

## Workshop Course Catalogue



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## Online, Campus and Community Based Workshops from the NETC

Our full Workshop Training Library includes over 200 courses for online, campus and community based workshops. There are courses for Microsoft Office and Soft Skills training, with many available in Spanish! And all of these workshop materials can be easily customized: mix and match training topics between courses, add new content, and even re-brand as your own.

### Each Workshop Course Kit May Include:

- Instructor Guide
- Training Manual
- PowerPoint Slides
- Flip Chart Notes
- Activities
- Worksheets
- Exercise Files
- Ice Breakers
- Quizzes and Testing
- Advertorials

### Pricing

Individual Course **\$499.00**

Complete Workshop Training Library **\$6,990.00**

NETC 101-147 McIntyre Street West  
North Bay ON P1B 2Y5

## Video Training Clips

Hundreds of video training clips to create a whole new dimension to your instructor-led training workshops. The video clips have all been organized by course title and module to make it easy to include in your training. There're introductory clips that provide an overview of each course and examine specific course objectives, as well as animated wrap ups that really pull together all the training topics from each module.



These videos are available for **\$399** per course set, or you can upgrade your courseware license agreement to include all of the videos for only **\$2996**. There're video training sets for each the soft skills courses!

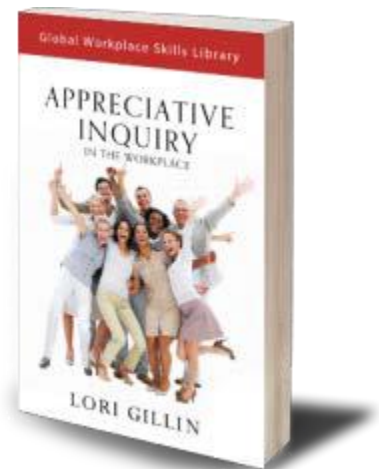
For more on our Video Training Library, please email us at [workshops@nativetc.com](mailto:workshops@nativetc.com)

*\*Videos are available as an “add on” to our Instructor Led Workshop Training Courses*

## Self-Publishing Books

Here's a whole new take on vanity publishing — we'll provide the ghost-written content that matches your soft skills workshops. As an extension to our customizable training materials, which can be edited and re-branded as your own, you can now create eBooks, hardcopy books, and even audio books! We provide everything print-ready, you simply insert your name as the author, and complete the About the Author section.

We don't expect these to appear on the best sellers list, but think they are perfect for adding depth to your training activities. Imagine sending printed copies of your book to potential clients for training contracts or have a stack of hardcopy books for sale during a speaking event.



All of this is available for just **\$399.00** per title, or you can upgrade your courseware license agreement to include all of the vanity publishing titles for only **\$2,996**. Over 100 soft skills editable books! For more on our Self-Publishing Books, please contact us at [workshops@nativetc.com](mailto:workshops@nativetc.com)

*\*Self-Published Books are available as an “add on” to our Instructor Led Workshop Training Courses*

## Audiobooks

Audiobook workshops — as an extension to our instructor-led training materials, which can be edited and re-branded as you own, now you can even rebrand your own audio books! We provide everything ready to go! However, we do recommend recording an introduction by you as the author, to make it your own, and then it will be followed by the book as read by professional voice talent.

We think that these Audiobook workshops are perfect for adding depth to your training activities. Imagine sending a link to your audio book to potential clients for training contracts - or sending out personally branded USB Thumb-drives. Perhaps you would want to have audio books available as a follow up to training - perfect to download to your cell for those long commutes!

All of this is now available for just **\$399** per workshop or you can upgrade your courseware license agreement to include all of the audiobook workshops for only **\$2996**. There are over 100 soft skills audiobooks available!

For more on our Audio Book Workshops, please contact us at [workshops@nativetc.com](mailto:workshops@nativetc.com)

*\*Audio Book Workshops are available as an “add on” to our Instructor Led Workshop Training Courses*

## Frequently Asked Questions

**Q. How long is each workshop course online?**

**A. Each workshop course is 1.5 hours.**

**Q. When do courses start?**

**A. We offer online daily, weekly start dates and Monthly at the NETC Campus North Bay ON.**

**Q. What forms of payment do you accept?**

**A. We accept the following:**

- Visa
- MasterCard
- American Express
- EFT
- E-transfers
- Corporate Cheques
- Purchase Orders

## Soft Skills Course Kits

Our Soft Skills Course Kits include everything you need to deliver professional Soft Skills Training Workshops. Each course kit comes complete and ready to use with:

- Instructor Guide
- Training Manual
- PowerPoint Slides
- Flip Chart Notes
- Activities
- Worksheets
- Exercise Files
- Ice Breakers
- Quizzes and Testing
- Advertorials

We have over 120 Soft Skills titles to choose from. All of these workshop materials can be easily customized: mix and match training topics between courses, add new content, and even re-brand as your own.

### Pricing

- **Individual Titles \$499.00**
- **Bundles of 12 Courses \$2,994.00**
  - **Administrative Skills**
    - Administrative Office Procedures
    - Administrative Support
    - Archiving and Records Management
    - Basic Bookkeeping
    - Business Writing
    - Collaborative Business Writing
    - Executive and Personal Assistants
    - Meeting Management
    - Organizational Skills
    - Social Media in The Workplace
    - Supply Chain Management
  - **Career Development**
    - 10 Soft Skills You Need
    - Assertiveness And Self-Confidence
    - Communication Strategies

- Creative Problem Solving
- Developing Creativity
- Digital Citizenship
- Entrepreneurship
- Interpersonal Skills
- mLearning Essentials
- Negotiation Skills
- Personal Branding
- Project Management
- Telework And Telecommuting
- Time Management
- Women in Leadership
- **Human Resources**
  - Business Succession Planning
  - Contract Management
  - Crisis Management
  - Developing a Lunch and Learn
  - Employee Onboarding
  - Employee Recruitment
  - Employee Termination Processes
  - Generation Gaps
  - Health and Wellness at Work
  - Hiring Strategies
  - Human Resource Management
  - Measuring Results From Training
  - Millennial Onboarding
  - Talent Management
  - Train-The-Trainer
  - Workplace Diversity
  - Workplace Harassment
  - Workplace Violence
- **Personal Development**
  - Anger Management
  - Attention Management
  - Being A Likeable Boss
  - Critical Thinking
  - Emotional Intelligence
  - Goal Setting and Getting Things Done
  - Improving Mindfulness
  - Improving Self-Awareness
  - Increasing Your Happiness
  - Job Search Skills

- Life Coaching Essentials
- Managing Personal Finances
- Managing Workplace Anxiety
- Personal Productivity
- Public Speaking
- Social Intelligence
- Social Learning
- Stress Management
- Taking Initiative
- Work-Life Balance
- **Sales and Marketing**
  - Body Language Basics
  - Call Center Training
  - Coaching Salespeople
  - Contact Center Training
  - Creating a Great Webinar
  - Employee Recognition
  - Event Planning
  - High Performance Teams Inside the Company
  - High Performance Teams Remote Workforce
  - Internet Marketing Fundamentals
  - Marketing Basics
  - Media And Public Relations
  - Motivating Your Sales Team
  - Multi-Level Marketing
  - Overcoming Sales Objections
  - Presentation Skills
  - Proposal Writing
  - Prospecting and Lead Generation
  - Sales Fundamentals
  - Servant Leadership
  - Social Media Marketing
  - Telephone Etiquette
  - Top 10 Sales Secrets
  - Trade Show Staff Training
- **Supervisors and Managers**
  - Budgets And Financial Reports
  - Coaching And Mentoring
  - Conducting Annual Employee Reviews
  - Developing New Managers
  - Employee Motivation
  - Facilitation Skills

- Knowledge Management
  - Leadership And Influence
  - Lean Process And Six Sigma
  - Manager Management
  - Middle Manager
  - Office Politics For Managers
  - Performance Management
  - Supervising Others
  - Team Building Through Chemistry
  - Virtual Team Building And Management
- **Workplace Essentials**
  - Appreciative Inquiry
  - Business Acumen
  - Business Ethics
  - Business Etiquette
  - Change Management
  - Civility In The Workplace
  - Conflict Resolution
  - Customer Service
  - Customer Support
  - Cyber Security
  - Delivering Constructive Criticism
  - Developing Corporate Behavior
  - Handling a Difficult Customer
  - Networking Outside the Company
  - Networking Within the Company
  - Risk Assessment and Management
  - Safety In The Workplace
  - Team Building For Managers
  - Teamwork And Team Building
- **Complete Soft Skills Library**  
**\$6,990.00**

## 10 Soft Skills You Need – Fee \$499.00

The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop.



With our 10 Soft Skills You Need workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: What are Soft Skills?

- Definition of Soft Skills
- Empathy and the Emotional Intelligence Quotient
- Professionalism
- Learned vs. Inborn Traits
- Case Study
- Module Two: Review Questions

#### Module Three: Soft Skill 1: Communication

- Ways We Communicate
- Improving Non-Verbal Communication
- Listening
- Openness and Honesty
- Case Study
- Module Three: Review Questions

#### Module Four: Soft Skill 2: Teamwork

- Identifying Capabilities
- Get Into Your Role
- Learn the Whole Process
- The Power of Flow
- Case Study
- Module Four: Review Questions

**Module Five: Soft Skill 3: Problem Solving**

- Define the Problem
- Generate Alternative Solutions
- Evaluate the Plans
- Implementation and Re-evaluation
- Case Study
- Module Five: Review Questions

**Module Six: Soft Skill 4: Time Management**

- The Art of Scheduling
- Prioritizing
- Managing Distractions
- The Multitasking Myth
- Case Study
- Module Six: Review Questions

**Module Seven: Soft Skill 5 and 6: Attitude and Work Ethic**

- What Are You Working For?
- Caring for Others vs. Self
- Building Trust
- Work Is Its Own Reward
- Case Study
- Module Seven: Review Questions

**Module Eight: Soft Skill 7: Adaptability/Flexibility**

- Getting over the Good Old Days Syndrome
- Changing to Manage Process
- Changing to Manage People
- Showing You're Worth Your Weight in Adaptability
- Case Study
- Module Eight: Review Questions

**Module Nine: Soft Skill 8: Self-Confidence**

- Confident Traits
- Self-Questionnaire
- Sure-fire Confidence Building Tactics
- Build Up Others
- Case Study
- Module Nine: Review Questions

**Module Ten: Soft Skill 9: Ability to Learn From Criticism**

- Wow, You Mean I'm Not Perfect?
- Listen With An Open Mind
- Analyze and Learn
- Clear the Air and Don't Hold Any Grudges
- Case Study
- Module Ten: Review Questions

**Module Eleven: Soft Skill 10: Networking**

- Redefining Need
- Identifying Others' Interests
- Reaching Out
- When to Back Off
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Administrative Office Procedures – Fee \$499.00

Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well run office reduces miscommunications and helps to eliminate common errors. By making the administrative office a priority, you will establish clear policies and procedures with employee understanding and buy-in, which ensures that your work environment runs smoothly.

With our Administrative Office Procedures workshop, your participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between the company's vision and its everyday operations.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Why Your Office Needs Administrative Procedures

- Business Continuity
- Succession Planning
- Internal and External Audit Requirements
- Recovery Planning
- Case Study
- Module Two: Review Questions

#### Module Three: Gathering the Right Tools

- Binder
- Section Divider
- Sheet Protectors
- Cover to Cover Binders
- Case Study
- Module Three: Review Questions

#### Module Four: Identifying Procedures to Include

- Tracking Tasks for Some Days
- Reach Out to Other Employees for Feedback/Ideas
- Write Down Daily Tasks
- Keep Track Using a Spreadsheet
- Case Study
- Module Four: Review Questions

**Module Five: Top Five Procedures to Record**

- Use a Template to Stay Consistent from Track to Track
- Be as Detailed as Possible
- Use Bullet Points Instead of Paragraphs
- Ask Someone to Execute the Procedure
- Case Study
- Module Five: Review Questions

**Module Six: What to Include in Your Binder (I)**

- Phone Etiquette
- Business Writing
- Effective Time Management
- Creating Meeting Arrangements
- Case Study
- Module Six: Review Questions

**Module Seven: What to Include in Your Binder (II)**

- Policy on Absences
- Breaks
- Salaries
- Benefits
- Case Study
- Module Seven: Review Questions

**Module Eight: Organizing Your Binder**

- Create a Table of Contents
- List Each Section (e.g., Accounting)
- List Procedures in that Section
- Keep Binder Updated with any New Changes
- Case Study
- Module Eight: Review Questions

**Module Nine: What Not to Include in the Procedure Guide**

- Passwords
- Identify Other Confidential Information Via Your Employer
- Store Information in a Separate Folder Outside of the Guide
- Find a Secure Location to Store
- Case Study
- Module Nine: Review Questions

**Module Ten: Share Office Procedure Guide**

- Give Guide to Boss/Executive to Review
- Inform Office Personnel of Procedure Guide
- Place Guide in a Visible Area
- Allow Office Personnel to Express Improvements/Updates if Needed
- Case Study
- Module Ten: Review Questions

**Module Eleven: Successfully Executing the Guide**

- Create a One Hour Meeting/Seminar for Employees
- Stay Consistent with Procedures
- Make Employees Aware of any Updated Changes
- Keep Open to Improvements
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Administrative Support – Fee \$499.00

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give new administrative assistants tools that will make them that person that the office can't live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

In the Administrative Support course, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine. However, making the commitment to consistently apply the concepts every day is the key to changing and adopting new behaviors in a short amount of time.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Getting Organized, Part One

- Dealing with E-Mail
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the Most of Voice Mail

#### Module Three: Getting Organized, Part Two

- Keeping Your Workspace Organized
- Using a To-Do Book
- The Extra Mile: Adding Project Management Techniques to Your Toolbox

#### Module Four: Managing Time

- Managing Your Time
- Keeping Others on Track
- Maintaining Schedules

#### Module Five: Getting It All Done On Time

- Prioritizing
- The Secret to Staying on Track
- Goal Setting

**Module Six: Special Tasks**

- Planning Small Meetings
- Planning Large Meetings
- Organizing Travel

**Module Seven: Verbal Communication Skills**

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

**Module Eight: Non-Verbal Communication Skills**

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

**Module Nine: Empowering Yourself**

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

**Module Ten: The Team of Two**

- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

**Module Eleven: Taking Care of Yourself**

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Adult Learning - Mental Skills – Fee \$499.00

Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this manual, we will pay attention to the cognitive domain. This is the domain of knowledge and intellect, and it is the main focus of most educators.

With our Adult Learner: Mental Skills workshop, your participants will discover the specifics of how the cognitive domain increases intellectual capability.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Bloom's Taxonomy

- Bloom's Theory
- History
- New Understanding
- Definition
- Case Study
- Module Two: Review Questions

#### Module Three: Knowledge

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Three: Review Questions

#### Module Four: Comprehension

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Four: Review Questions

**Module Five: Application**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Five: Review Questions

**Module Six: Analysis**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Six: Review Questions

**Module Seven: Synthesis**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Seven: Review Questions

**Module Eight: Evaluation**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Eight: Review Questions

**Module Nine: Updated Version**

- Remembering and Understanding
- Applying and Analyzing
- Evaluating
- Creating
- Case Study
- Module Nine: Review Questions

**Module Ten: Types of Knowledge**

- Factual
- Conceptual
- Procedural
- Metacognitive
- Case Study
- Module Ten: Review Questions

**Module Eleven: Training**

- Examples
- Problem Solving
- Qualitative Assessments
- Create Plans
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Adult Learning - Physical Skills – Fee \$499.00

Bloom's Taxonomy is not just for elementary school teachers. The three domains of the taxonomy apply to adult education as well. In this manual, we will pay attention to the psychomotor domain. This is the domain of action and physicality. It is important to remember that psychomotor works together with the other domains when implementing it.

With our Adult Learning - Motor Skills workshop, your participants will discover how to better navigate their physical environment. The understanding and coordination of physical skills provides an incredible benefit to everyone.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Bloom's Taxonomy

- Bloom's Theory
- History
- New Understanding
- Definition
- Case Study
- Module Two: Review Questions

#### Module Three: Observation

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Three: Review Questions

#### Module Four: Imitation

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Four: Review Questions

**Module Five: Manipulation**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Five: Review Questions

**Module Six: Precision**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Six: Review Questions

**Module Seven: Articulation**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Seven: Review Questions

**Module Eight: Naturalization**

- Behavior
- Actions
- Examples
- Implementation
- Case Study
- Module Eight: Review Questions

**Module Nine: Versions of Psychomotor Domain**

- Dave's Theory
- Harrow
- Simpson
- Differences and Similarities
- Case Study
- Module Nine: Review Questions

**Module Ten: Psychomotor Measurements**

- Agility
- Precision
- Endurance
- Speed
- Case Study
- Module Ten: Review Questions

**Module Eleven: Skills to Consider when Planning**

- Gross Movement
- Fine Motor Control
- Verbal
- Nonverbal
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Anger Management – Fee \$499.00

Controlling and limiting anger is important in every aspect of one's life. Without control you are putting limits on what you can accomplish. Anger can be an incredibly damaging force, costing people their jobs, and personal relationships. However, since everyone experiences anger, having a constructive approach to manage it effectively can turn it into a valuable asset.

Our Anger Management workshop will give your participants that constructive approach. Participants will learn how to identify their anger triggers and what to do when they get angry. Through specific coping and planning techniques, anger can become a positive tool.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Anger

- The Cycle of Anger
- Understanding Fight or Flight
- Common Myths about Anger

#### Module Three: Do's and Don'ts

- Unhelpful Ways of Dealing with Anger
- Helpful Ways of Dealing with Anger

#### Module Four: Gaining Control

- A Word of Warning
- Using Coping Thoughts
- Using Relaxation Techniques
- Blowing off Some Steam

#### Module Five: Separate the People from the Problem

- Objective vs. Subjective Language
- Identifying the Problem
- Using "I" Messages

**Module Six: Working on the Problem**

- Using Constructive Disagreement
- Negotiation Tips
- Building Consensus
- Identifying Solutions

**Module Seven: Solving the Problem**

- Choosing a Solution
- Making a Plan
- Getting it Done

**Module Eight: A Personal Plan**

- Understanding Hot Buttons
- Identifying Your Hot Buttons
- A Personal Anger Log

**Module Nine: The Triple A Approach**

- Alter
- Avoid
- Accept

**Module Ten: Dealing with Angry People**

- Understanding the Energy Curve
- De-Escalation Techniques
- When to Back Away and What To Do Next

**Module Eleven: Pulling it All Together**

- Process Overview
- Putting it Into Action

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Appreciative Inquiry – Fee \$499.00

Organizations can be thought of as a living being made up of the individuals working within it. Appreciative Inquiry has the ability to change the whole organization by changing the people. Through positive questioning employees will be directed to move in a positive direction. Recognizing the strengths and values of what works, as opposed to what's wrong will transform the individuals and in turn transform the organization.



Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for change, and it will strengthen relationships throughout your business. Through best practices and positive stories your participants will transform your organization.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Introducing Appreciative Inquiry

- What is Appreciative Inquiry?
- Generating a Better Future
- Engaging People in Positive Thought
- Change the Person, Change the Organization
- Case Study
- Module Two: Review Questions

#### Module Three: Changing the Way You Think

- Shifting from "What's Wrong?" to "What's Right"?
- It's Not Eliminating Mistakes, It's Holding up Successes
- Positive Language Will Affect Peoples Thinking
- Limit or Remove Negative Phrasing
- Case Study
- Module Three: Review Questions

**Module Four: Four D model**

- Discovery
- Dream
- Design
- Delivery
- Case Study
- Module Four: Review Questions

**Module Five: The Four I Model**

- Initiate
- Inquire
- Imagine
- Innovate
- Case Study
- Module Five: Review Questions

**Module Six: Appreciative Inquiry Interview Style**

- Framing Positive Questions
- Solicit Positive Stories
- Finding Out What Works
- Recognize the Reoccurring Themes
- Case Study
- Module Six: Review Questions

**Module Seven: Anticipatory Reality**

- Imagining a Successful Future Will Affect the Present
- Controlling Negative Anticipation
- Current Decisions Will Be Influenced Positively
- Base It on Data and Real Examples
- Case Study
- Module Seven: Review Questions

**Module Eight: The Power of Positive Imagery**

- Shaping Performance with Positive Imagery
- Being Better Prepared for Adversity
- People are More Flexible and Creative
- Think of the Perfect Situation
- Case Study
- Module Eight: Review Questions

**Module Nine: Influencing Change through AI**

- Using Strengths to Solve Challenges
- Confidence Will Promote Positive Change
- Inquiry is a Seed of Change
- People Will Gravitate towards What is Expected of Them
- Case Study
- Module Nine: Review Questions

**Module Ten: Coaching and Managing With AI**

- Build Around What Works
- Focus on Increases
- Recognize the Best in People
- Limit or Remove Negative Comments
- Case Study
- Module Ten: Review Questions

**Module Eleven: Creating a Positive Core**

- Strengths
- Best Practices
- Peak Experiences
- Successes
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Archiving and Records Management – Fee \$499.00

Every organization is responsible for maintaining records. The ability to create, organize and maintain records and archives is essential to success. Correct records keeping will not only offer liability protection; it will also increase efficiency and productivity. To put it simply, maintaining records and archives will improve the bottom line.

With our Archiving and Records Management workshop your participants will know how to classify records, define and maintain different systems, and develop a keen understanding of the importance of records management.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Records

- What is Records Management?
- Defining Records
- Archives vs. Records
- Life Cycle
- Case Study
- Module Two: Review Questions

#### Module Three: Management of Records

- What Is and Is Not a Record?
- Record Programs
- Management of Systems
- Developing Standards
- Case Study
- Module Three: Review Questions

#### Module Four: Context (I)

- Techniques for Analyzing Records
- Collecting Information
- Organizational Needs
- Legal Demands
- Case Study
- Module Four: Review Questions

**Module Five: Context (II)**

- Routine Process
- Creative Process
- System Analysis
- Records Survey
- Case Study
- Module Five: Review Questions

**Module Six: Classification**

- Functionality
- Prioritize
- Assess and Review
- Develop a Tool
- Case Study
- Module Six: Review Questions

**Module Seven: Paper-Based Systems**

- Arranging and Grouping
- Building Files
- Elementary & Intermediate
- Metadata
- Case Study
- Module Seven: Review Questions

**Module Eight: Electronic Records**

- Classifying
- Folders and Directories
- Groupings
- Metadata
- Case Study
- Module Eight: Review Questions

**Module Nine: Hybrid Systems**

- Routine Processes
- Creative Processes
- Design
- Limitations
- Case Study
- Module Nine: Review Questions

**Module Ten: Appraisals & Systems**

- Taxonomy of Values
- Macro Appraisal
- Strategy & Criteria
- Document & Review Decisions
- Case Study
- Module Ten: Review Questions

**Module Eleven: Record Maintenance**

- Paper
- Electronic
- Create Archives
- Conversion
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Assertiveness and Self-Confidence – Fee \$499.00

Self-confident and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What Does Self-Confidence Mean To You?

- What is Assertiveness?
- What is Self-Confidence?
- The Four Styles

#### Module Three: Obstacles to Our Goals

- Types of Negative Thinking
- Case Study
- Personal Application

#### Module Four: Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Body Language

#### Module Five: The Importance of Goal Setting

- Why Goal Setting is Important
- Setting SMART Goals
- Our Challenge to You

#### Module Six: Feeling the Part

- Identifying Your Worth
- Creating Positive Self-Talk
- Identifying and Addressing Strengths and Weaknesses

**Module Seven: Looking the Part**

- The Importance of Appearance
- The Role of Body Language
- First Impressions Count!

**Module Eight: Sounding the Part**

- It's How You Say It
- Sounding Confident
- Using "I" Messages

**Module Nine: Powerful Presentations**

- What to Do When You're on the Spot
- Using STAR to Make Your Case

**Module Ten: Coping Techniques**

- Building Rapport
- Expressing Disagreement
- Coming to Consensus

**Module Eleven: Dealing with Difficult Behavior**

- Dealing with Difficult Situations
- Key Tactics

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Attention Management – Fee \$499.00

A distracted employee is a less effective employee. Employees who do not pay attention can waste valuable time and make careless mistakes. Your participants will be more efficient at their job, make fewer mistakes, and be more productive overall.

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work. Our workshop will help your participants reach their personal and in turn company goals. They will gain valuable insight and strategies into what it takes to be more attentive and vigilant.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Introduction to Attention Management

- What Is Attention Management?
- Stop Thinking and Pay Attention!
- What Is Mushin?
- What is Xin Yi (Heart Minded)?

#### Module Three: Types of Attention

- Focused Attention
- Sustained Attention
- Selective Attention
- Alternating Attention
- Attention CEO
- Attentional Blink

#### Module Four: Strategies for Goal Setting

- Listening to Your Emotions
- Prioritizing
- Re-Gating

#### Module Five: Meditation

- Beta
- Alpha
- Theta
- Delta
- Gamma

**Module Six: Training Your Attention**

- Mushin
- Meditation
- Focus Execute
- Visualization
- Case Study

**Module Seven: Attention Zones Model**

- Reactive Zone
- Proactive Zone
- Distracted Zone
- Wasteful Zone
- Case Study

**Module Eight: SMART Goals**

- The Three P"s
- The SMART Way
- Prioritizing
- Evaluating and Adapting

**Module Nine: Keeping Yourself Focused**

- The One Minute Rule
- The Five Minute Rule
- What to Do When You Feel Overwhelmed

**Module Ten: Procrastination**

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog

**Module Eleven: Prioritizing Your Time**

- The 80/20 Rule
- The Urgent / Important Matrix
- Being Assertive
- Creating a Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand and Water

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Basic Bookkeeping – Fee \$499.00

Numbers! Numbers! Numbers! Wherever you go, you are bound to see them. On addresses, license plates, phones, prices, and of course, money! Numbers connect us all to each other in many more ways than we might imagine. Essentially, our world revolves around numbers.

Some of us enjoy dealing with numbers while others may have a fear of them, or even a phobia. For those of you who have already recognized and appreciate the impact that numbers actually have on just about everything, you deserve a cookie. Welcome to Basic Bookkeeping!



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Basic Terminology (I)

- Balance Sheet
- Assets
- Liabilities
- Equity
- Income Statement
- Revenue
- Cost of Goods Sold
- Expenses
- Accounting Period
- Review

#### Module Three: Basic Terminology (II)

- Accounts Receivable
- Accounts Payable
- Depreciation
- General Ledger
- Interest
- Inventory
- Journals
- Payroll
- Trial Balance
- Review

**Module Four: Accounting Methods**

- Cash Method
- Accrual Method
- Differences between Cash and Accrual
- Module Four: Review Questions

**Module Five: Keeping Track of Your Business**

- Accounts Payable
- Accounts Receivable
- The Journal
- The General Ledger
- Cash Management
- Module Five: Review Questions

**Module Six: Understanding the Balance Sheet**

- The Accounting Equation
- Double-Entry Accounting
- Types of Assets
- Types of Liabilities
- Equity
- Module Six: Review Questions

**Module Seven: Other Financial Statements**

- Income Statement
- Cash Flow Statement
- Capital Statement
- Budget vs. Actual
- Module Seven: Review Questions

**Module Eight: Payroll Accounting / Terminology**

- Gross Wages
- Net Wages
- Employee Tax Withholding's
- Employer Tax Expenses
- Salary Deferrals
- Employee Payroll
- Employee Benefits
- Tracking Accrued Leave
- Government Payroll Returns/Reports
- Review

**Module Nine: End of Period Procedures**

- Depreciating Your Assets
- Reconciling Cash
- Reconciling Investments
- Working with the Trial Balance
- Bad Debt
- Posting Adjustments and Corrections
- Module Nine: Review Questions

**Module Ten: Financial Planning, Budgeting and Control**

- Reasons for Budgeting
- Creating a Budget
- Comparing Budget to Actual Expenses
- Module Ten: Review Questions

**Module Eleven: Auditing**

- What is an Audit?
- When and Why Would You Audit?
- Internal
- External
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

## Being a Likeable Boss – Fee \$499.00

Being more likeable is a quality everyone can increase and improve. Being likeable and a figure of authority is where some challenging conflicts can arise. With this workshop your participants will recognize these possible areas of conflict and develop the skills and knowledge to overcome them.

Our Being a Likeable Boss workshop will show that honesty and trust will be your participant's biggest tools in fostering a better relationship with their employees. Trusting your team by avoiding micromanagement, using delegation, and accepting feedback will put your participants on the right path to be a more likeable boss.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Is it Better to be Loved or Feared?

- The Case for Fear
- The Case for Love
- The Case against Both
- The Middle Ground
- Case Study
- Module Two: Review Questions

#### Module Three: Leadership as Service

- Top down Hierarchies
- The Bottom-Up Perspective
- Know Your Employees
- Genuine Empathy and the Power to Lead
- Case Study
- Module Three: Review Questions

#### Module Four: Leadership by Design

- Begin with the End in Mind
- Goals
- Values
- Mission Statement
- Case Study
- Module Four: Review Questions

**Module Five: Understanding Motivation**

Dramatism  
The Pentad  
Guilt and Redemption  
Identification  
Case Study  
Module Five: Review Questions

**Module Six: Constructive Criticism**

What are Your Intentions?  
A Positive Vision of Success  
Feedback Sandwich  
Following Up versus Badgering  
Case Study  
Module Six: Review Questions

**Module Seven: The Importance of Tone**

Lighting a Fire  
Putting Out a Fire  
Adult versus Parent  
Changing the Script  
Case Study  
Module Seven: Review Questions

**Module Eight: Trusting Your Team**

Dangers of Micromanaging  
Delegation and Anxiety  
Aces in Their Places  
Celebrating Success  
Case Study  
Module Eight: Review Questions

**Module Nine: Earning Your Team's Trust**

Honesty  
Consistency  
Availability  
Openness  
Case Study  
Module Nine: Review Questions

**Module Ten: Building and Reinforcing Your Team**

Identify Team Strengths and Weaknesses  
Identify Team Roles  
Design Exercises with Specific Goals  
What to Avoid  
Case Study  
Module Ten: Review Questions

**Module Eleven: You are the Boss of You**

What Kind of Person Would You Follow?

Self-Awareness

Self-Improvement

Keeping Your Balance

Case Study

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of the Parking Lot

Lessons Learned

Recommended Reading

Completion of Action Plans and Evaluations

## Body Language Basics – Fee \$499.00

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.



Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Communicating With Body language

- Learning a New Language
- The Power of Body Language
- More than Words
- Actions Speak Louder Than Words
- Case Study
- Module Two: Review Questions

#### Module Three: Reading Body Language

- Head Position
- Translating Gestures into Words
- Open Vs. Closed Body Language
- The Eyes Have It
- Case Study
- Module Three: Review Questions

#### Module Four: Body Language Mistakes

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting
- Case Study
- Module Four: Review Questions

**Module Five: Gender Differences**

- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language
- Case Study
- Module Five: Review Questions

**Module Six: Non-Verbal Communication**

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, its How You Say It
- What Your Posture Says
- Case Study
- Module Six: Review Questions

**Module Seven: Facial Expressions**

- Linked With Emotion
- Micro-expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions
- Case Study
- Module Seven: Review Questions

**Module Eight: Body Language in Business**

- Communicate With Power
- Cultural Differences
- Building Trust
- Mirroring
- Case Study
- Module Eight: Review Questions

**Module Nine: Lying and Body Language**

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture
- Case Study
- Module Nine: Review Questions

**Module Ten: Improve Your Body Language**

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror
- Case Study
- Module Ten: Review Questions

**Module Eleven: Matching Your Words to Your Movement**

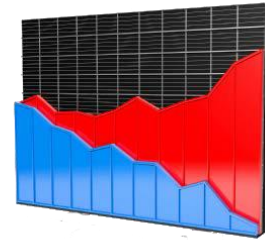
- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Budgets and Financial Reports – Fee \$499.00

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.



The Budgets and Financial Reports workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Glossary

- What Is Finance
- Commonly Used Terms
- Key Players (People, Jobs)
- Important Finance Organizations
- Understanding GAAP

#### Module Three: Understanding Financial Statement

- Balance Sheets
- Income Statements (AKA Profit And Loss Statements)
- Statement of Retained Earnings
- Statement of Cash Flows
- Annual Reports

#### Module Four: Analyzing Financial Statements, Part One

- Income Ratios
- Profitability Ratios
- Liquidity Ratios
- Working Capital Ratios
- Bankruptcy Ratios

**Module Five: Analyzing Financial Statements, Part Two**

- Long Term Analysis Ratios
- Coverage Ratios
- Leverage Ratios
- Calculating Return on Investment (ROI)

**Module Six: Understanding Budgets**

- Common Types of Budgets
- What Information Do I Need?
- Who Should Be Involved?
- What Should A Budget Look Like?

**Module Seven: Budgeting Made Easy**

- Factoring In Historical Data
- Gathering Related Information
- Adjusting For Special Circumstances
- Putting It All Together
- Computer Based Methods

**Module Eight: Advanced Forecasting Techniques**

- Using the Average
- Regression Analysis
- Extrapolation
- Formal Financial Models

**Module Nine: Managing the Budget**

- How To Tell If You're On the Right Track
- Should Your Budget Be Updated
- Keeping a Diary of Lessons Learned
- When to Panic

**Module Ten: Making Smart Purchasing Decisions**

- 10 Questions You Must Ask
- Determining the Payback Period
- Deciding Whether to Lease or Buy
- Thinking outside the Box

**Module Eleven: A Glimpse into the Legal World**

- A Brief History
- The Sarbanes Oxley Act
- CEO/CFO Certification
- Thinking outside the Box

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## **Business Acumen – Fee \$499.00**

Through our Business Acumen workshop your participants will improve their judgment and decisiveness skills. Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Your participants will increase their financial literacy and improve their business sense.

Business Acumen will give your participants an advantage everyone wishes they had. The workshop will help your participants recognize learning events, manage risk better, and increase their critical thinking. Business Acumen has the ability to influence your whole organization, and provide that additional edge that will lead to success.



### **Course Outline:**

#### **Module One: Getting Started**

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### **Module Two: Seeing the Big Picture**

- Short and Long Term Interactions
- Recognize Growth Opportunities
- Mindfulness of Decisions
- Everything is related
- Case Study
- Module Two: Review Questions

#### **Module Three: KPI's (Key Performance Indicators)**

- Decisiveness
- Flexible
- Strong Initiative
- Intuitive
- Case Study
- Module Three: Review Questions

**Module Four: Risk Management Strategies**

- Continuous Assessment
- Internal and External Factors
- Making Adjustments and Corrections
- Knowing When to Pull the Trigger or Plug
- Case Study
- Module Four: Review Questions

**Module Five: Recognizing Learning Events**

- Develop a Sense of Always Learning
- Evaluate Past Decisions
- Problems are Learning Opportunities
- Recognize Your Blind Spots
- Case Study
- Module Five: Review Questions

**Module Six: You Need to Know These Answers and More**

- What Makes Money My Company Money?
- What Were Sales Last Year?
- What is our Profit Margin?
- What Were Our Costs?
- Case Study
- Module Six: Review Questions

**Module Seven: Financial Literacy (I)**

- Assets
- Financial Ratios
- Liabilities
- Equity
- Case Study
- Module Seven: Review Questions

**Module Eight: Financial Literacy (II)**

- Income Statement
- Balance Sheet
- Cash Flow Statement
- Read, Read, and Read
- Case Study
- Module Eight: Review Questions

**Module Nine: Business Acumen in Management**

- Talent Management
- Change Management
- Asset Management
- Organizational Management
- Case Study
- Module Nine: Review Questions

**Module Ten: Critical Thinking in Business**

- Ask the Right Questions
- Organize the Data
- Evaluate the Information
- Make the Decision
- Case Study
- Module Ten: Review Questions

**Module Eleven: Key Financial Levers**

- Investing in People
- Effective Communication
- Process Improvement
- Goal Alignment
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Business Ethics – Fee \$499.00

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What is Ethics?

- What is Business Ethics
- 10 Benefits of Managing Ethics
- Case Study

#### Module Three: Implementing Ethics in the Workplace

- Benefits
- Guidelines for Managing Ethics in the Workplace
- Roles and Responsibilities

#### Module Four: Employer / Employee Rights

- Privacy Policies
- Harassment Issues
- Technology

#### Module Five: Business and Social Responsibilities

- Identifying Types of Responsibilities
- Case Study
- Handling Conflicting Social and Business Responsibilities
- Case Study

**Module Six: Ethical Decisions**

- The Basics
- Balancing Personal and Organizational Ethics
- Common Dilemmas
- Making Ethical Decisions
- Overcoming Obstacles

**Module Seven: Whistle Blowing**

- Criteria and Risk
- The Process
- When You Should "Blow the Whistle"

**Module Eight: Managerial Ethics**

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behavior

**Module Nine: Unethical Behavior**

- Recognize and Identify
- Preventing
- Addressing
- Interventions

**Module Ten: Ethics in Business (I)**

- Organization Basics
- Addressing the Needs
- Ethical Principles

**Module Eleven: Ethics in Business (II)**

- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit
- Upholding the Ethics Program

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Business Etiquette – Fee \$499.00

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and "the handshake", conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.



Have you ever been in a situation where?

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Etiquette

- Etiquette Defined
- The Importance of Business Etiquette

#### Module Three: Networking for Success

- Creating an Effective Introduction
- Making a Great First Impression
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

#### Module Four: The Meet and Greet

- The Three-Step Process
- The Four Levels of Conversation

#### Module Five: The Dining in Style

- Understanding Your Place Setting
- Using Your Napkin
- Eating Your Meal
- Sticky Situations and Possible Solutions

**Module Six: Eating Out**

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

**Module Seven: Business Email Etiquette**

- Addressing Your Message
- Grammar and Acronyms
- Top 5 Technology Tips

**Module Eight: Telephone Etiquette**

- Developing an Appropriate Greeting
- Dealing with Voicemail
- Cell phone Do's and Don'ts

**Module Nine: The Written Letter**

- Thank You Notes
- Formal Letters
- Informal Letters

**Module Ten: Dressing for Success**

- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

**Module Eleven: International Etiquette**

- General Rules
- Important Points
- Preparation Tips

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Business Succession Planning – Fee \$499.00

Business succession planning is all about being prepared. The loss of valuable leadership can cripple even the strongest of companies. Succession planning is an essential component to the survival and growth of any business. Whether it is grooming employees to become leaders or preparing for an employee's retirement your participants will identify common obstacles and how to overcome them.

