

Communicating with Clarity and Impact

This high energy one day program is designed to focus on the most essential foundational communication skills of listening, asking insightful questions and understanding the power of body language and non-verbal communication. Participants will understand the importance of rapport and how building proper rapport using simple neuro-linguistic programming (NLP) techniques like pacing and leading can dramatically improve their overall communication skills that are directly translated into positive results.

By the end of this training course participants will be able to :

- Communicate clearly, confidently and assertively
- Utilize listening and asking insightful questions for better engagement with others
- Learn techniques to build better rapport with others
- Combine tone of voice, non-verbal communication with language that engages others
- Understand 5 essential communication principles to communicate more clearly with impact

One-day class

October 17 or December 19

Fee per student: \$79

Instructor: Jamie Wagoner

Vision, Energy & Passion to Serve

“Key priorities for developing and maintaining customer loyalty”

A customer focus puts your customers on the top of your list of priorities. When you put your customers into the heart of your business you make customers part of your service culture. This is one of the core concepts that will be introduced to participants as well as elevating them to become more flexible and inspirational communicators in engaging customers and deliver world class customer care portraying energy, commitment and ending customer interactions leaving customers with a positive lasting impression.

By the end of this training course participants will be able to understand how their role is instrumental in delivering a high performance customer focused environment.

One-day class

November 6

Fee per student: \$79

Instructor: Lupe Barrett

New!



The 5 Choices to Extraordinary Productivity

Become Extraordinary!

The difference between sinking and soaring lies in your ability to make wise choices. FranklinCovey's 5 Choices to Extraordinary Productivity will guide you to a new paradigm of your roles, effective weekly and daily planning, technology mastery, and energy renewal for truly extraordinary achievements. Supported by science and years of experience, this solution not only produces, a measurable increase in productivity, but also provides a renewed sense of engagement and accomplishment. 5 Choices process measurably increases productivity of individuals, teams, and organizations. Participants make more selective, high-impact choices about where to invest their valuable time, attention, and energy.

2-day class

October 21 & 22 OR December 10 & 11

Fee per student: \$261

Instructor: Nancy Sisson

Targeted Business Writing

Enhance your business writing skills by following and practicing a professional business writing process. Review grammar, punctuation and spelling skills to deliver your message in a clear, concise and positive, professional manner.

8 hr class, held in two 4 hr sessions

October 8 & 15 or November 12 & 19

Fee per student: \$79

Instructor: Kathy Nash

New!



BUSINESS, CUSTOMER SERVICE, & PROFESSIONAL DEVELOPMENT

Technical Writing 101

Geared towards those new, limited or needing to improve their contract writing skills, request for proposals, bids/response lengthy reports. This training will provide participants with the basics of sound writing skills, preferred contract components and how to avoid some of the common mistakes made in contract writing.

New!

This class will address these five essential components of Technical writing:

1. Development
2. Grammar
3. Organization
4. Style
5. Document Design

One-day class

October 17

Fee per student: \$79

Instructor: Georgina Davis

Work Ethics

Bring Your A Game to Work

Through a landmark study with 1,500 hiring managers conducted by The Center for Work Ethic Development, they discovered the work ethic behaviors that drive job placement, performance, and retention. The seven behaviors identified in their study are the center of their nationally recognized program. In this workshop, you will be introduced to the Work Ethics Performance Matrix that encompasses those seven successful work ethics behaviors.

In this 8-hour class, your employees will focus on work ethics behaviors that drive performance and retention. Participants will also take a Work Ethics test at the end of the class and will be issued a certificate.

One-day class

September 16, October 21,
November 18

or December 16

Fee per student: \$67

Instructor: Larry Palmer

New!

Time Management

Through self-analysis and discovery activities as well as several hands on exercises, participants learn how to manage themselves first by taking an analytical look at their current use of time. Introducing tools and techniques for using time more efficiently from setting goals to planning and prioritizing, to proper delegation and how to manage relations with others when it's related to your time and how to handle time related stress effectively. This high energy course equips participants with the tools needed to always be in control of their time rather than being in control of people, events and performance hindering interruptions.

By the end of this training course participants will be able to understand how to effectively manage themselves, their work environment and relationships.

One-day class

September 25 OR November 20

Fee per student: \$79

Instructor: Kathy Nash

