle with planning and interpersonal problems. Fortunately, it doesn't have to be this way. Project management is a science developed at the start of the space age and the methodology has expanded and matured since then. Now, your organization can use the same techniques to guarantee the success of their efforts. They can learn to develop project outcome statements, work breakdown structures, contingency plans and control systems and more taught in this course and applied to projects they bring with them to class. This course was developed for employees who manage projects and supervise employees who manage projects. It is a step-by-step explanation of the tools and techniques that must be used if you want your projects to be successful, on-time, and under budget.

Conflict Resolution

Conflict resolution is not just something between management and labor anymore. Instead, conflict resolution is present and essential in most aspects of everyday business and life. And, with the way business is changing so quickly today, you can actually expect to see more conflict in the future than you have experienced in the past. As such, conflict resolution skills are a useful skill set that can help you in many situations; when you have a disagreement with an employee working for you, when you and peers disagree, or when there is a difference in opinions, schedules, responsibilities and more between you and your boss or customers. So, how can do a better job resolving the conflicts you encounter?

This course presents a four-phase model for conflict resolution with steps, actions and techniques for each phase. It is useful for managers, supervisors and employees who engage with others where there are limited resources, multiple options and a willingness to work together.

Presentation Skills: Public Speaking is the #1 Fear Among People

Are you nervous making presentations but your job requires it? Do you need to announce, inform, persuade, represent, or sell through your presentations but you just don't feel comfortable and then fail to get to the results you need? Remember that public-speaking/presentations is the #2 fear among people and most professionals don't do as well here as they would like. Our program provides you with everything you need to know from setting your presentation objective and establishing your "residual message" to developing an introduction, getting the audience's attention, presenting your points, engaging the audience, using visual aids, handling difficult audience members and answering their questions through to the point when you say, "You've been a wonderful audience ... thank you for your time!" This course is designed for supervisors, sales personnel, managers, and organizational leaders who make presentations.