Our Business Succession Planning workshop will show you the differences between succession planning and mere replacement planning. How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job. Every company should have a form of succession planning in its portfolio.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Succession Planning Vs. Replacement Planning

- What is Business Succession Planning?
- What Is Replacement Planning?
- Differences Between
- Deciding What You Need

#### Module Three: Preparing for the Planning Process

- How to Set Parameters for the Planning Process
- Should You Establish a Committee?
- How to Gather Operational Data

#### Module Four: Initiating Process

- Develop a Mission Statement
- Develop a Vision Statement
- Choosing to Be a Mentor

#### Module Five: The SWOT Analysis

- Identifying Strengths
- Identifying Weaknesses
- Identifying Opportunities
- Identifying Threats

**Module Six: Developing the Succession Plan**

- Prioritize What the Succession Plan Will Address
- Set Goals and Objectives
- Develop a Strategy for Achieving Goals
- Draft the Plan

**Module Seven: Executing the Plan**

- Assign Responsibility and Authority
- Establish a Monitoring System
- Identifying Paths
- Choosing Your Final Approach

**Module Eight: Gaining Support**

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

**Module Nine: Managing the Change**

- Developing a Change Management Plan
- Developing a Communication Plan
- Implementing the Plans
- Providing Constructive Criticism
- Encouraging Growth and Development

**Module Ten: Overcoming Roadblocks**

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

**Module Eleven: Reaching the End**

- How to Know When You've Achieved Success
- Transitioning
- Wrapping it All Up

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Business Writing – Fee \$499.00

Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

The Business Writing workshop will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Working with Words

- Spelling
- Grammar
- Creating a Cheat Sheet

#### Module Three: Constructing Sentences

- Parts of a Sentence
- Punctuation
- Types of Sentences

#### Module Four: Creating Paragraphs

- The Basic Parts
- Organization Methods

#### Module Five: Writing Meeting Agendas

- The Basic Structure
- Choosing a Format
- Writing the Agenda

**Module Six: Writing E-mails**

- Addressing Your Message
- Grammar and Acronyms

**Module Seven: Writing Business Letters**

- The Basic Structure
- Choosing a Format
- Writing the Letter

**Module Eight: Writing Proposals**

- The Basic Structure
- Choosing a Format
- Writing the Proposal

**Module Nine: Writing Reports**

- The Basic Structure
- Choosing a Format
- Writing the Report

**Module Ten: Other Types of Documents**

- Requests for Proposals
- Projections
- Executive Summaries
- Business Cases

**Module Eleven: Proofreading and Finishing**

- A Proofreading Primer
- How Peer Review Can Help
- Printing and Publishing

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Call Center Training – Fee \$499.00

Phone skills are a highly valuable tool to have in an employee's skill set, and Call Center Training will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current cliental. A more confident employee is also one that is happier, and happier employees will produce happier customers.

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill set at a high level.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Basics (I)

- Defining Buying Motives
- Establishing a Call Strategy
- Prospecting
- Qualifying
- Case Study
- Review Questions

#### Module Three: The Basics (II)

- Getting Beyond the Gate Keeper
- Controlling the Call
- Difficult Customers
- Reporting
- Case Study
- Review Questions

**Module Four: Phone Etiquette**

- Preparation
- Building Rapport
- Speaking Clearly - Tone of Voice
- Effective Listening
- Case Study
- Review Questions

**Module Five: Tools**

- Self-Assessments
- Utilizing Sales Scripts
- Making the Script Your Own
- The Sales Dashboard
- Case Study
- Review Questions

**Module Six: Speaking Like a Star**

- S = Situation
- T= Task
- A= Action
- R = Result
- Case Study
- Review Questions

**Module Seven: Types of Questions**

- Open Questions
- Closed Question
- Ignorant Redirection
- Positive Redirection
- Negative Redirection
- Multiple Choice Redirection
- Case Study
- Review Questions

**Module Eight: Benchmarking**

- Benchmark Metrics
- Performance Breakdown
- Implementing Improvements
- Benefits
- Case Study
- Review Questions

**Module Nine: Goal Setting**

- The Importance of Goals
- SMART Goals
- Staying Committed
- Motivation
- Overcoming Limitations
- Case Study
- Review Questions

**Module Ten: Key Steps**

- Six Success Factors
- Staying Customer Focused
- The Art of Telephone Persuasion
- Telephone Selling Techniques
- Case Study
- Review Questions

**Module Eleven: Closing**

- Knowing when it's Time to Close
- Closing Techniques
- Maintaining the Relationship
- After the Sale
- Case Study
- Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Change Management – Fee \$499.00

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Preparing for Change

- Defining Your Strategy
- Building the Team

#### Module Three: Identifying the WIIFM

- What's In It for Me?
- Building Support
- Module Four: Understanding Change on an Individual Level
- Clearing
- Programming
- Processing

#### Module Five: Leading and Managing the Change

- Preparing and Planning
- Delegating
- Keeping the Lines of Communication Open
- Coping with Pushback

#### Module Six: Gaining Support

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

**Module Seven: Making it all Worthwhile**

- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

**Module Eight: Using Appreciative Inquiry**

- The Four Stages
- The Purpose of AI
- Examples and Case Studies

**Module Nine: Bringing People to Your Side**

- A Dash of Emotion
- Plenty of Facts
- Bringing it All Together

**Module Ten: Building Resiliency**

- What is Resiliency?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

**Module Eleven: Building Flexibility**

- What is Flexibility?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Civility in the Workplace – Fee \$499.00

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry million a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Introduction

- What is Uncivil Behavior?
- Three Reasons Why You Should be Civil
- Dealing with Difficult Personalities
- Costs and Rewards
- Case Study
- Review Questions

#### Module Three: Effective Work Etiquette

- Greetings
- Respect
- Involvement
- Being Politically Correct
- Case Study
- Review Questions

**Module Four: Costs and Rewards**

- Incivility and the Costs
- Civility and the Rewards
- Four Causes of Incivility
- How to Overcome It
- Case Study
- Review Questions

**Module Five: Conflict Resolution**

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding
- Case Study
- Review Questions

**Module Six: Getting to the Cause**

- Examining the Root Cause
- Creating a Cause and Effect Diagram
- Forgiveness
- Benefits of Resolution
- Case Study
- Review Questions

**Module Seven: Communication**

- Para-verbal Communication
- Non-Verbal Communication
- Listening Skills
- Appreciative Inquiry
- Case Study
- Review Questions

**Module Eight: Negotiation**

- Three Sides to Incivility
- Mediation
- Arbitration
- Creative Problem Solving
- Case Study
- Review Questions

**Module Nine: Identifying Your Need**

- Completing a Needs Analysis
- Focus Groups
- Observations
- Anonymous Surveys
- Case Study
- Review Questions

**Module Ten: Writing a Civility Policy**

- Designating the Core Group
- Defining what is Unacceptable Behavior
- Defining the Consequence
- Writing the Policy
- Case Study
- Review Questions

**Module Eleven: Implementing the Policy**

- The First Steps
- Training
- Addressing Complaints
- Enforcing Violators
- Case Study
- Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Coaching and Mentoring – Fee \$499.00

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude, and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

#### Module Three: Setting Goals

- Goals in the context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

#### Module Four: Understanding the Reality

- Getting a Picture of Where You Are
- Identifying Obstacles
- Exploring the Past

#### Module Five: Developing Options

- Identifying Paths
- Choosing Your Final Approach
- Structuring a Plan

**Module Six: Wrapping it All Up**

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

**Module Seven: The Importance of Trust**

- What is Trust?
- Trust and Coaching
- Building Trust

**Module Eight: Providing Feedback**

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

**Module Nine: Overcoming Roadblocks**

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

**Module Ten: Reaching the End**

- How to Know When You've Achieved Success
- Transitioning the Coachee
- Wrapping it All Up

**Module Eleven: How Mentoring Differs from Coaching**

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Coaching Salespeople – Fee \$499.00

Coaching is not just for athletes. More and more organizations are choosing to include coaching as part of their instruction. Coaching salespeople, when done correctly, will not only increase sales, it will have a positive impact on the community and culture of a company. The benefits of coaching salespeople are numerous and worth exploring.



With our Coaching Salespeople workshop, your participants will discover the specifics of how to develop coaching skills. They will learn to understand the roles and responsibilities of coaching as well as the challenges that coach's face in regards to working with salespeople.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What Is a Coach?

- Be a Coach
- Roles
- Responsibilities
- Face Challenges
- Case Study
- Module Two: Review Questions

#### Module Three: Coaching

- Be Confident
- Build Connections
- Communicate
- Focus on the Process
- Case Study
- Module Three: Review Questions

#### Module Four: Process

- Define Effective Salespeople
- Coaching vs. Training
- How Coachable Is an Employee (A. G.R.O.W.T.H.)
- Avoid the Gap
- Case Study
- Module Four: Review Questions

**Module Five: Inspiring**

- Individualize
- Personalize Rewards
- Acknowledge Success
- Provide Opportunities Over Punishment
- Case Study
- Module Five: Review Questions

**Module Six: Authentic Leadership**

- Vulnerability
- Be Yourself and Encourage Individuality
- Listening
- Appreciate Effort
- Case Study
- Module Six: Review Questions

**Module Seven: Best Practices**

- SMART Goals
- Be Realistic
- Brainstorm Options
- Take Away
- Case Study
- Module Seven: Review Questions

**Module Eight: Competition**

- Social Pressure
- Gamification
- Rewards
- Don't Go Overboard
- Case Study
- Module Eight: Review Questions

**Module Nine: Data**

- Provide Clear Metrics
- Measurable Results
- Analyze Data
- Visualize Trends
- Case Study
- Module Nine: Review Questions

**Module Ten: Maintenance Strategies**

- Benefits of Internal Program
- Choose a Method
- Create a Culture
- Train Coaches
- Case Study
- Module Ten: Review Questions

**Module Eleven: Avoid Common Mistakes**

- Poor Leadership
- Ineffective Communication
- Incomplete Data
- Don't Be Afraid to Let Go
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Collaborative Business Writing – Fee \$499.00

Writing and communication skills have degraded with more and more people communicating through email and instant messaging. Developing writing skills is still important in the business world as is creating proper documents (such as proposals, reports, and agendas) giving you that extra edge in the workplace.

The Collaborative Business Writing workshop will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: What is Collaborative Business Writing?

- Clarifying the Objective
- Practical Writing Approaches
- Collaborative Writing Strategies
- Collaborative Writing Patterns
- Case Study
- Module Two: Review Questions

#### Module Three: Types of Collaborative Business Writing

- Parallel Construction – ‘cut and paste’
- Parallel Construction – ‘puzzle’
- Sequential Summative Construction
- Integrating Construction
- Case Study
- Module Three: Review Questions

**Module Four: Collaborative Team Members**

- Team Leader Selection
- Chief Editor Designation
- Characteristics of Team Members
- Ways to Build Collaborative Writing Team
- Case Study
- Module Four: Review Questions

**Module Five: Collaborative Tools and Processes**

- Outlines and Storyboards
- Collaborative Planning
- Collaborative Revision
- Collaborative Team Cohesion
- Case Study
- Module Five: Review Questions

**Module Six: Setting Style Guidelines**

- Voice and Person
- Format
- Consistent Spelling of Commonly Used Words
- Numbers as Words or Figures
- Case Study
- Module Six: Review Questions

**Module Seven: Barriers to Successful Collaborative Writing**

- Hoarding
- Innovation
- Search
- Knowledge Transfer
- Case Study
- Module Seven: Review Questions

**Module Eight: Overcoming Collaborative Writing Barriers**

- Practicing T-shaped Management
- Building Network of Alliances
- Implementing Enablers
- Assessing the Culture and Areas for Improvement
- Case Study
- Module Eight: Review Questions

**Module Nine: Styles of Dealing with Conflict**

- Ensure that Good Relationships are the First Priority
- Keep People and Problems Separate
- Pay Attention to the Interests that are Being Presented
- Listen First, Talk Second
- Case Study
- Module Nine: Review Questions

**Module Ten: Tips for Successful Business Writing Collaboration**

- Determine Purpose
- Formulate Outline and Organizational Format
- Selection of Team Leader
- Assign Writing Tasks and Associated Duties
- Case Study
- Module Ten: Review Questions

**Module Eleven: Examples of Collaborative Business Writing**

- Writing Emails
- Writing Reports
- Writing Training Manuals
- Writing Company Handbooks
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Communication Strategies – Fee \$499.00

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

#### Module Three: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

#### Module Four: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

#### Module Five: Non-Verbal Communication

- Understanding the Mehrabian Study
- All about Body Language
- Interpreting Gestures

**Module Six: Speaking Like a STAR**

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

**Module Seven: Listening Skills**

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

**Module Eight: Asking Good Questions**

- Open Questions
- Closed Questions
- Probing Questions

**Module Nine: Appreciative Inquiry**

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

**Module Ten: Mastering the Art of Conversation**

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

**Module Eleven: Advanced Communication Skills**

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages
- Module Twelve: Wrapping Up
- Words from the Wise

## Conducting Annual Employee Reviews – Fee \$499.00

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect.



With our Conducting Annual Employee Reviews workshop, your participants will discover how to conduct a well-designed employee annual review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: How to Conduct Annual Reviews

- Develop the Process
- Set Benchmarks Early
- Agreement with Set Benchmarks
- Hold an Effective Meeting
- Case Study
- Module Two: Review Questions

#### Module Three: Categories for Annual Review (I)

- Company Mission and Values
- Customer Service and Quality Control
- Problem Solving/Judgment
- Production
- Case Study
- Module Three: Review Questions

#### Module Four: Categories for Annual Review (II)

- Work Style
- Resource Management
- Communications Skills
- Teamwork
- Case Study
- Module Four: Review Questions

**Module Five: Common Mistakes (I)**

- Contrast Effect
- Similar-to-me Effect
- Halo (or horn) Effect
- Central Tendency
- Case Study
- Module Five: Review Questions

**Module Six: Common Mistakes (II)**

- Leniency/Desire to Please
- First-impression Bias
- Rater Bias
- Regency Effect
- Case Study
- Module Six: Review Questions

**Module Seven: Successful Tips for Concept of Pay for Performance**

- No Surprises
- Focus on the Basics
- Show Clear Disparity
- One For All and All for One
- Case Study
- Module Seven: Review Questions

**Module Eight: How to Tie Employee Compensation to Firm-Wide Returns**

- Set Quarterly Revenue Target
- Set Employee Goals
- Conduct Quarterly Reviews
- Pay Out Quarterly
- Case Study
- Module Eight: Review Questions

**Module Nine: How to Communicate Employee Expectations Effectively**

- Have Regular Conversations
- State What's Working
- Be Honest
- Provide Mentoring
- Case Study
- Module Nine: Review Questions

**Module Ten: Meaningful Questions to Gauge Employee Happiness (I)**

- Ask Questions Frequently
- How Transparent is Management?
- Rate Quality of Facility?
- Contributing Factors to Work Easier?
- Case Study
- Module Ten: Review Questions

**Module Eleven: Meaningful Questions to Gauge Employee Happiness (II)**

- What Makes you Productive?
- Recognition?
- Opportunities to Grow and Advance?
- Confidence in Leadership?
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Conflict Resolution – Fee \$499.00

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: An Introduction to Conflict Resolution

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

#### Module Three: The Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

#### Module Four: Creating an Effective Atmosphere

- Neutralizing Emotions
- Setting Ground Rules
- Choosing the Time and Place

#### Module Five: Creating Mutual Understanding

- What Do I Want?
- What Do They Want?
- What Do We Want?

**Module Six: Focusing on Individual Needs**

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

**Module Seven: Getting to the Root Cause**

- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

**Module Eight: Generating Options**

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

**Module Nine: Building a Solution**

- Creating Criteria
- Creating a Shortlist
- Choosing a Solutions
- Building a Plan

**Module Ten: The Short Version of the Process**

- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
- Using Individual Process Steps

**Module Eleven: Additional Tools**

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Contact Center Training - - Fee \$499.00

Customers want a well-educated agent when they contact a business. They want to know that the person answering their questions knows what they are talking about. Training your staff, and giving them the information that is needed to effectively assist your customer base is paramount.



With our Contact Center Training workshop your participants will gain the knowledge to provide a great customer experience. They will develop skills on how to deal with difficult costumers, build rapport, and great listening skills. All of these skills combined will provide an increase in overall customer satisfaction throughout your organization.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: It Starts at the Top

- Create an Open Culture
- Understand Goals
- Understand Agents' Responsibilities
- Identify Education Opportunities
- Case Study
- Module Two: Review Questions

#### Module Three: Peer Training

- Top Performing Employees
- Discuss Role with Company
- Critique Previously Recorded Calls
- Cross Training
- Case Study
- Module Three: Review Questions

#### Module Four: How to Build Rapport

- Smile in Your Voice
- Engage in Small Talk
- Listen, Acknowledge, and Empathize
- Be Yourself
- Case Study
- Module Four: Review Questions

**Module Five: Learn to Listen**

- Allow Customer to Talk
- Avoid Judgment
- Take Notes
- Recap the Call
- Case Study
- Module Five: Review Questions

**Module Six: Manners Matter - Etiquette & Customer Service (I)**

- Scripting
- Dead Air
- Tone & Inflection
- Saying it the Right Way
- Case Study
- Module Six: Review Questions

**Module Seven: Manners Matter - Etiquette & Customer Service (II)**

- “Reading” Your Customers
- Properly Transferring Calls
- Going the Extra Mile
- Limit Information
- Case Study
- Module Seven: Review Questions

**Module Eight: Handling Difficult Customers**

- Keep Calm
- Listen, Repeat, and
- Avoid Placing Blame
- Solve the Problem
- Case Study
- Module Eight: Review Questions

**Module Nine: Getting the Necessary Information**

- Have a Checklist
- Linear Thinking
- Open-Ended Questions
- Close-Ended Questions
- Case Study
- Module Nine: Review Questions

**Module Ten: Performance Evaluations**

- Consistent Service
- Abandoned Calls
- Speed of the Answer
- Length of Call
- Case Study
- Module Ten: Review Questions

**Module Eleven: Training Doesn't Stop**

- Evaluate Progress
- Get Feedback on Training
- Kudos to Deserving Employees
- Have Monthly Meetings
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Contract Management – Fee \$499.00

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationships will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations.

