

Talent Development Schedule



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

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