

Talent Development Schedule



Day Classes: 9:00 AM - 4:00 PM								
Customer Service (CS)	Price	Days	Jun	Jul	Aug	Sep	Oct	Nov
Excellence in Service: Basic - developing basic CS skills	\$325	1	1		1		3	
Excellence in Service: Advanced - service standards	\$325	1		5		12		3
Managing Anger - causes & effects of anger	\$325	1		19		21		15
Dealing with Challenging Customer Interactions	\$325	1	14		9		11	
Leadership and Supervision	Price	Days	Jun	Jul	Aug	Sep	Oct	Nov
NEW! - Appreciative Inquiry - implementing change through positivity	\$325	1	6		4		13	
Building Better Teams - create effective, motivated, productive teams	\$325	1	20		21		31	
Change Management - handling phases of transition process	\$325	1	27		24		20	
Creating a High Performance Team	\$325	1		24		22		16
Delegation Skills for Leaders - getting work done thru others	\$325	1	13		28		23	
NEW! - Diversity, Equity, & Inclusion	\$325	1	26		31		16	
Emotional Intelligence	\$325	1		10		25		17
Leadership Institute: Essentials for Supervisors (3 days) Leadership, Performance Reviews, Team Building, Motivation, Communication, Time Management, Managing Conflict and Change	\$895	3	6-8	10-12	8-10	12-14	17-19	7-9
NEW! Leadership Institute: More Essentials (2 days) Stress Management, Emotional Intelligence, DEI&Belonging, Coaching, Managing Difficult People, Managing Difficult Conversations, Delegating	\$695	2	14-15	18-19	22-23	20-21	24-25	13-14
Leadership Skills for Women	\$325	1		14		19		20
Leading Virtual Teams - support vteam cultures	\$325	1		21		18		28
NEW! - Managing the Virtual Workplace	\$325	1	28		30		4	
Managerial Leadership - leading to vision fulfillment	\$325	1		17		15		29
Managing Conflict	\$325	1		25		27		30
NEW! - Managing Difficult Conversations	\$325	1	12		14		19	
Managing Innovation & Creativity - supporting new ideas	\$325	1	29		15		24	
Coaching & Mentoring - Knowing how and when to coach or mentor	\$325	1	23		29		12	
Positive Staff Development - developing talent	\$325	1		28		28		7
Managing Difficult People	\$325	1	16		28		17	
Managing Multigenerational Teams-intergenerational issues	\$325	1		26		29		17
Project & Business Management	Price	Days	Jun	Jul	Aug	Sep	Oct	Nov
Project Management Fundamentals - principles/methodology	\$325	1	7		17		31	
Process Improvement	\$325	1		18		7		30
Personal Development	Price	Days	Jun	Jul	Aug	Sep	Oct	Nov
Attitude	\$325	1		31		8		30
NEW! - Collaboration	\$325	1	9		22		27	
NEW! - Creative Thinking and Innovation	\$325	1		20		19		6
NEW! - Critical Thinking	\$325	1	2		11		26	
Effective Business Writing - practical writing	\$325	1		27		26		21
Effective Office Communication Strategies in the workplace	\$325	1		13		25		15
Writing Effective Email - Make the most of your email	\$325	1	26		8		20	
Facilitation - gain tools for facilitation	\$325	1		6		29		29
Managing Upward - guide to upward professional mobility	\$325	1		12		14		27
Organizational Skills - applied balance of time & information	\$325	1		11		6		28
Problem Solving Skills - resolution strategies	\$325	1		10		18		1
Stress Management	\$325	1		24		29		16
Time Management - productive time use	\$325	1		19		14		27
Professional Presentation	Price	Days	Jun	Jul	Aug	Sep	Oct	Nov
Effective Presentations - skilled public speaking - creating and doing	\$625	2	27-28		28-29		30-31	
Presentations: Preparing, Developing and Delivery - how to	\$325	1	21		18		5	
Train the Trainer - training strategies & methods	\$325	1	30		11		25	