With our course your participants will learn the insides and outs of Contract Management. Contracts are made with vendors, employees, customers, partnerships, and these agreements must be managed carefully. In order to effectively implement Contract Management it is necessary to understand all the small details, and that is what you get with this workshop.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Defining Contract Management

- What is Contract Management?
- Contract Types
- Contract Elements
- Risks of Poor Contract Management
- Case Study
- Module Two: Review Questions

#### Module Three: Legal and Ethical Contract Management

- Contract Law I
- Contract Law II
- Defining Ethical Contract Management
- Ethical Breaches
- Case Study
- Module Three: Review Questions

**Module Four: Contract Management Requests**

- Choosing Potential Bidders
- RFPs and Technology
- Calculating Value
- Making a Choice
- Case Study
- Module Four: Review Questions

**Module Five: How to Create a Contract**

- Templates and Software
- Compliance
- Wording
- Risks of Noncompliance
- Case Study
- Module Five: Review Questions

**Module Six: Contract Negotiations**

- Be Prepared
- Prioritize Terms
- Remain Professional
- Execute the Contract
- Case Study
- Module Six: Review Questions

**Module Seven: Assess Performance**

- What Performance Can Be Assessed
- Creating Metrics
- Measuring Performance
- Improving Performance
- Case Study
- Module Seven: Review Questions

**Module Eight: Relationships**

- Qualities of Effective Relationships
- Relationship Pitfalls
- Building Trust
- Maintaining Relationships
- Case Study
- Module Eight: Review Questions

**Module Nine: Amending Contracts**

- Redlines and Strikeouts
- Replacing Clauses
- Describing Amendments
- Amendment Status
- Case Study
- Module Nine: Review Questions

**Module Ten: Conducting Audits**

- Why Audit?
- Plan
- Establishing Procedures
- Investigate and Report
- Case Study
- Module Ten: Review Questions

**Module Eleven: Renewing Contracts**

- Involve Stakeholders
- Review
- Check for Accuracy and Changes
- Update or Cancel
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Creating a Great Webinar – Fee \$499.00

Webinars are a great inexpensive way to reach a large number of people. Webinars are great tools if you want to market a new or improved product, train employees, demonstrate a new task, or have a meeting with employees located throughout the globe. Being an interactive form of media, Webinars provides a great environment for these activities and so much more.



Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

#### Module Two: What Can a Webinar Do?

- Marketing to Prospective Customers
- Training or Teaching
- Demonstrations and Presentations
- Information Sharing
- Case Study
- Module Two: Review Questions

#### Module Three: Successful Webinar Criteria

- Passion and Enthusiasm
- Value
- Knowing Your Target Audience
- Grab and Keep Attention
- Case Study
- Module Three: Review Questions

**Module Four: Find the Right Format**

- Tailor It To Your Audience
- Pre-Recorded
- The Live Webinar
- Two Person Team
- Case Study
- Module Four: Review Questions

**Module Five: Marketing and Social Media**

- Blog Posts and White Papers
- Email Marketing
- Offer an Exclusive Deal
- Hashtags
- Case Study
- Module Five: Review Questions

**Module Six: Drive up Registration**

- Avoiding SPAM Filter
- A Great Title
- Solicit Questions
- The Registration Page
- Case Study
- Module Six: Review Questions

**Module Seven: Leading up to Your Webinar**

- Reminder Emails
- Practice and Rehearse
- Test Your Technology
- Insert Solicited Questions
- Case Study
- Module Seven: Review Questions

**Module Eight: Presentation Tips**

- Show, Don't Tell
- Sharing Your Desktop
- Strong Visuals
- Script It
- Case Study
- Module Eight: Review Questions

**Module Nine: Interacting With Your Audience**

- Polling and Surveys
- Answer Solicited Questions
- Activities
- Q&A Session
- Case Study
- Module Nine: Review Questions

**Module Ten: Mistakes to Avoid**

- Technical Issues
- Ignoring Your Audience
- Audience Not Participating?
- Timing
- Case Study
- Module Ten: Review Questions

**Module Eleven: Post Event**

- Contact No Shows
- Follow Up Email
- Call To Action
- Make it Easy to Share
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Creative Problem Solving – Fee \$499.00

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The Creative Problem-Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Problem-Solving Method

- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?

#### Module Three: Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information

#### Module Four: Problem Definition

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement

#### Module Five: Preparing for Brainstorming

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity

**Module Six: Generating Solutions (I)**

- Brainstorming Basics
- Brainwriting and Mind Mapping
- Duncker Diagrams

**Module Seven: Generating Solutions (II)**

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method

**Module Eight: Analyzing Solutions**

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis

**Module Nine: Selecting a Solution**

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems

**Module Ten: Planning Your Next Steps**

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting

**Module Eleven: Recording Lessons Learned**

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Crisis Management – Fee \$499.00

Crisis management is as important as finance management, personnel management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but critical to the profitability and possibly the survival of the company. Being able to identify risk, assess the situation and respond appropriately is important, and requires not only training, but practice.



With our Crisis Management workshop your participants will understand that a crisis can occur any time. They will develop skills needed for certain negative events. Also, they will be able to recognize warning signs to help avoid negative situations completely, or, if the situation occurs, better manage the crisis.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Crisis

- Internal Risks
- External Risks
- Aggression
- Violence
- Case Study
- Module Two: Review Questions

#### Module Three: Workplace Violence

- Threats
- Damage
- Psychological Acts
- Physical Acts
- Case Study
- Module Three: Review Questions

#### Module Four: Myths

- Violence Just Happens
- It Is Uncommon
- Problems Will Solve Themselves
- It Is Not Possible to Prevent Violence
- Case Study
- Module Four: Review Questions

**Module Five: Escalation**

- Threats
- Stalking and Bullying
- Injury
- Death
- Case Study
- Module Five: Review Questions

**Module Six: Concerning Behaviors**

- Disruptive
- Emotional Abuse
- Causes Anxiety
- Examples of Behavior
- Case Study
- Module Six: Review Questions

**Module Seven: Domestic Violence Indicators**

- Disruptive Calls
- Poor Concentration
- Bruising
- Absences
- Case Study
- Module Seven: Review Questions

**Module Eight: Triggers of Workplace Violence**

- Reprimands and Terminations
- Financial Strain
- Loss of Loved One
- Perceived Slights
- Case Study
- Module Eight: Review Questions

**Module Nine: Conflict Dangers**

- Triggers
- Action Point
- Flashpoint
- Identify
- Case Study
- Module Nine: Review Questions

**Module Ten: Response**

- Note Areas of Concern
- Discuss It
- Report It
- Report Extreme Cases to HR/Tip Line
- Case Study
- Module Ten: Review Questions

**Module Eleven: Strategies**

- Policies
- Programs
- Emergency Procedures
- Train Employees
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Critical Thinking – Fee \$499.00

Critical Thinking provides you with the skills to analyze and evaluate information. With these skills you are able to obtain the greatest amount of knowledge from a piece of data. It provides the best chance of making the correct decision and minimizes damages if a mistake does occur.

Our Critical Thinking workshop will lead your participants to be a more rational and disciplined thinker. It will reduce their bias which will provide a greater understanding of their environment. This workshop will provide your participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information which will provide an incredible boost in performance.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Components of Critical Thinking

- Applying Reason
- Open Mindedness
- Analysis
- Logic
- Case Study
- Module Two: Review Questions

#### Module Three: Non-Linear Thinking

- Step Out of Your Comfort Zone
- Don't Jump to Conclusions
- Expect and Initiate Change
- Being Ready to Adapt
- Case Study
- Module Three: Review Questions

#### Module Four: Logical Thinking

- Ask the Right Questions
- Organize the Data
- Evaluate the Information
- Draw Conclusions
- Case Study
- Module Four: Review Questions

**Module Five: Critical Thinkers (I)**

- Active Listening
- Be Curious
- Be Disciplined
- Be Humble
- Case Study
- Module Five: Review Questions

**Module Six: Critical Thinkers (II)**

- Seeing the Big Picture
- Objectivity
- Using Your Emotions
- Being Self-Aware
- Case Study
- Module Six: Review Questions

**Module Seven: Evaluate Information**

- Making Assumptions
- Watch out for Bias
- Ask Clarifying Questions
- SWOT Analysis
- Case Study
- Module Seven: Review Questions

**Module Eight: Benefits of Critical thinking**

- Being More Persuasive
- Better Communication
- Better Problem Solving
- Increased Emotional Intelligence
- Case Study
- Module Eight: Review Questions

**Module Nine: Changing Your Perspective**

- Limitations of Your Point of View
- Considering Others Viewpoint
- Influences on Bias
- When New Information Arrives
- Case Study
- Module Nine: Review Questions

**Module Ten: Problem Solving**

- Identify Inconsistencies
- Trust Your Instincts
- Asking Why?
- Evaluate the Solution(s)
- Case Study
- Module Ten: Review Questions

**Module Eleven: Putting It All Together**

- Retaining Your New Skills
- Reflect and Learn From Mistakes
- Always Ask Questions
- Practicing Critical Thinking
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Customer Service – Fee \$499.00

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Who We Are and What We Do

- Who Are Customers? (internal/external)
- What is Customer Service?
- Who Are Customer Service Providers?

#### Module Three: Establishing Your Attitude

- Appearance Counts!
- The Power of a Smile
- Staying Energized
- Staying Positive

#### Module Four: Identifying and Addressing Their Needs

- Understanding the Customer's Problem
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

#### Module Five: Generating Return Business

- Following Up
- Addressing Complaints
- Turning Difficult Customers Around

**Module Six: In-Person Customer Service**

- Dealing With At-Your-Desk Requests
- The Advantages and Disadvantages of In-Person Communication
- Using Body Language to Your Advantage

**Module Seven: Giving Customer Service over the Phone**

- The Advantages and Disadvantages of Telephone Communication
- Telephone Etiquette
- Tips and Tricks

**Module Eight: Providing Electronic Customer Service**

- The Advantages and Disadvantages of Electronic Communication
- Understanding Netiquette
- Tips and Tricks
- Examples: Chat or e-mail

**Module Nine: Recovering Difficult Customers**

- De-Escalating Anger
- Establishing Common Ground
- Setting Your Limits
- Managing Your Own Emotions

**Module Ten: Understanding When to Escalate**

- Dealing with Vulgarly
- Coping with Insults
- Dealing with Legal and Physical Threats

**Module Eleven: Ten Things You Can Do To WOW Every Time  
Ten Tips****Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Customer Support – Fee \$499.00

Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer experience begins long before the purchase is made.



With our Customer Support workshop, your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What Is Customer Service?

- Support vs. Service
- Who Participates?
- Metrics
- Trends
- Case Study
- Module Two: Review Questions

#### Module Three: Challenges

- Customer Challenges
- Crisis
- Ticket Backlogs
- End Relationship with Customer
- Case Study
- Module Three: Review Questions

#### Module Four: Email

- Formal Yet Conversational Style
- Scripted Yet Authentic
- Explain Information Carefully
- Results
- Case Study
- Module Four: Review Questions

**Module Five: SMS**

- Convenience of Texting
- Apps and Software Available
- Information to Communicate
- Professional Communication Through Text
- Case Study
- Module Five: Review Questions

**Module Six: Webchat**

- Personalize
- Apps and Software Available
- Real Time Support
- Etiquette
- Case Study
- Module Six: Review Questions

**Module Seven: Multi-Channel Apps**

- Different Multi-Channel Apps
- Pros
- Cons
- Making a Decision
- Case Study
- Module Seven: Review Questions

**Module Eight: Support Ticket Apps**

- Different Support Ticket Apps
- Pros
- Cons
- Making a Decision
- Case Study
- Module Eight: Review Questions

**Module Nine: Documentation**

- What to Document
- Using Tools
- Prepare Documentation
- Retain
- Case Study
- Module Nine: Review Questions

**Module Ten: Feedback**

- Surveys
- Boxes
- Analytics
- Usability
- Case Study
- Module Ten: Review Questions

**Module Eleven: Be Proactive**

- Research Analytics
- Discover Opportunities
- Prevent Problems
- Provide Support Before People Know They Need It
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Cyber Security – Fee \$499.00

Every organization is responsible for ensuring Cyber Security. The ability to protect its information systems from impairment or even theft is essential to success. Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity.

With our Cyber Security workshop your participants will understand the different types of malware and security breaches. Develop effective prevention methods which will increase overall security. They will also understand the basic concepts associated with Cyber Security and what a company needs to stay secure.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Cyber security Fundamentals

- What is Cyberspace?
- What is Cyber security?
- Why is Cyber security Important?
- What is a Hacker?
- Case Study
- Module Two: Review Questions

#### Module Three: Types of Malware

- Worms
- Viruses
- Spyware
- Trojans
- Case Study
- Module Three: Review Questions

#### Module Four: Cyber Security Breaches

- Phishing
- Identity Theft
- Harassment
- Cyberstalking
- Case Study
- Module Four: Review Questions

**Module Five: Types of Cyber Attacks**

- Password Attacks
- Denial of Service Attacks
- Passive Attack
- Penetration Testing
- Case Study
- Module Five: Review Questions

**Module Six: Prevention Tips**

- Craft a Strong Password
- Two-Step Verification
- Download Attachments with Care
- Question Legitimacy of Websites
- Case Study
- Module Six: Review Questions

**Module Seven: Mobile Protection**

- No Credit Card Numbers
- Place Lock on Phone
- Don't Save Passwords
- No Personalized Contacts Listed
- Case Study
- Module Seven: Review Questions

**Module Eight: Social Network Security**

- Don't Reveal Location
- Keep Birthdate Hidden
- Have Private Profile
- Don't Link Accounts
- Case Study
- Module Eight: Review Questions

**Module Nine: Prevention Software**

- Firewalls
- Virtual Private Networks
- Anti-Virus & Anti-Spyware
- Routine Updates
- Case Study
- Module Nine: Review Questions

**Module Ten: Critical Cyber Threats**

- Critical Cyber Threats
- Cyber terrorism
- Cyberwarfare
- Cyberespionage
- Case Study
- Module Ten: Review Questions

**Module Eleven: Defense against Hackers**

- Cryptography
- Digital Forensics
- Intrusion Detection
- Legal Recourse
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Delivering Constructive Criticism – Fee \$499.00

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.



Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: When Should Feedback Occur?

- Repeated Events or Behavior
- Breach's in Company Policy
- When Informal Feedback has not worked
- Immediately After the Occurrence
- Case Study
- Module Two: Review Questions

#### Module Three: Preparing and Planning

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study
- Module Three: Review Questions

#### Module Four: Choosing a Time and Place

- Check the Ego at the Door
- Criticize in Private, Praise in Public
- It has to be Face to Face
- Create a Safe Atmosphere
- Case Study
- Module Four: Review Questions

**Module Five: During the Session (I)**

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study
- Module Five: Review Questions

**Module Six: During the Session (II)**

- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Keep Emotions in Check
- Case Study
- Module Six: Review Questions

**Module Seven: Setting Goals**

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible
- Case Study
- Module Seven: Review Questions

**Module Eight: Diffusing Anger or Negative Emotions**

- Choose the Correct Words
- Stay on Topic
- Empathize
- Try to Avoid "You Messages"
- Case Study
- Module Eight: Review Questions

**Module Nine: What Not to Do**

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study
- Module Nine: Review Questions

**Module Ten: After the Session (I)**

- Set a Follow-up Meeting
- Make your Self Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study
- Module Ten: Review Questions

**Module Eleven: After the Session (II)**

- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is not Seen, Then What?
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Developing a Lunch and Learn – Fee \$499.00

Hosting a Lunch and Learn session is a low cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. They are usually voluntary, thus attendance can sometimes be an issue, but with this workshop you will be given the knowledge to work through this issue and others.



Our Lunch and Learn workshop will give your organization a quick and useful tool to add to its training department. Your participants can also use it as a follow-up or refresher to previous training sessions. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

#### Module Two: The Prep Work

- Finding the Best the Location
- Setting up the Location
- Focus Group
- Practice
- Case Study
- Module Two: Review Questions

#### Module Three: Creating the Content (I)

- Picking the Right Topic
- Hands on Works Great
- Stay Focused
- Keep it Informal
- Case Study
- Module Three: Review Questions

#### Module Four: Creating the Content (II)

- Make It Interactive
- Review it Thoroughly
- Creating a Customized Presentation
- Back It Up!
- Case Study
- Module Four: Review Questions

**Module Five: During the Session**

- Ground Rules
- Quick Opening
- Parking Lot
- Adjusting on the Fly
- Case Study
- Module Five: Review Questions

**Module Six: Food and Facilities**

- Providing Food?
- People Bringing Their Own
- Eat During or After?
- Clean Up and Tear Down
- Case Study
- Module Six: Review Questions

**Module Seven: Take Away Material**

- Handouts and Take Away Material
- Quizzes or Self-Tests
- Website with Minutes and Session Notes
- Reference Material or White Paper
- Case Study
- Module Seven: Review Questions

**Module Eight: Difficult Situations or People**

- Disruptions
- Food Issues
- Senior Management Buy In
- People Not Participating?
- Case Study
- Module Eight: Review Questions

**Module Nine: What A Lunch and Learn is Not**

- Heavy or Serious Topics
- Required Training
- Replacement for Traditional Training
- Just a Free Lunch
- Case Study
- Module Nine: Review Questions

**Module Ten: Best Practices (I)**

- Obtain Feedback and Tweak
- Utilize Star Employees
- Provide an Agenda Ahead of Time
- Keep the Session Casual and Loose
- Case Study
- Module Ten: Review Questions

**Module Eleven: Best Practices (II)**

- Use it as a Refresher
- Networking Opportunity
- Upper Management Q&A Session
- Put it on a Regular Schedule
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Developing Corporate Behavior – Fee \$499.00

With this workshop your participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with corporate standards is what will make your participants stand out and become leaders throughout your company.

Through our Developing Corporate Behavior workshop your participants should see improved team building, better communication, and trust. By realizing the benefits of corporate behavior and developing a successful plan your participants should see a reduction in incidents and an increase in team work and loyalty.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: The Science of Behavior

- What is Behavior?
- Psychology
- Sociology
- Anthropology
- Case Study
- Module Two: Review Questions

#### Module Three: Benefits of Corporate Behavior

- Employee Safety
- Conservation of Materials
- Engagement
- Improved Employee Performance
- Case Study
- Module Three: Review Questions

#### Module Four: Most Common Categories of Corporate Behavior

- Managerial Structure
- Company Values and Ethics
- Employee Accountability
- Workplace Incidents
- Case Study
- Module Four: Review Questions

**Module Five: Managerial Structure**

- Clearly Defined Management
- Qualified Management Team
- Obvious Advancement Path
- Grievance Procedures
- Case Study
- Module Five: Review Questions

**Module Six: Company Values and Ethics**

- Environmental
- Charity and Community Outreach
- Integrity
- Diversity
- Case Study
- Module Six: Review Questions

**Module Seven: Employee Accountability**

- Attitude
- Attendance
- Honesty
- Substance Abuse & Workplace Violence
- Case Study
- Module Seven: Review Questions

**Module Eight: Workplace Incidents**

- Safety
- Prejudice & Discrimination
- Vandalism & Theft
- Harassment or Bullying
- Case Study
- Module Eight: Review Questions

**Module Nine: Designing and Implementing**

- Group Planning
- Define Preferred Organizational Behaviors
- Hiring
- Training Employees
- Case Study
- Module Nine: Review Questions

**Module Ten: Corporate Team Behavior**

- Team Building
- Better Communication
- Conflict Resolution
- Loyalty to the Company and the Department
- Case Study
- Module Ten: Review Questions

**Module Eleven: Auditing Corporate Behavior**

- Affirm Ethical Behavior
- Investigate and Review Reported Incidents
- Determine Progress
- Get Employee Feedback & Revise
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Developing Creativity – Fee \$499.00

Children have an innate creative ability when they are born, but for some reason adults can lose it along the way. Your participants will move out of the mundane, be more curious, engage, and explore new ideas. Recognize creativity and be ready when it happens.



