

Talent Development Schedule



Day Classes: 9:00 AM - 4:00 PM

Customer Service (CS)		Price	Days	Jan	Feb	Mar	Apr	May	Jun	Jul
Excellence in Service: Basic - developing basic CS skills		\$325	1		4		4		4	
Excellence in Service: Advanced - service standards		\$325	1		25		30			1
Managing Anger - causes & effects of anger		\$325	1	3		4		20		16
Leadership and Supervision		Price	Days	Jan	Feb	Mar	Apr	May	Jun	Jul
Change Management - handling phases of transition process		\$325	1		1		2		3	
Coaching - establishing a positive coaching relationship		\$325	1		11		1		11	
Creating a High Performance Team		\$325	1	11		8		1		2
Delegation Skills for Leaders - getting work done thru others		\$325	1		20		12		12	
Emotional Intelligence for Managers		\$325	1	9		11		14		8
Leadership Institute (3 days)		\$895	3	28-30	11-13	18-20	15-17	15-17	12-14	17-19
Leading Virtual Teams - support vteam cultures		\$325	1	10		12		7		12
Managerial Leadership - leading to vision fulfillment		\$325	1		27		18		19	
Managing Conflict		\$325	1	17		11		23		17
Managing Innovation & Creativity - supporting new ideas		\$325	1		22		19		24	
Mentoring - maximize the benefits of mentoring		\$325	1		26		24		28	
Positive Staff Development - developing talent		\$325	1	18		5		1		18
NEW! Six Thinking Hats - managing discussions effectively		\$325	1	22		21		13		22
Diverse Team Building		\$325	1		27		25		25	
Leadership Skills for Women		\$325	1	28		22		29		26
Project Mgt/Business Analyst		Price	Days	Jan	Feb	Mar	Apr	May	Jun	Jul
Project Management Fundamentals - principles/methodology		\$325	1		5		3		5	
Project Management Essentials (3 days)		\$895	3	29-31		25-27		29-31		24-26
Business Analyst Fundamentals (2 days)		\$650	2		12-14		29-30		26-27	
NEW! Process Improvement		\$325	1	23		14		20		9
Human Resources		Price	Days	Jan	Feb	Mar	Apr	May	Jun	Jul
Effective Recruiting Strategies		\$325	1		6		5		6	
Interviewing Skills - guidelines to interview effectively		\$325	1	24		28		2		10
Managing Multigenerational Teams-intergenerational issues		\$325	1		15		10		17	
Organizational Skills - applied balance of time & information		\$325	1	16		29		3		15
Sexual Harassment Prevention - in the workplace		\$325	1		22		22		20	
Personal Development		Price	Days	Jan	Feb	Mar	Apr	May	Jun	Jul
Attitude		\$325	1	7		7		6		11
Business Etiquette - appropriate behavior in the workplace		\$325	1		7		8		7	
Effective Business Communication - practical writing		\$325	1		19		11		18	
Effective Office Communication Strategies in the workplace		\$325	1	8		6		8		19
Email Netiquette - communication guidelines		\$325	1		21		23		21	
Email Management - Become more productive & save time		\$325	1		28		29		26	
Writing Effective Email - Make the most of your email		\$325	1		25		30		27	
Facilitation - gain tools for facilitation		\$325	1	4		4		9		29
Grammar Skills - fundamental language principles		\$325	1	11		12		30		23
Managing Upward - guide to upward professional mobility		\$325	1	14		18		31		25
Problem Solving Skills - resolution strategies		\$325	1	29		19		7		24
Stress Management		\$325	1	31		20		6		12
Time Management with Outlook		\$325	1		21		26		28	
Time Management - productive time use		\$325	1	30		13		23		19
Professional Presentation		Price	Days	Jan	Feb	Mar	Apr	May	Jun	Jul
Effective Presentations - skilled public speaking.		\$325	1		8		9		10	
Presentations: Preparing, Developing and Delivery		\$325	1	8		8		22		30
Train the Trainer - learning to be a better instructor		\$325	1	25		15		13		31