With our Developing Creativity course your participants will learn how to remove barriers that block or limit their creativity.

They will improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

#### Module Two: What is Creativity?

- Divergent Thinking
- Problem Solving
- Imagination and Inspiration
- Something Out of Nothing
- Case Study
- Module Two: Review Questions

#### Module Three: Getting Inspired

- Introspection
- Read More
- Removing the Mental Block
- Art Inspires Art
- Case Study
- Module Three: Review Questions

#### Module Four: Beating Procrastination

- Get Rid Of Clutter
- Self-Imposed Limitations
- Build on Small Successes
- Don't Start at the Beginning
- Case Study
- Module Four: Review Questions

**Module Five: Improving Your Creative Mind Set (I)**

- Open Mind
- Do Not Judge
- Positive Mind Set
- Ask Why?
- Case Study
- Module Five: Review Questions

**Module Six: Improving Your Creative Mind Set (II)**

- Make Associations
- Keep a Journal
- Question Assumptions
- Creative Confidence
- Case Study
- Module Six: Review Questions

**Module Seven: Curiosity**

- Spark Your Curiosity
- Curiosity is the Engine of Creativity
- Engage
- Ask Open Ended Questions
- Case Study
- Module Seven: Review Questions

**Module Eight: Take Risks**

- Be Confident
- Scared to Fail?
- Fake It 'til You Make It
- Afraid To Be Judged
- Case Study
- Module Eight: Review Questions

**Module Nine: Think Like a Child**

- Daydream
- Be Curious
- Play Games
- Experiment
- Case Study
- Module Nine: Review Questions

**Module Ten: Environmental Factors**

- Work Area
- Additional Environments
- Get Enough Sleep
- Variables
- Case Study
- Module Ten: Review Questions

**Module Eleven: Individual Brainstorming**

- Generate A Lot of Ideas
- Mind Mapping
- Visualization
- Organize and Bring the Ideas Together
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Developing New Managers – Fee \$499.00

With this workshop your candidates will be provided the skills they need to succeed. By identifying prospective managers early and identifying a clear management track, your company will prosper and thrive with a solid development structure. Becoming a new manager can seem like a daunting and challenging task. To overcome these hurdles, create an environment where employees know what is expected of them.



With our How to Develop New Managers course your participants will gain the support, best practices, and knowledge. This workshop will help your company develop well rounded, fair and confident managers. By identifying early, you will be able to groom prospective candidates and provide the best chance for success.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Managers are Made, Not Born

- Managers Must be Developed
- Management Skills can be Learned
- Managers Learn by Being Managed Well
- Create a Management Track
- Case Study
- Module Two: Review Questions

#### Module Three: Create a Management Track

- Clearly Define Roles and Competencies
- Provide Tools
- Identify Candidates Early
- Clearly Define Management Track
- Case Study
- Module Three: Review Questions

**Module Four: Define and Build Competencies**

- Clearly Define Competencies Needed
- Identify Strengths
- Identify Development Areas
- Provide Development Opportunities
- Case Study
- Module Four: Review Questions

**Module Five: Managers Learn by Being Managed Well**

- Pair New Managers with Mentors
- Reward Effective Managers
- Emulate Effective Managers
- Create/Document Best Practices
- Case Study
- Module Five: Review Questions

**Module Six: Provide Tools**

- Provide Manuals or Policy Documents
- Empower New Managers
- Provide Support
- Provide Training and Development Opportunities
- Case Study
- Module Six: Review Questions

**Module Seven: Provide Support**

- Encourage Peer Networking
- Establish Resource People
- Encourage Mentor Relationships
- Establish Regular Check-ins
- Case Study
- Module Seven: Review Questions

**Module Eight: Identify Strong Candidates Early**

- Development Begins Early
- Identify Candidates Early
- Identify Candidates through Evaluations
- Develop Those with Management Goals
- Case Study

**Module Eight: Review Questions**

- Module Nine: Clearly Define the Management Track
- Make the Path to Management Clear
- Serves as a Guidepost
- Ensures Quality Training/Support
- Succession Planning and Change Management
- Case Study
- Module Nine: Review Questions

**Module Ten: Empower New Managers**

- Decision Making
- Asking for Help
- Support, Don't Micromanage
- Continuous Growth and Development
- Case Study
- Module Ten: Review Questions

**Module Eleven: Provide Growth Opportunities**

- Provide Continuous Growth Opportunities
- Create a Development Plan
- Provide Regular Feedback
- Encourage Mentoring
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from The Wise
- Review of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Digital Citizenship – Fee \$499.00

Our Digital Citizenship course will give your participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online, we all need to translate our social skills into the virtual world.

Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.



### Course Outline:

#### Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

#### Module Two: What Is Digital Citizenship?

- What is Digital
- Engaging with Others
- It's a Moving Target
- Belonging to a Community
- Case Study
- Module Two: Review Questions

#### Module Three: Being a Good Citizen

- Build it Up
- Real World Influences
- Using Technology Appropriately
- The Golden Rule
- Case Study
- Module Three: Review Questions

#### Module Four: Best Practices for Sharing

- Digital Footprints
- Personal and Work Lives
- Stop and Think Before You Post
- Do Not Overshare
- Case Study
- Module Four: Review Questions

**Module Five: Networking and Personal Branding (I)**

- Personal Branding
- Be Yourself ( online and off)
- Social Networking
- If you Share it, Expect Everyone to See It
- Case Study
- Module Five: Review Questions

**Module Six: Networking and Personal Branding (II)**

- Introduce Colleagues
- Volunteer to Help Others
- Blog
- Guard Your Reputation
- Case Study
- Module Six: Review Questions

**Module Seven: Digital Security and Safety (I)**

- Don't Trust Anyone You Don't Know
- Enable 2-Step Verifications
- Public Wi-Fi
- Public Computers
- Case Study
- Module Seven: Review Questions

**Module Eight: Digital Security and Safety (II)**

- Email and Attachments
- Password Rules
- Back Up your Files
- Update Your Software
- Case Study
- Module Eight: Review Questions

**Module Nine: Dealing With The Dark Side**

- See it, Report it
- Bullying and Harassment
- Trolling
- Shared Something You Shouldn't Have?
- Case Study
- Module Nine: Review Questions

**Module Ten: Digital Etiquette (I)**

- Respect and Tone
- Speak Up, Not Out
- Topics To Avoid
- Keep Private Messages Private
- Case Study
- Module Ten: Review Questions

**Module Eleven: Digital Etiquette (II)**

- Educate Yourself
- Information Processing
- Internet Boldness
- Permission to Share
- Case Study
- Module Eleven: Review Questions

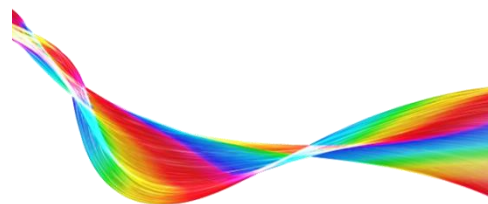
**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Diversity and Inclusion – Fee \$499.00

Experiencing diversity is a part of living within a civilized society. It is our diversity and variety that help organizations to be successful and achieve their goals. Understanding the various forms of diversity makes for a better company and world in general.

With our Diversity and Inclusion course your participants will recognize how to better manage diversity, and recognize its benefits. Your participants will learn how to implement and develop a policy that does not allow for discrimination. It is vital that every employer and employee has an understanding of the concepts of diversity.



### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop objectives

### Module Two: Understanding Diversity

- What is Diversity?
- Benefits of Diversity
- Managing Diversity
- Zero-Tolerance Policy
- Case Study
- Review Questions

### Module Three: Racial Diversity

- Employer Responsibility
- Benefits of Racial Diversity
- Diversity Initiatives
- Complaint Process
- Case Study
- Review Questions

### Module Four: Employees with Disabilities

- Hiring
- Accessibility in the Workplace
- Benefits
- Human Resources and Best Practices
- Case Study
- Review Questions

**Module Five: Pregnant Employees**

- Hiring
- Accommodations
- Maternity Leave
- Firing
- Case Study
- Review Questions

**Module Six: Lactating Mothers**

- Lactation Accommodation Policy
- Space in the Workplace
- Break Time
- Lactation Accommodation Exemptions
- Case Study
- Review Questions

**Module Seven: Sexual Harassment**

- What is it?
- Training
- Policies
- HR's Role
- Case Study
- Review Questions

**Module Eight: Employees Over Age 40**

- Recruitment
- Hiring
- Salaries
- Layoffs
- Case Study
- Review Questions

**Module Nine: LGBTQ**

- Phobia's
- Human Rights Campaign
- Company's Mission Equality Statement
- LGBTQ Resource Groups
- Case Study
- Review Questions

#### Module Ten: Sensitivity Training

- Benefits
- Training Content
- Method(s) of Delivery
- Assess Effectiveness
- Case Study
- Review Questions

#### Module Eleven: Handling Diversity Complaints

- Create a Step-by-Step Process
- Publish the Process
- Train Employees
- Retaliation
- Case Study
- Review Questions

#### Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Emotional Intelligence – Fee \$499.00

Emotional intelligence describes the ability to understand one's own feelings. It also provides great insight on how emotion influences motivation and behavior. The concepts of Emotional Intelligence have been around since the early 20th century, but the term was first introduced by Wayne Payne in 1985.

With our Emotional Intelligence workshop your participants will gain a better understanding of self-management and self-awareness. This in turn will give them better insight and control over their actions and emotions. With a greater understanding of emotions your participant's will experience a positive impact on their professional and personal lives.



### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

### Module Two: What is Emotional Intelligence

- Self Management
- Self Awareness
- Self Regulation
- Self Motivation
- Empathy

### Module Three: Four Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions

### Module Four: Verbal Communication Skills

- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

### Module Five: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

### Module Six: Social Management and Responsibility

- Benefits of Emotional Intelligence
- Articulate your Emotions Using Language

**Module Seven: Tools to Regulate Your Emotions**

- Seeing the Other Side
- Self Management and Self Awareness
- Giving in Without Giving Up

**Module Eight: Gaining Control**

- Using Coping Thoughts
- Using Relaxation Techniques
- Bringing it All Together

**Module Nine: Business Practices (I)**

- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

**Module Ten: Business Practices (II)**

- Optimism
- Pessimism
- The Balance Between Optimism & Pessimism

**Module Eleven: Making an Impact**

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Employee Motivation – Fee \$499.00

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

The Employee Motivation workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: A Psychological Approach

- Herzberg's Theory Of Motivation
- Maslow's Hierarchy of Needs
- The Two Models and Motivation

#### Module Three: Object-Oriented Theory

- The Carrot
- The Whip
- The Plant

#### Module Four: Using Reinforcement Theory

- A History of Reinforcement Theory
- Behavior Modification in Four Steps
- Appropriate Uses in the Workplace

#### Module Five: Using Expectancy Theory

- A History of Expectancy Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in the Workplace

#### Module Six: Personality's Role in Motivation

- Identifying Your Personality Type
- Identifying Others' Personality Type
- Motivators by Personality Type

**Module Seven: Setting Goals**

- Goals and Motivation
- Setting SMART Goal
- Evaluating and Adapting

**Module Eight: A Personal Toolbox**

- Building Your Own Motivational Plan
- Encouraging Growth and Development
- Getting Others to See the Glass Half-Full

**Module Nine: Motivation on the Job**

- The Key Factors
- Creating a Motivational Organization
- Creating a Motivational Job

**Module Ten: Addressing Specific Morale Issues**

- Dealing with Individual Morale Problems
- Addressing Team Morale
- What To Do When the Whole Company is De-Motivated

**Module Eleven: Keeping Yourself Motivated**

- Identifying Personal Motivators
- Maximizing Your Motivators
- Evaluating and Adapting

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Employee Onboarding – Fee \$499.00

Employee Onboarding is a vital part of any companies hiring procedure. Hiring, training, and bringing new employees on board is a huge investment. Onboarding will assist newly hired employees in developing and keeping their skills. Knowledge will be retained, and their value will increase within the company.

Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the company and having a structured set of procedures will make your company stronger and produce a greater chance of success.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop objectives

#### Module Two: Introduction

- What is Onboarding?
- The Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study
- Review Questions

#### Module Three: Purpose of Onboarding

- Start-Up Cost
- Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study
- Review Questions

#### Module Four: Onboarding Preparation

- Professionalism
- Clarity
- Designating a Mentor
- Training
- Case Study
- Review Questions

**Module Five: Onboarding Checklist**

- Pre-Arrival
- Arrival
- First Week
- First Month
- Case Study
- Review Questions

**Module Six: Creating an Engaging Program**

- Getting off on the Right Track
- Role of Human Resources
- Role of Managers
- Characteristics
- Case Study
- Review Questions

**Module Seven: Following Up with New Employees**

- Initial Check In
- Following Up
- Setting Schedules
- Mentor's Responsibility
- Case Study
- Review Questions

**Module Eight: Setting Expectations**

- Defining Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting it in Writing
- Case Study
- Review Questions

**Module Nine: Resiliency and Flexibility**

- What is Resiliency?
- Why is it Important?
- 5 Steps
- What is Flexibility?
- Why is it Important?
- 5 Steps
- Case Study
- Review Questions

**Module Ten: Assigning Work**

- General Principles
- The Dictatorial Approach
- The Apple Picking Approach
- The Collaborative Approach
- Case Study
- Review Questions

**Module Eleven: Providing Feedback**

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback
- Case Study
- Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Employee Recognition – Fee \$499.00

Recognizing employees through various recognition programs is a fantastic investment. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees.



Through our Employee Recognition workshop your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: The Many Types of Recognition Programs

- Safety Incentives
- Years of Service
- Productivity
- Attendance & Wellness Incentives
- Case Study
- Module Two: Review Questions

#### Module Three: Designing Employee Recognition Programs

- Purpose
- Budget
- Keep It Simple
- Employee Involvement
- Case Study
- Module Three: Review Questions

#### Module Four: How to Get the Buzz Out About Your Program

- Be Creative with Designs
- Paper the Walls
- Use Social Media
- Go Mobile!
- Case Study
- Module Four: Review Questions

**Module Five: It Starts From The Top!**

- Identifying Desirable Behaviors
- Understanding the Goals of the Company
- Setting Guidelines
- Providing Go-To Recognition Templates
- Case Study
- Module Five: Review Questions

**Module Six: Creating a Culture of Recognition**

- Keep Your Staff "In The Know"
- Empower Employees with Peer To Peer Recognition
- Team Building: Encourage Camaraderie
- Motivate By Promoting Fun
- Case Study
- Module Six: Review Questions

**Module Seven: The Best Things In Life Are Free!**

- Put a Spotlight on Employees in Staff Meetings
- Write It Down: Putting Your Appreciation in Writing
- Display Your Appreciation
- Make Work More Comfortable
- Case Study
- Module Seven: Review Questions

**Module Eight: A Small Gesture Goes a Long Way**

- Have a Party
- Make a Game of It
- Reward with Small Gifts
- Give Them a Break
- Case Study
- Module Eight: Review Questions

**Module Nine: Pulling Out the Red Carpet**

- Have an Awards Ceremony
- Win Large Items
- Vacation
- Career Advancement
- Case Study
- Module Nine: Review Questions

**Module Ten: The Don'ts of Employee Recognition**

- Don't Let Formal Recognition Supplant the Informal Kind
- Don't Let It Become Stale
- Don't Let It Become a Popularity Contest
- Make Sure the Prize Is Motivational
- Case Study
- Module Ten: Review Questions

**Module Eleven: Maintaining Employee Recognition Programs**

- Change the Membership
- Include Explanation of the Program in Your New Employee Orientation
- Keep Marketing!
- Annual Awards Ceremonies
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Employee Recruitment – Fee \$499.00

Many companies simply wait for talent to come to them. Simply advertising an open position and hoping that you find the right talent does not guarantee that you will find the best people. Actively seeking out qualified candidates is the best way to ensure that you find the talent that you need. Recruitment is essential to the success of your business.

Our Employee Recruitment workshop will guide your participants and help them interview and recruit the right employee for you. Hiring a new employee is one of the largest investments you make in any business. Hiring the right employee is very important, as training can be expensive, and employee turnover costs companies millions every year. So, reduce your costs with a great employee recruitment program!



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Introduction to Recruitment

- What is Recruitment?
- Challenges and Trends
- Sourcing Candidates
- Requirements
- Case Study
- Review Questions

#### Module Three: The Selection Process

- Job Analysis and Descriptions
- The Approach
- The Recruitment Interview
- Testing
- Case Study
- Review Questions

#### Module Four: Goal Setting

- Using the G.R.O.W. Model
- Identifying Goal Areas
- Setting SMART Goals
- Using a Productivity Journal
- Case Study
- Review Questions

**Module Five: The Interview**

- Phone Interviews
- Traditional Interviews
- Situational Interviews
- Stress Interviews
- Case Study
- Review Questions

**Module Six: Types of Interview Questions**

- Direct Questions
- Non-Direct Questions
- Hypothetical or Situational Questions
- Behavioral Descriptive Questions
- Case Study
- Review Questions

**Module Seven: Avoiding Bias in Your Selection**

- Expectancy Effect
- Primacy Effect
- Obtaining Bias Information
- Stereotyping
- Case Study
- Review Questions

**Module Eight: The Background Check**

- Preparation
- Data Collection
- Illegal Questions
- Being Thorough Without Being Pushy
- Case Study
- Review Questions

**Module Nine: Making Your Offer**

- Outlining the Offer
- Negotiation Techniques
- Dealing with Difficult Issues
- Sealing the Deal
- Case Study
- Review Questions

**Module Ten: Orientation and Retention**

- Getting off on the Right Track
- Your Orientation Program
- The Check-list
- Following Up
- Case Study
- Review Questions

**Module Eleven: Measuring the Results**

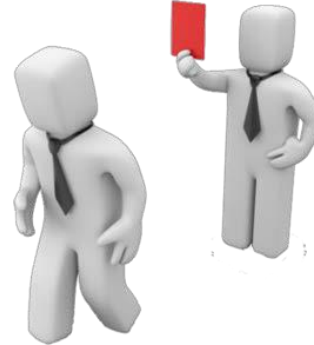
- Cost Breakdown
- Employee Quality
- Recruiter Effectiveness
- Fine Tuning
- Case Study
- Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Employee Termination Processes – Fee \$499.00

Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward.



With our Employee Termination workshop, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Performance Improvement Plan (PIP) Before Firing

- Justification
- Validate
- Include
- Be Grateful
- Case Study
- Module Two: Review Questions

#### Module Three: Employees Who Should Be Terminated (I)

- Feeling of Entitlement
- Cannot Perform Job Functions
- Can't Function with Other Employees
- They Overpromise and Under deliver
- Case Study
- Module Three: Review Questions

#### Module Four: Employees Who Should Be Terminated (II)

- Blatant Disregard for Customers
- They Are Unreliable
- Don't Adhere to Code of Conduct
- Use Company Property for Personal Use
- Case Study
- Module Four: Review Questions

**Module Five: Things to Consider When Setting Up the Termination Meeting**

- Meeting Attendees
- Venue of the Meeting
- Security Presence
- Logistics
- Case Study
- Module Five: Review Questions

**Module Six: The Correct Way to Fire an Employee (I)**

- Use Positive Language
- Review Past Feedback
- Concentrate on Specific Behavior
- Fire Early in the Week
- Case Study
- Module Six: Review Questions

**Module Seven: The Correct Way to Fire an Employee (II)**

- Keep it Short
- Have Employee Sign Release
- Transfer Terminated Employee's Functions
- Avoid Fighting Unemployment Claims with Employee
- Case Study
- Module Seven: Review Questions

**Module Eight: Employment Termination Checklist**

- Notification to Human Resources
- Systems Access Terminations
- Return of Company Property
- Benefits Status
- Case Study
- Module Eight: Review Questions

**Module Nine: The Don'ts of Firing an Employee (I)**

- No Performance Improvement Plan
- Use Electronic Method
- Fire Without a Witness
- Provide Long Reason for Firing
- Case Study
- Module Nine: Review Questions

**Module Ten: The Don'ts of Firing an Employee (II)**

- Not Making the Decision Final
- Let Employee to Take Company Property
- Allow Access to Work Area
- Permit Information System Access
- Case Study
- Module Ten: Review Questions

**Module Eleven: Conduct Effective Exit Interviews**

- When, How and Who
- Objective of the Process
- Company Readiness for Exit Interviews
- Execute the Feedback Results
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Entrepreneurship – Fee \$499.00

Would you like to be your own boss? Have you ever dreamed of starting your own business? Don't know what to do about your great business idea? If you have ever thought about these situations, then you need our entrepreneurship workshop.



Let our Entrepreneurship workshop help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship workshop.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Decide On the Type of Business

- Is It Feasible?
- What Are Your Interests?
- Do You Have The Experience?
- Are You An Expert In The Field?
- Case Study
- Module Two: Review Questions

#### Module Three: What Is The Market/Competition Like?

- Is The Venture Lucrative?
- Is There Competition?
- How Can You Set Yourself Apart From The Competition?
- How Is The Customer Prospect?
- Case Study
- Module Three: Review Questions

#### Module Four: Basics of Starting a Business

- Decide On a Name
- Legal Structure of Business
- Register the Business
- Choose a Location
- Hire an Accountant
- Case Study
- Module Four: Review Questions

**Module Five: Create a Business Plan**

- What Should Be Included In The Business Plan?
- Gather Documentation
- Develop Business Plan Outline
- Draft Business Plan
- Case Study
- Module Five: Review Questions

**Module Six: Get Financing**

- Contact Organizations for Guidance
- Decide the Type of Financing
- Shop Around
- What to Do Once Approved
- Case Study
- Module Six: Review Questions

**Module Seven: Hire Employees**

- Develop Job Description(S)
- Advertise Positions
- Interview Candidates
- Select Candidates
- Case Study
- Module Seven: Review Questions

**Module Eight: Training Employees**

- Teach Company Culture
- Implement Actual Training For The Position
- Provide Feedback
- Offer Additional Training, If Necessary
- Case Study
- Module Eight: Review Questions

**Module Nine: Market the Business**

- Traditional Marketing
- Create a Website
- Social Media
- Networking Groups
- Case Study
- Module Nine: Review Questions

**Module Ten: Run the Business**

- Procurement
- Sell! Sell! Sell!
- How to Manage Cash Flow
- Budgeting
- Case Study
- Module Ten: Review Questions

**Module Eleven: Grow the Business**

- Offer More Products / Services
- Open another Location
- Franchise Opportunities
- Scoring Large Contracts
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Event Planning – Fee \$499.00

Events do not just happen, they take time to plan, develop, and create. This workshop is designed to give your participants the tools needed to host a great event. They will touch on planning and administrative techniques that will give them the confidence to run an engaging event that will leave a positive and lasting impression on each attendee.



With our Event Planning workshop your participants will explore ways to work with vendors, security, technicians, and wait staff. They will touch on different event types such as awards ceremonies, charity events, and business conferences. By utilizing the correct skill set your participants will be provided the details to pull off a successful event.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Types of Events

- Awards
- Charity
- Conferences and Seminar
- Holiday
- Case Study
- Module Two: Review Questions

#### Module Three: Brainstorming

- Determine the Event's Purpose
- Determine a Theme
- Write Down & Review Ideas
- Determine a Date
- Case Study
- Module Three: Review Questions

**Module Four: Types of Entertainment**

- Games
- Activities
- Speakers
- Performers
- Case Study
- Module Four: Review Questions

**Module Five: Support Staff**

- Security
- Valet
- Wait Staff
- Clean up Crew
- Case Study
- Module Five: Review Questions

**Module Six: Technical Staff**

- Visual Technician (lighting)
- Media Technician (website, Facebook, etc.)
- Audio Technician (Sound)
- Specialized Electrical Equipment Technician (for performers)
- Case Study
- Module Six: Review Questions

**Module Seven: Vendors**

- Food
- Equipment
- Decorations and Furnishing
- Photography/ Video
- Case Study
- Module Seven: Review Questions

**Module Eight: Finalize the Plan**

- Venue
- Registration
- Entertainment
- Cuisine and Decor
- Case Study
- Module Eight: Review Questions

**Module Nine: Administrative Tasks**

- Create a Budget
- Branding and Marketing
- Insurance and Permits
- Contracts (for event staff, entertainment, rentals, and vendors)
- Case Study
- Module Nine: Review Questions

**Module Ten: Get Organized**

- Form a Team
- Timeline
- Checklists
- Backup Plans
- Case Study
- Module Ten: Review Questions

**Module Eleven: Post Event Activities**

- Survey
- Share Media (photos and video)
- Send Thank you Notes
- Start planning the Next Event!
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Executive and Personal Assistants – Fee \$499.00

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant.

Our Executive and Personal Assistants workshop will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide your participants with the necessary tools.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Working with Your Manager

- Adapting to Their Style
- Anticipate Their Needs
- Getting Your Responsibilities Defined
- When to Take the Initiative
- Case Study
- Module Two: Review Questions

#### Module Three: Administrative Soft Skills

- Social Intelligence
- Basic Business Acumen
- Office Management
- Active Listening
- Case Study
- Module Three: Review Questions

**Module Four: Effective Time Management**

- Calendar Management
- Prepare for Changes and Surprises
- Keeping Others on Track
- Urgent/Important Matrix
- Case Study
- Module Four: Review Questions

**Module Five: Meeting Management**

- Creating an Agenda
- Keeping Minutes
- Keeping the Meeting on Time
- Variations for Large and Small Meetings
- Case Study
- Module Five: Review Questions

**Module Six: Tools of the Trade (I)**

- Email Protocol
- Office Machinery
- Computer and Software Skills
- Communication Skills
- Case Study
- Module Six: Review Questions

**Module Seven: Tools of the Trade (II)**

- Phone and Voicemail Etiquette
- Word Processing
- Business Writing
- Internet Research
- Case Study
- Module Seven: Review Questions

**Module Eight: Being an Effective Gatekeeper**

- Filtering Data and Information
- Learn to Say No
- Dealing with Difficult People
- Recognize the Tricks
- Case Study
- Module Eight: Review Questions

**Module Nine: Organizational Skills**

- Prioritizing Your Workload
- Goal Setting
- Plan for Tomorrow, Today
- Staying on Track
- Case Study
- Module Nine: Review Questions

**Module Ten: Confidentiality Guidelines**

- Your Confidentiality Duty
- Be Diplomatic and Discreet
- Keeping Data Secure
- What to Do in Sticky Situations
- Case Study
- Module Ten: Review Questions

**Module Eleven: Special Tasks**

- Project Management
- Trade Shows
- Interacting with Clients
- Social Media Management
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Facilitation Skills – Fee \$499.00

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering.



The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

#### Module Three: Process vs. Content

- About Process
- About Content
- A Facilitator's Focus

#### Module Four: Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

#### Module Five: Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

**Module Six: Building Consensus**

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesizing and Summarizing

**Module Seven: Reaching a Decision Point**

- Identifying the Options
- Creating a Short List
- Choosing a Solution
- Using the Multi-Option Technique

**Module Eight: Dealing with Difficult People**

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on Their Own

**Module Nine: Addressing Group Dysfunction**

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

**Module Ten: About Intervention**

- Why Intervention May Be Necessary
- When to Intervene
- Levels of Intervention

**Module Eleven: Intervention Techniques**

- Using Your Processes
- Boomerang it Back
- ICE It: Identity, Check for agreement, Evaluate how to Resolve

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Generation Gaps – Fee \$499.00

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.



The Generation Gaps workshop will help participants understand the various generations present at work. Both the young and older worker will have ideas and suggestions to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: History

- What Generations Exist in the Workplace
- What Defines a Generation?
- What This Means in Our Workplace?

#### Module Three: Traditionalist

- Their Background
- Their Characters
- Their Working Style

#### Module Four: Baby Boomers

- Their Background
- Their Characters
- Their Working Style

#### Module Five: Generation X's

- Their Background
- Their Characters
- Their Working Style

**Module Six: Generation Y's (Millennial)**

- Their Background
- Their Characters
- Their Working Style

**Module Seven: Differentiations between Generations**

- Background
- Attitude
- Working Style
- Life Experience

**Module Eight: Finding Common Ground**

- Adopting a Communication Style
- Creating an Affinity Group
- Sharing Knowledge

**Module Nine: Conflict Management (I)**

- Younger Bosses Managing Older Workers
- Avoid Turnover with a Retention Plan
- Breaking down the Stereotypes

**Module Ten: Conflict Management (II)**

- Embrace the Hot Zone
- Treat Each Other As A Peer
- Create a Succession Plan

**Module Eleven: The Power of 4**

- Benefits of Generation Gaps
- How to Learn From Each Other
- Embracing the Unfamiliar

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Goal Setting and Getting Things Done – Fee \$499.00

Goal Setting is one of the most basic and essential skills someone can develop. We touch on goal characteristics, time management, and what to do when setbacks occur. This workshop will provide the knowledge and skills your participants need to complete more tasks, and get things done.



Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants deal with distractions and overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Overcoming Procrastination (I)

- Eat That Frog!
- Just Do It
- The 15 Minute Rule
- Chop it Up
- Case Study
- Module Two: Review Questions

#### Module Three Overcoming Procrastination (II)

- Remove Distractions
- Start Small and Build
- Reward Yourself
- Set Realistic Deadlines
- Case Study
- Module Three: Review Questions

**Module Four: Four P's of Goals Setting**

- They Need to be Positive
- They Need to be Personal
- They Need to be Possible
- They Need to be Prioritized
- Case Study
- Module Four: Review Questions

**Module Five: Improving Motivation**

- Remember Peak Moments
- Write Your Goals Down
- Use Gamification
- Track Your Progress
- Case Study
- Module Four: Review Questions

**Module Six: Wise Time Management**

- Urgent/Important Matrix
- The 80/20 Rule
- Utilize a Calendar
- Create a Ritual
- Case Study
- Module Six: Review Questions

**Module Seven: Tips for Completing Tasks**

- One Minute Rule
- Five Minute Rule
- Break Up Large Tasks
- Utilize Technology
- Case Study
- Module Seven: Review Questions

**Module Eight: Increase Your Productivity**

- Repeat What Works
- Get Faster
- Remove “Should” from Your Dictionary
- Build on Your Successes
- Case Study
- Module Eight: Review Questions

**Module Nine: To Do List Characteristics**

- Focus on the Important
- Chunk, Block, Tackle
- Make It a Habit
- Plan Ahead
- Case Study
- Module Nine: Review Questions

**Module Ten: SMART Goals**

- Specific
- Measurable
- Attainable
- Realistic
- Timely
- Case Study
- Module Ten: Review Questions

**Module Eleven: Mistakes Will Happen**

- Accept It
- Bouncing Back
- Adapt and Learn from Them
- If Needed, Ask for Help
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Handling a Difficult Customer – Fee \$499.00

Wouldn't the world be a great place if every customer was a pleasure to deal with? We all know that is a fantasy land. So what is the best way to handle a difficult customer? Through our workshop your participants will learn stress management skills, how to build rapport, and recognizing certain body language.

By utilizing our Handling a Difficult Customer workshop your participants will see an increase in customer service, productivity, and a decrease in unhappy customers. Your participants will be provided a strong skill set including in-person and over the phone techniques, addressing complaints, and generating return business.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: The Right Attitude Starts with You

- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study
- Module Two: Review Questions

#### Module Three: Internal Stress Management

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study
- Module Three: Review Questions

#### Module Four: External Stress Management

- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers
- Demanding Supervisor
- Case Study
- Module Four: Review Questions

**Module Five: Transactional Analysis**

- What is Transactional Analysis?
- Parent
- Adult
- Child
- Case Study
- Module Five: Review Questions

**Module Six: Why are Some Customers Difficult?**

- They Have Truly Had a Bad Experience and Want to Vent
- They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
- They Have Truly Had a Bad Experience and Want Resolution
- They Are Generally Unhappy
- Case Study
- Module Six: Review Questions

**Module Seven: Dealing with the Customer Over the Phone**

- Listen to the Customer's Complaint
- Build Rapport
- Do Not Respond with Negative Words or Emotion
- Offer a Verbal Solution to Customer
- Case Study
- Module Seven: Review Questions

**Module Eight: Dealing with the Customer In Person**

- Listen to the Customer's Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study
- Module Eight: Review Questions

**Module Nine: Sensitivity in Dealing with Customers**

- Who are Angry
- Who Are Rude
- With Different Cultural Values
- Who Cannot Be Satisfied
- Case Study
- Module Nine: Review Questions

**Module Ten: Scenarios of Dealing with a Difficult Customer**

- Angry Customer
- Rude Customer
- Culturally Diverse Customer
- Impossible to Please Customer
- Case Study
- Module Ten: Review Questions

**Module Eleven: Following up With a Customer Once You Have Addressed Their Complaint**

- Call the Customer
- Send the Customer an Email
- Mail the Customer a Small Token
- Handwritten or Typed Letter
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Health and Wellness at Work – Fee \$499.00

A healthy employee is a happy and productive employee, which should be a goal for every organization. Through our Health and Wellness at Work program your participants will experience the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your organization. Your participants will touch on common issues such as smoking cessation, nutrition, weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program within your organization.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Meaning and Definition of a Health and Wellness Program?

- What is a Health and Wellness Program?
- Productivity
- Cost of Health Care
- Costs of Absenteeism
- Case Study
- Module Two: Review Questions

#### Module Three: Types of Health Behavior Programs

- Health Behaviors
- Health Screenings and Maintenance
- Mental Health
- Physical Injuries
- Case Study
- Module Three: Review Questions

#### Module Four: Health Behavior Programs

- Increasing Physical Activity
- Nutrition & Weight Loss
- Tobacco Cessation
- Substance Abuse Treatment
- Case Study
- Module Four: Review Questions

**Module Five: Health Screenings and Maintenance Programs**

- Preventative Care Screenings
- Cancer Screenings
- Annual Examinations
- Maintenance Programs
- Case Study
- Module Five: Review Questions

**Module Six: Mental Health Programs**

- Stress Management
- Support Groups
- Counseling
- Awareness & Education
- Case Study
- Module Six: Review Questions

**Module Seven: Evaluate the Need**

- Review Current Health and Wellness Programs
- Environmental Factors
- Identify Common Health Conditions and Procedures
- Review Company Information Pertaining to Employee Health
- Case Study
- Module Seven: Review Questions

**Module Eight: Planning Process**

- Form a Health and Wellness Team or Committee
- Budget
- Define Goals
- Programs and Policies
- Case Study
- Module Eight: Review Questions

**Module Nine: Implementation**

- Get Management Support
- Test It
- Get the Word Out
- Incentives
- Case Study
- Module Nine: Review Questions

**Module Ten: Create a "Culture of Wellness"**

- Accessible Healthy Eating Options
- Give Them a Break
- Alcohol, Drug, and Smoke Free Work environment
- Eliminate Hazards
- Case Study
- Module Ten: Review Questions

**Module Eleven: Evaluate Results**

- Check the Results
- Employee Satisfaction
- Share Achievements
- Revise Plans as Necessary
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## High Performance Teams inside the Company – Fee \$499.00

High Performance Teams (Inside the Company) are organizations, teams or groups working inside an office environment that are focused on achieving the same goals. Bringing team members together can sometimes be a challenge task. This workshop identifies these challenges and helps your participants push through to success.



With our High Performance Teams (Inside the Company) workshop, your participants will begin to see how important it is to develop a core set of high performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, you will be positioning your high performance teams to accomplish any task.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Benefits of High Performance Teams

- Creates Loyalty
- Optimum Productivity
- Collaboration
- Creates Visibility
- Case Study
- Module Two: Review Questions

#### Module Three: Challenges of High Performance Teams

- Can Create Competition
- High Turn-over Rate
- Negative Focus on Productivity
- Fear of Failure
- Case Study
- Module Three: Review Questions

#### Module Four: How to Build and Lead High Performance Teams

- Promote Understanding
- Provide Adequate Knowledge
- Facilitate Effective Interaction
- Conduct Effective Meetings
- Case Study
- Module Four: Review Questions

**Module Five: Characteristics of High Performance Teams**

- Understand the Big Picture
- Have Common Goals
- Work Collaboratively
- Produce Quality Results
- Case Study
- Module Five: Review Questions

**Module Six: Roles of an Effective Team Leader**

- Provides Adequate Training
- Timely, Constructive Feedback
- Views Mistakes as Opportunities
- Environment of Problem-solving
- Case Study
- Module Six: Review Questions

**Module Seven: Traits of Great Leaders Leading High Performance Teams (I)**

- Vision
- Patience
- Humility
- Humor
- Case Study
- Module Seven: Review Questions

**Module Eight: Traits of Great Leaders Leading High Performance Teams (II)**

- Courage
- Compliance
- Tolerance
- Gratitude
- Case Study
- Module Eight: Review Questions

**Module Nine: Ideas for Motivating High Performance Teams**

- Let Employees be Idealists
- No Negative Criticism
- Give Ample Praise
- Have Lunch with Each Employee
- Case Study
- Module Nine: Review Questions

**Module Ten: Steps to Retaining High Performers**

- Give Them Visibility
- Keep Them Entertained
- Reward Them
- Provide Them with Mentors
- Case Study
- Module Ten: Review Questions

**Module Eleven: Augmenting Team Performance**

- Authority
- Ask Questions
- Quickly Resolve Differences
- Practice Unanimity
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## High Performance Teams Remote Workforce – Fee \$499.00

High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success.



With our High Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Remote Workforce

- What is a Remote Workforce?
- Types of Remote Workforce
- Benefits of a Remote Workforce
- Materials for Remote Workforce
- Case Study
- Module Two: Review Questions

#### Module Three: High Performance Teams

- What is a High Performance Team?
- Benefits of High Performance Team
- Leadership for High Performance Team
- Understanding Team Dynamics
- Case Study
- Module Three: Review Questions

#### Module Four: Characteristics of High Performance Teams

- Excellent Communication
- Goal-Oriented
- Flexibility
- Committed
- Case Study
- Module Four: Review Questions

**Module Five: How to Create Teamwork**

- Identify Group & Individual Responsibilities
- Give Permission to Take Action
- Build Relationships
- Give Feedback
- Case Study
- Module Five: Review Questions

**Module Six: Types of Communication**

- Virtual Team Meetings
- Telephone Conferences
- Email Communication
- Intranet, Webpage, and Social Media Communication
- Case Study
- Module Six: Review Questions

**Module Seven: Training Your Team**

- Telecommute Training
- Web-based Training
- Peer to Peer Training
- Training Assessment and Retraining
- Case Study
- Module Seven: Review Questions

**Module Eight: Managing the Team**

- Tracking Team Performance
- Counseling Employees
- Positive Recognition for Employees
- Training Never Stops!
- Case Study
- Module Eight: Review Questions

**Module Nine: Effective Team Meeting How-to**

- Have a Clear Agenda
- Use Screen Shots or References
- Create a Safe Place
- Team Meeting Don'ts
- Case Study
- Module Nine: Review Questions

**Module Ten: Keep Happy and Motivated High Performance Team**

- Watch for signs of Conflict or Unhappiness
- Employee Feedback and Concerns
- Give Opportunities for Additional Education
- Impart Opportunities for Career Growth
- Case Study
- Module Ten: Review Questions

**Module Eleven: Don'ts with High Performance Teams**

- Don't Forget to Share Success
- Don't Delay in Responding
- Don't Assign Vague Responsibilities
- Don't Lead as a Dictator
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Hiring Strategies – Fee \$499.00

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this workshop as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Defining and Knowing the Position

- Know the Position
- Needs Analysis
- Job Analysis
- Task Analysis
- Case Study
- Module Two: Review Questions

#### Module Three: Hiring Strategy

- Company Information
- Salary Range
- Top Performers
- Be Prepared
- Case Study
- Module Three: Review Questions

**Module Four: Lure in Great Candidates**

- Advertise Where Candidates Visit
- Develop Corporate Citizenship
- Treat Your Candidates Well
- Look at the Competition
- Case Study
- Module Four: Review Questions

**Module Five: Filtering Applicants to Interview**

- Put Lots of Weight on Cover Letters
- Grading Resumes
- Internet Search
- Initial Phone Interview
- Case Study
- Module Five: Review Questions

**Module Six: The Interview (I)**

- Introduce Everyone
- Use a Panel
- Match the Interview to the Job
- Types of Questions
- Case Study
- Module Six: Review Questions

**Module Seven: The Interview (II)**

- Tell Me About My Company
- Distractions
- Interview More Than Once
- Wrap Up
- Case Study
- Module Seven: Review Questions

**Module Eight: Selection Process (I)**

- Testing
- Look for Passion and Enthusiasm
- Background Checks
- Trust Your Instincts
- Case Study
- Module Eight: Review Questions

**Module Nine: Selection Process (II)**

- Education Level Vs. Experience
- Have a Consensus
- Keep Non-Hires on File
- Checking References
- Case Study
- Module Nine: Review Questions

**Module Ten: Making an Offer**

- Do it Quickly
- Employment Details
- Notify Rejected Candidates
- Be Creative
- Case Study
- Module Ten: Review Questions

**Module Eleven: Onboarding**

- Training and Orientation
- Mentoring
- 30 60 90 Day Reviews
- Make Them Feel Welcome
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Human Resource Management – Fee \$499.00

Recently tasks that were originally thought to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. The sharing and diffusion of these tasks throughout the organization has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.



The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: A History of Human Resources

- A Brief History
- What is Human Resources Today?

#### Module Three: The Interview Process

- The General Format
- Types of Questions
- Dos and Don'ts

#### Module Four: Employee Orientation

- The Orientation Process
- The Role of Management and the Role of Human Resources
- Tips and Tricks

#### Module Five: Following Up with New Employees

- Daily Checklist for the First Week
- Following Up at the End of the Week
- Weeks and Months Later

#### Module Six: Workplace Safety

- Understanding Your Role and Responsibilities
- Understanding Local Rules
- Understanding Industry-Specific Rules

**Module Seven: Dealing with Harassment and Discrimination**

- Defining Harassment
- Types of Workplace Discrimination
- A Manager's Responsibility
- An Employer's Responsibility

**Module Eight: Workplace Violence**

- Defining Violence
- A Manager's Responsibility
- An Employer's Responsibility

**Module Nine: Managing Employee Performance**

- Choosing the Time and Place for Feedback
- Types of Employee Appraisals
- Using the Feedback Sandwich
- Encouraging Growth and Development

**Module Ten: Disciplining Employees**

- Understanding Your Role
- Understanding Your Choices
- Having the Meeting
- Following Up

**Module Eleven: Terminating Employees**

- Documenting Events
- Preparing for the Decision
- Making the Decision
- Communicating the Decision

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Improving Mindfulness – Fee \$499.00

Improving mindfulness is about understanding yourself and being “in the moment”. Your participants will become more mindful of their actions and learn how to express and interpret their present environment. They will create positive connections and increase their self-regulation of attention and personal experiences.



Improving Mindfulness will provide benefits throughout their professional and personal lives.

Improving mindfulness through gratitude, filtering, and active listening will give your participants the advantage of seeing things in a new light. This workshop has the ability to give your participants an increased recognition of mental events in the present moment which provides countless benefits.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: What is Mindfulness?

- Buddhist Concept
- Bare Attention
- Memory
- Psychological Concept
- Case Study
- Module Two: Review Questions

#### Module Three: Practicing Mindfulness

- Mindfulness Meditation
- Attention
- Acceptance
- Scanning
- Case Study
- Module Three: Review Questions

**Module Four: Emotional IQ**

- Purpose of Emotions
- Performance Emotions
- Swing Emotions
- Blue emotions
- Case Study
- Module Four: Review Questions

**Module Five: Cognitive Distortion I**

- Dichotomous Reasoning
- Magnification and Minimization
- Filtering (Including Disqualifying)
- Jumping to Conclusions
- Case Study
- Module Five: Review Questions

**Module Six: Cognitive Distortion II**

- Destructive Labelling
- Personalizing
- Blaming
- The Tyranny of the Should
- Case Study
- Module Six: Review Questions

**Module Seven: Mindfulness Based Cognitive Therapy**

- Mental Modes
- Doing Mode
- Being Mode
- Metacognitive Awareness
- Case Study
- Module Seven: Review Questions

**Module Eight: Mindfulness and Gratitude**

- What is Gratitude?
- Gratitude Journal
- Gratitude Exercise
- How to Form a Habit
- Case Study
- Module Eight: Review Questions

**Module Nine: Cultivating High Performance Emotions**

- Emotion-Cognition-Behavior Triangle
- Cultivating Enthusiasm
- Cultivating Confidence
- Cultivating Tenacity
- Case Study
- Module Nine: Review Questions

**Module Ten: Mindfulness and Customer Service**

- Individually Focused
- Active Listening
- Building a Rapport
- Timing
- Case Study
- Module Ten: Review Questions

**Module Eleven: Mindfulness and Leadership**

- Mental Resilience
- Focus
- Compassion
- Creativity
- Case Study
- Module Eleven: Review Questions

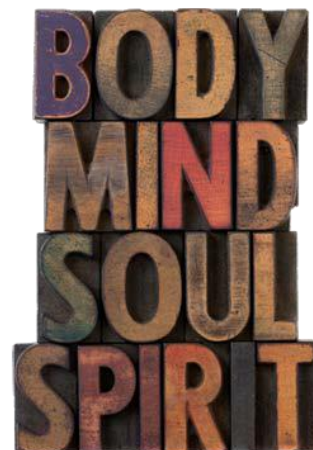
**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Improving Self-Awareness – Fee \$499.00

Self-awareness is developing an understanding your emotions and feelings. It is an awareness of the physical, emotional, and psychological self. Your participants will identify ways of recognizing all of these and improving each through various cognitive and learning styles.

Improving Self-Awareness will improve self-control, reduce procrastination, and develop mood management. Your participants will improve their relationships and create a more fulfilling life. These improvements will in turn translate into a wholly improved workforce. Stress will decline and productivity will increase as internal turmoil will decline all through improving self-awareness.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: What is the Self?

- The Physical Self
- The Emotional Self
- The Psychological Self
- The Spiritual Self
- Case Study
- Module Two: Review Questions

#### Module Three: Awareness of the Physical Self

- Scanning
- Progressive Relaxation
- Physical Stressors
- Exercise
- Case Study
- Module Three: Review Questions

**Module Four: Time Management**

- Organization
- Goal Management
- Priorities
- Procrastination
- Case Study
- Module Four: Review Questions

**Module Five: The Emotional Self**

- Validity of Emotions
- Utility of Emotions
- Arousal
- Valence
- Case Study
- Module Five: Review Questions

**Module Six: Mood Management**

- Emotional Intelligence
- Categories of Emotions
- Increasing Arousal
- Decreasing Arousal
- Case Study
- Module Six: Review Questions

**Module Seven: The Psychological Self**

- Thinking Style
- Learning Style
- Personality Style
- Distorted Thinking
- Case Study
- Module Seven: Review Questions

**Module Eight: Interpersonal Awareness**

- Addressing Different Thinking Styles
- Addressing Different Learning Styles
- Active Listening and Body Language
- Transactional Analysis
- Case Study
- Module Eight: Review Questions

**Module Nine: The Spiritual Self**

- Mindfulness
- Meditation
- Cultivating Positivity
- Gratitude
- Case Study
- Module Nine: Review Questions

**Module Ten: Limitations of Self-Awareness**

- Navel Gazing
- Dangers of Excessive Self Discipline
- Humility
- Empathy
- Case Study
- Module Ten: Review Questions

**Module Eleven: Independence versus Interdependence**

- What is Interdependence?
- Systems Theory
- More than the Sum of All Parts
- Team Building
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## In Person Sales – Fee \$499.00

In the age of online shopping and technology, in-person sales can easily be ignored. Do not overlook the importance of personal contact. You never know when or where you will meet your next customer, and it is important to make a good impression. Everyone who is interested in sales must be confident in the art of in-person sales.



With our In-Person Sales workshop, your participants will discover the specifics of what it means to become an effective salesperson, and steps to success. They will learn how to connect with customers and move them through the sales process.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: In-Person Sales

- Definition
- Benefits
- Cost
- Effectiveness
- Case Study
- Module Two: Review Questions

#### Module Three: Examples of In-Person Sales

- Sales Call
- Retail
- FaceTime
- Meetings
- Case Study
- Module Three: Review Questions

#### Module Four: Sales Funnel

- Generate Leads
- Nurture Leads
- Acquire Customer Base
- Expand Customer Base
- Case Study
- Module Four: Review Questions

**Module Five: Prepare**

- Effective Methods to Generate Leads
- Know Your Customer
- Practice Sales Conversation
- Set Goals
- Case Study
- Module Five: Review Questions

**Module Six: Presentation**

- Determine Venue
- Stay on Point
- Tie the Information to Customer Values
- Refer to Past Conversations
- Case Study
- Module Six: Review Questions

**Module Seven: Engage**

- Emotional Intelligence
- Allow Evaluation
- Overcome Objections
- Incentives
- Case Study
- Module Seven: Review Questions

**Module Eight: Commitment**

- A Verbal “Yes”
- Maintain Connection
- Remind Customer of Value
- Call to Action
- Case Study
- Module Eight: Review Questions

**Module Nine: Sale**

- It Isn’t Over Till It’s Over
- Make the Process Easy
- Close with Exceptional Service
- Thank and Reward
- Case Study
- Module Nine: Review Questions

**Module Ten: Loyalty**

- Continuity Programs
- Special Rewards
- Handwritten Cards
- Case Study
- Module Ten: Review Questions

**Module Eleven: Expand**

- Word of Mouth
- Networking
- Clubs
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Increasing Your Happiness – Fee \$499.00

Increasing ones happiness can be done through the power of positive thinking. That is one skill that this work shop will touch on to teach your participants how to be happier. Happiness will spread throughout your organization, and have a positive effect on everyone.



With our Increasing Your Happiness workshop your participants will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Plan Ahead For Happiness

- Have a Nightly Routine
- Get At Least Eight Hours of Sleep
- Wake Up Early
- Give Yourself Extra Commute Time
- Case Study
- Module Two: Review Questions

#### Module Three: Plan Your Day

- Arrive 10-15 Minutes Early
- Check Your Calendar for Action Items
- Create A to Do List For the Day
- Build In Breaks
- Case Study
- Module Three: Review Questions

#### Module Four: Relate To Others

- Greet Your Colleagues
- Smile!
- Build Your Support Team and Check In Regularly
- Take Time to Socialize
- Case Study
- Module Four: Review Questions

**Module Five: Go To Your Happy (Work) Space**

- Create a Workspace That Makes You Happy
- Clear the Clutter
- Bring In Personal Touches
- Add Some Green!
- Case Study
- Module Five: Review Questions

**Module Six: Accentuate the Positive**

- Use a Daily Affirmation
- Surround Yourself with Positive People
- Limit Your Negative Interactions
- Build Friendships
- Case Study
- Module Six: Review Questions

**Module Seven: Use Your Benefits**

- Use Your Vacation And Paid Time Off!
- Exercise Your Way to Happy!
- Employee Assistance Programs
- Other Benefits – Credit Union, Direct Deposit, Etc.
- Case Study
- Module Seven: Review Questions

**Module Eight: Take Control of Your Career Happiness**

- Take Control of Your Professional Development
- Seek Frequent Feedback
- Practice Professional Courage
- Seek Mentoring, and Seek To Mentor Others
- Case Study
- Module Eight: Review Questions

**Module Nine: Set Boundaries**

- Learn To Say No
- Learn To Say Yes
- Protect Your Downtime
- Know When to Call It A Day
- Case Study
- Module Nine: Review Questions

**Module Ten: Practice Positivity**

- Keep Your Interactions Positive
- Practice Gratitude
- Address Conflict or Misunderstandings Directly and Positively
- Look For the Silver Lining
- Case Study
- Module Ten: Review Questions

**Module Eleven: Choose To Be Happy**

- Happiness Is a Choice
- Choose Your Stress Response
- Do One Thing Each Day That You Love and Enjoy
- Seek To Make Positive Changes
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans And Evaluations

## Internet Marketing Fundamentals – Fee \$499.00

Marketing has changed dramatically over the last decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream come true, especially with Social Media, as you have a low cost marketing tool that can reach a large audience.



Internet Marketing Fundamentals will provide your participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: SWOT Analysis in Marketing

- Strength
- Weaknesses
- Opportunities
- Threats
- Case Study
- Module Two: Review Questions

#### Module Three: Marketing Research

- Consume All Media
- Finding the Right Price
- Product Development and Improvement
- Identify Your Target Audience
- Case Study
- Module Three: Review Questions

**Module Four: Real Time Marketing**

- Dynamic Content
- Engagement Builds Followers
- Constant Readiness and Monitoring
- The Time the Place and the Media
- Case Study
- Module Four: Review Questions

**Module Five: Brand Management**

- Every Interaction Counts
- Consistent Through all Media
- Unique Qualities
- Needs to be Actively Managed
- Case Study
- Module Five: Review Questions

**Module Six: Social Media (I)**

- You are Building a Community
- A Personal Touch
- Brand Champions
- Make it Easy to Share
- Case Study
- Module Six: Review Questions

**Module Seven: SEO Basics**

- Relevant and Original Content
- Keywords
- Value Proposition
- Linking
- Case Study
- Module Seven: Review Questions

**Module Eight: Social Media (II)**

- Content is King
- Blog and Interact
- Webinars
- Constant Monitoring
- Case Study
- Module Eight: Review Questions

**Module Nine: Website Characteristics**

- SEO Optimization
- Landing Page
- Analytics
- Mobile and Tablet Friendly
- Case Study
- Module Nine: Review Questions

**Module Ten: Capturing Leads**

- Lead Management and Generation
- Give Something Away
- Quality vs. Quantity
- Capture Repeat Customers
- Case Study
- Module Ten: Review Questions

**Module Eleven: Campaign Characteristics**

- Tailored for Your Audience
- Use Powerful Words
- The 4 W's of a Campaign
- Monitor and Tweak
- Case Study
- Module Eleven: Review Questions

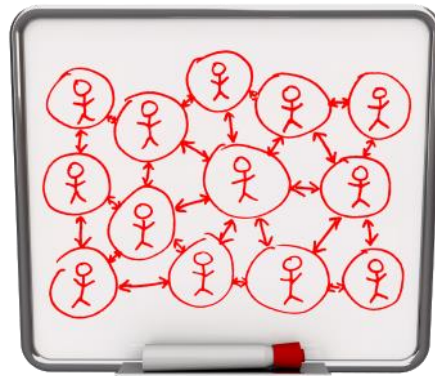
**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Interpersonal Skills – Fee \$499.00

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

#### Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

#### Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

#### Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

**Module Six: Remembering Names**

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh - I've Forgotten Your Name

**Module Seven: Influencing Skills**

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

**Module Eight: Bringing People to Your Side**

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

**Module Nine: Sharing Your Opinion**

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

**Module Ten: Negotiation Basics**

- Preparation
- Opening
- Bargaining
- Closing

**Module Eleven: Making an Impact**

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Job Search Skills – Fee \$499.00

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?



The Job Search Skills workshop will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Ready, Set, Go!

- Identifying Your Values and Purpose
- Assessing Your Skills
- Setting SMART Goals
- Building a Resource System
- A 30-Day Plan

#### Module Three: Building Your Resume

- Basic Resume Formats
- Chronological Style Resume
- Combination Style Resume
- Essential Information to Include
- Dealing with Awkward Points
- Checklist for Success

#### Module Four: Polishing Your Resume

- Creating an Attractive Package
- About Branding
- Some Extra Touches
- Checklist for Success

**Module Five: Writing a Cover Letter**

- Types of Cover Letters
- First contact cover letter
- Targeted cover letter
- Recommendation Cover Letter
- Creating a Template
- Customizing the Template
- Checklist for Success

**Module Six: Creating a Portfolio**

- When Do I Need a Portfolio?
- Types of Portfolios
- Working Portfolio
- Display Portfolio
- Assessment Portfolio
- Essential Elements
- Checklist for Success

**Module Seven: Networking Skills**

- What is Networking?
- Getting a Conversation Started
- Creating an Effective Introduction
- But I'm So Nervous!
- What Not to Talk About
- Wrapping Up and Moving On

**Module Eight: Skills for Success**

- Being Organized
- Becoming a Punctual Person
- I Can Do This!
- Important Etiquette Points

**Module Nine: Where to Look?**

- The Obvious Places
- The Hidden Job Market
- About Cold Calling
- The Power of Networking

**Module Ten: Understanding the Interview**

- Types of Interviews
- What to Expect
- About Behavioral Questions
- About Knowledge Questions

**Module Eleven: Interview Skills**

- Dressing for Success
- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear
- Answering Questions
- Asking Questions
- Following Up

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Knowledge Management – Fee \$499.00

The Encarta Dictionary defines knowledge management as the organization of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Knowledge Management

- What is Knowledge
- What is Knowledge Management
- A Brief History
- Applications in the Workplace

#### Module Three: Dos and Don'ts

- Data, Information, and Knowledge
- The Tacit Mode

#### Module Four: The Knowledge Management Life Cycle

- Understanding Episodes
- Acquisition
- Knowledge
- Integration

#### Module Five: The New Knowledge Management Paradigm

- Paradigms of the Past
- The New Paradigm
- Implications and Applications
- The Knowledge Management Endgame

**Module Six: Knowledge Management Models**

- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model

**Module Seven: Building a Knowledge Management Rationale**

- Why Rationale is Necessary
- Building a Business Case
- Finding Success Stories
- The Commodization/Customization Model

**Module Eight: Customizing Knowledge Management Definitions**

- Components of a Knowledge Management Definition
- Customizing the Components
- Creating a KMBOK

**Module Nine: Implementing Knowledge Management in Your Organization**

- Gathering Support
- Identifying Opportunities for Revenue Streams
- Key Knowledge Management Techniques
- A Map for Success
- The No-Budget Scenario

**Module Ten: Tips for Success**

- About the Chief Knowledge Officer
- Knowledge Management Skill Checklist
- The Knowledge Management Imperative
- The Hype Curve
- Barriers and Helpers to Success

**Module Eleven: Advance Topics**

- The Knowledge Management Maturity Model
- Absorptive Capacity
- Rustiness
- Process Model Types

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Leadership and Influence – Fee \$499.00

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Evolution of Leadership

- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Historical Leaders
- Modern Leaders
- The Great Man Theory
- The Trait Theory
- Transformational Leadership
- Summary

#### Module Three: Situational Leadership

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

**Module Four: A Personal Inventory**

- An Introduction to Kouzes and Posner
- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart
- A Personal Inventory
- Creating an Action Plan
- Set Leadership Goals
- Address the Goals
- Seek Inspiration
- Choose a Role Model
- Seek Experience
- Create a Personal Mission Statement

**Module Five: Modeling the Way**

- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others Perspectives

**Module Six: Inspiring a Shared Vision**

- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

**Module Seven: Challenging the Process**

- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

**Module Eight: Enabling Others to Act**

- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

**Module Nine: Encouraging the Heart**

- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

**Module Ten: Basic Influencing Skills**

- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

**Module Eleven: Setting Goals**

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Lean Process & Six Sigma – Fee \$499.00

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.



Our Lean Process and Six Sigma workshop will provide an introduction to this way of thinking that has changed so many corporations in the world. This workshop will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their own organizations.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Lean

- About Six Sigma
- About Lean
- History behind Lean
- Toyota Production Systems
- The Toyota Precepts

#### Module Three: Liker's Toyota Way

- Philosophy
- Process
- People and Partners
- Problem Solving

#### Module Four: The TPS House

- The Goals of TPS
- The First Pillar: Just In Time (JIT)
- The Second Pillar: Jidoka (Error-Free Production)
- Kaizen (Continuous improvement)
- The Foundation of the House

**Module Five: The Five Principles of Lean Business**

- Value
- Value Stream
- Flow
- Pull
- Seek Perfection

**Module Six: The First Improvement Concept (Value)**

- Basic Characteristics
- Satisfiers
- Delighters
- Applying the Kano Model

**Module Seven: The Second Improvement Concept (Waste)**

- Muda
- Mura
- Muri
- The New Wastes

**Module Eight: The Third Improvement Concept (Variation)**

- Common Cause
- Special Cause
- Tampering
- Structural

**Module Nine: The Fourth Improvement Concept (Complexity)**

- What is complexity?
- What causes complexity?
- How to Simplify?

**Module Ten: The Fifth Improvement Concept (Continuous improvement)**

- The PDSA Cycle (Plan, Do, Study, Act)
- The DMAIC Method

**Module Eleven: The Improvement Toolkit**

- Gemba
- Genchi Genbutsu
- Womack's Principle
- Kaizen
- A Roadmap for Implementation

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Life Coaching Essentials – Fee \$499.00

Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health. However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals.



With our Life Coaching Essentials workshop, your participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Why You Need A Life Coach?

- Difficulty Making Life Decisions
- Prioritizing Projects and Timelines
- Urgent Situations
- Lack of Balance
- Case Study
- Module Two: Review Questions

#### Module Three: The Benefits of Life Coaching

- Set Performance Targets
- Cope with Pressure and Stress
- Develop and Maintain Vision
- Maintain Motivation
- Case Study
- Module Three: Review Questions

#### Module Four: Life Coaching Challenges

- Lack of Commitment
- Procrastination
- Poor Communication Skills
- Lack of Direction
- Case Study
- Module Four: Review Questions

**Module Five: Basic Structure of a Coaching Session**

- Develop an Action Plan
- Ask Questions
- Overcome
- Set timeline
- Case Study
- Module Five: Review Questions

**Module Six: Essential Skills for Successful Coaching**

- Listen with Curiosity
- Take in what you hear
- Reflect with Accuracy
- Questioning for Exploration
- Case Study
- Module Six: Review Questions

**Module Seven: Life Coaching Tools and Techniques**

- Goal Tracking
- Journaling
- Life Coaching Assessments and Forms
- Homework Assignments and Action Items
- Case Study
- Module Seven: Review Questions

**Module Eight: Life Coaching Specialized Areas (I)**

- Relationship Coaching, Dating Coaching
- Health Coaching, Fitness Coaching
- Family Coaching, Parenting Coaching
- Spiritual Coaching
- Case Study
- Module Eight: Review Questions

**Module Nine: Life Coaching Specialized Areas (II)**

- General Life Coaching
- Image Coaching
- Communication Coaching, Creativity Coaching
- Career Coaching
- Case Study
- Module Nine: Review Questions

**Module Ten: Life Coaching Specialized Areas (III)**

- Retirement Coaching
- Leadership Coaching, Performance coaching
- Business Coaching
- Executive Coaching
- Case Study
- Module Ten: Review Questions

**Module Eleven: Apply What You Learned to the Workplace**

- Have a Game Plan
- Link Game Plan and Goals
- Do Drills
- Assess Progress
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Manager Management – Fee \$499.00

With this course you will be able to provide the skills, guidance, and empowerment to your team of managers. They will then be better suited in leading and motivating their team and thus produce fantastic results. To be a successful manager means having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.



Manager Management takes a special type of leader. This workshop will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Grooming a New Manager

- Set Specific Goals
- Authority (What They Can and Can't Do)
- Create a Shared Vision
- The More they Learn, the More Responsibility They Get
- Case Study
- Module Two: Review Questions

#### Module Three: Measuring Performance

- Staying Within Their Budget
- Setting Measurable Objectives
- Skip Level Feedback
- Collaborate on Criteria to be Evaluated
- Case Study
- Module Three: Review Questions

#### Module Four: Motivating Managers

- Provide the Needed Resources
- Bonuses and Incentives
- Give Credit for Good Work
- Keep Them Challenged
- Case Study
- Module Four: Review Questions

**Module Five: Signs of Poor Management**

- Missed Deadlines
- Team Turnover
- Losing Customers
- Little or No Growth
- Case Study
- Module Five: Review Questions

**Module Six: Trust Your Team of Managers**

- Do Not Micromanage
- Promote Open and Honest Communication
- Reward Initiative
- Trust, but Verify
- Case Study
- Module Six: Review Questions

**Module Seven: When an Employee Complains about their Manager**

- Keep the Information Confidential
- Gather Information from Both Sides
- Coach or Delegate the Solution
- Follow-up with the Manager or Employee
- Case Study
- Module Seven: Review Questions

**Module Eight: Coaching and Mentoring (I)**

- Writing Performance Reviews
- Provide Clear and Timely Feedback
- Praise in Public, Criticize in Private
- Make Sure Your Door is Always Open
- Case Study
- Module Eight: Review Questions

**Module Nine: Coaching and Mentoring (II)**

- Offer Advice, Not the Solution
- Create a Supportive Environment
- Building Ownership
- 360 Degree Feedback
- Case Study
- Module Nine: Review Questions

**Module Ten: When Do You Step In?**

- Unsafe or Dangerous Events
- Legal Ramifications
- Severe Financial Costs
- Repeated Failures after Coaching Has Occurred
- Case Study
- Module Ten: Review Questions

**Module Eleven: Remember These Basic Qualities**

- Express Confidence in Their Abilities
- Practice what you preach
- Have an Open Door
- Their Success is Your Success
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Managing Personal Finances – Fee \$499.00

For many people, finances are an unsolvable Rubik's cube filled with anxiety. We don't teach children when they are young the value of a good credit score. Many people have a hard time formatting and sticking to a budget. You can easily solve the finance puzzle with a little hard work, self-control, and the right tools. Today is a new day; you are taking the first steps to reclaiming your financial freedom.



Most people know that a map can tell them how to get from point A to point B. A well-developed budget is just like a map as it helps you reach your financial goals. You start at point A, and the budget helps you go the distance get to point B. And with our Managing Personal Finances workshop your participants will learn how to budget, and create a plan for their future.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Module Two: The Benefits of Budgeting

- Getting Rid of Debt
- Generating Savings
- Reducing Stress and Anxiety
- Lessening Family Conflicts
- Case Study
- Module Two: Review Questions

#### Module Three: What to Consider Before Creating a Budget

- Understand Your Income
- Determine Budget Duration
- Determine Expenses
- Track What's Being Spent
- Case Study
- Module Three: Review Questions

**Module Four: Types of Fixed Personal Expenses**

- Utility Bills
- Housing Bills
- Transportation
- Debt Payments
- Case Study
- Module Four: Review Questions

**Module Five: Types of Fluctuating Personal Expenses**

- Personal Care
- Entertainment
- Eating Out
- Case Study
- Module Five: Review Questions

**Module Six: Establish Your Goals**

- Short Term vs Long Term
- Be Realistic
- Actually Get Rid of Debt
- Save for the Future
- Case Study
- Module Six: Review Questions

**Module Seven: Determine Where Cuts Can Be Made**

- Cut Bad Habits
- Decrease Transportation Costs
- Reduce Utility Bills
- Decrease Entertainment Expenses
- Case Study
- Module Seven: Review Questions

**Module Eight: Tools**

- Software
- Phone Applications
- The Envelope System
- Expenditure Notebook
- Case Study
- Module Eight: Review Questions

**Module Nine: Stick With Your Budget**

- Use Cash for Weekly Allowance
- Accountability to Family or Friends
- Set Up a Different Account for Savings
- Remind Self of Benefit to Sticking with Budget
- Case Study
- Module Nine: Review Questions

**Module Ten: Additional Ways to Make Money**

- Make and Sell Items
- Sell Unused Items
- Small Part-Time Job
- Recycle for Money
- Case Study
- Module Ten: Review Questions

**Module Eleven: Paying Off Debt**

- Get Three Credit Reports
- Start with Small Stuff and Work Your Way Up
- Credit Card Hacks
- Investigate Student Loan Repayment or Consolidation Options
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Managing Workplace Anxiety – Fee \$499.00

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

Our Managing Workplace Anxiety workshop will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this workshop your participants will be better suited to the challenges that the workplace can bring.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Common Types of Anxiety

- Social Anxiety
- Generalized Anxiety Disorder
- Panic Disorder
- Phobias
- Case Study
- Module Two: Review Questions

#### Module Three: Recognizing Symptoms in Others

- Avoiding Social Situations
- Difficulty in Accepting Negative Feedback
- Difficulty in Focusing on Tasks
- Irrational Fears
- Case Study
- Module Three: Review Questions

#### Module Four: Coping Strategies (I)

- Keeping a Journal
- Power of Positive Thinking
- Have a "Me" Place You Can Go
- Establish Attainable Goals
- Case Study
- Module Four: Review Questions

**Module Five: Coping Strategies (II)**

- Talk With Friends and Family
- Get Enough Sleep
- Eating Well and Exercise
- Begin Small and Build Up to Larger Challenges
- Case Study
- Module Five: Review Questions

**Module Six: Don't Avoid the Situation**

- It's OK to Make a Mistake
- Accept the Situation, and Move On
- Avoidance Can Cause a Cycle of Anxiety
- Identify the Trigger
- Case Study
- Module Six: Review Questions

**Module Seven: Differences in Anxiety and Normal Nervousness**

- It Runs Along a Spectrum
- Anxiety Can Happen Without a Cause
- The Length of Time Symptoms Last
- It's an Exaggeration of Normal Feelings
- Case Study
- Module Seven: Review Questions

**Module Eight: Physical Symptoms**

- Rapid Heartbeat
- Panic Attack
- Headache
- Trembling or Shaking
- Case Study
- Module Eight: Review Questions

**Module Nine: Recognize the Positive Aspects of Anxiety**

- It Alerts Us to Danger
- Improves Self-Awareness
- Can Be a Great Motivator
- Prevent Mistakes
- Case Study
- Module Nine: Review Questions

**Module Ten: Common Anxiety Triggers**

- Uncertainty or Fear of the Unknown
- Holding in Feelings
- Public Speaking/Speaking Up
- Trying to Be Perfect
- Case Study
- Module Ten: Review Questions

**Module Eleven: When to Seek Extra Help?**

- Feeling Overwhelmed
- Physical Changes
- Unable to Work or Function
- Panic Attacks
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Managing Workplace Harassment – Fee \$499.00

Oh, you may say, “not in my office,” or “not our team,” but workplace harassment is an increasing issue in the organizations today. It can come in the form of a slap, a phrase, an email, or reassignment of duties. Harassment is not okay and it is illegal. Harassment needs to be reported so that the company can handle the issue properly and remediate any future problems.

Our Managing Workplace Harassment workshop provides guidance for an ever changing work environment. Your participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues. This workshop will also help in fostering a safer and more productive workplace.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Discrimination

- Gender
- Race
- Religion
- Disability
- Case Study
- Module Two: Review Questions

#### Module Three: Physical

- Hitting
- Threatening Behavior
- Destroying Property
- Workplace Homicide
- Case Study
- Module Three: Review Questions

#### Module Four: Verbal

- Yelling
- Insulting
- Ordering
- Blaming
- Case Study
- Module Four: Review Questions

**Module Five: Sexual**

- Touching
- Gestures
- Sharing Inappropriate Photos
- Sharing Inappropriate Jokes
- Case Study
- Module Five: Review Questions

**Module Six: Psychological**

- Isolating
- Discrediting
- Disparaging
- Contesting
- Case Study
- Module Six: Review Questions

**Module Seven: Cyberbullying**

- Sending Humiliating Mass Emails
- Sending Harassing Emails
- Emailing Lies to Others
- Monitoring Policy
- Case Study
- Module Seven: Review Questions

**Module Eight: Employer Responsibility**

- Understanding Federal and State Laws
- Recordkeeping
- Investigating Complaints
- Remediating Harassment
- Case Study
- Module Eight: Review Questions

**Module Nine: Stopping Harassment Before It Happens**

- Developing Anti-Harassment Policy
- Regularly Updating Policy
- Training Employees
- Emphasizing Consequences for Non-Compliance
- Case Study
- Module Nine: Review Questions

**Module Ten: Reporting Harassment**

- Uncertainty or Fear of the Unknown
- Holding in Feelings
- Public Speaking/Speaking Up
- Trying to Be Perfect
- Case Study
- Module Ten: Review Questions

**Module Eleven: Handling Harassment Complaints**

- Creating a Step-by-Step Process
- Publishing a Step-by-Step Process
- Training Employees
- Retaliating
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Marketing Basics – Fee \$499.00

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits the big picture is revealed. Your participants will be given an introduction to marketing and its benefits. If you are not marketing your business you will not grow, and if you do not grow you will not succeed.

Marketing Basics will provide the basic knowledge to your participants, and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans

#### Module Two: What is Marketing?

- What is a Market?
- Marketing is Not Selling
- Understanding Customer Needs
- Defining Your Product or Service
- Case Study
- Module Two: Review Questions

#### Module Three: Common Marketing Types (I)

- Direct Marketing
- Active Marketing
- Incoming Marketing
- Outgoing Marketing
- Case Study
- Module Three: Review Questions

**Module Four: Common Marketing Types (II)**

- Guerilla Marketing
- B2B Marketing
- B2C Marketing
- Promotional Marketing
- Case Study
- Module Four: Review Questions

**Module Five: The Marketing Mix**

- Product
- Price
- Promotion
- Place
- Case Study
- Module Five: Review Questions

**Module Six: Communicating the Right Way**

- The Marketing Pitch
- Sell Value Not Price
- Fun and Entertaining is Powerful
- Choosing the Right Media
- Case Study
- Module Six: Review Questions

**Module Seven: Customer Communications**

- Give Your Customers a Voice
- It's Not About You, It's About Them
- Every Interaction Counts
- Answer Questions Honestly
- Case Study
- Module Seven: Review Questions

**Module Eight: Marketing Goals**

- Brand Switching
- Repeat Purchases
- Brand Loyalty
- Inform and Educate
- Case Study
- Module Eight: Review Questions

**Module Nine: The Marketing Funnel**

- Awareness
- Interest
- Desire
- Action
- Case Study
- Module Nine: Review Questions

**Module Ten: Marketing Mistakes (I)**

- Not Taking Social Media Seriously
- Not Having a USP
- Cross Cultural and International Translations
- Not Building a Relationship
- Case Study
- Module Ten: Review Questions

**Module Eleven: Marketing Mistakes (II)**

- Not Having a Plan
- Aiming at Everyone
- Not Tracking Metrics
- Not Listening to Your Customers
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Measuring Results from Training – Fee \$499.00

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits with a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on.

Our Measuring Results from Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and update the curriculum to create content that is better suited for the participants.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Kolb's Learning Styles

- The Four-Stage Process
- Accommodators
- Diverges
- Converges
- Assimilators

#### Module Three: Kirkpatrick's Levels of Evaluation

- Overview
- Level One: Reactions
- Level Two: Learning
- Level Three: Behavior
- Level Four: Results

#### Module Four: Types of Measurement Tools

- Goal Setting
- Self-Evaluations
- Peer Evaluations
- Supervisor Evaluations
- High-Level Evaluations

**Module Five: Focusing the Training**

- Performing a Needs Assessment
- Creating Learning Objectives
- Drilling Down Into Content

**Module Six: Creating an Evaluation Plan**

- What Will We Evaluate?
- When Will the Evaluation be Completed?
- How Will We Evaluate It?
- Who Will Perform the Evaluation?

**Module Seven: Assessing Learning before Training**

- Workplace Observation
- Objectives Assessment
- Pre-Assignments and Pre-Tests

**Module Eight: Assessing Learning during Training**

- Reviewing Learning Objectives
- Performing Hip-Pocket Assessments
- Quizzes and Tests
- Skill Assessments

**Module Nine: Assessing Learning after Training**

- Evaluation Timelines
- Learning Journal
- Goal Setting
- Additional Methods of Evaluation

**Module Ten: The Long Term View**

- Creating a Long Term Evaluation Plan
- Methods of Evaluation
- Documenting Lessons Learned

**Module Eleven: Calculating the Return on Investment (ROI)**

- A Basic ROI Formula
- Identifying and Measuring Tangible Benefits
- Identifying and Measuring Intangible Benefits
- Calculating Total Costs
- Making a Business Case

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Media and Public Relations – Fee \$499.00

In this workshop, your participants will get the knowledge they need to effectively manage their image and value by forming solid networks through strategic communication planning. Effective networking is essential for day-to-day business or for those times when you are actively pursuing job opportunities. This workshop is designed to provide practical and hands-on tools that will give your participants a skillset in dealing with the media and the public.

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people knows you and offers you opportunities.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Networking for Success (I)

- Overview
- Creating an Effective Introduction
- Making a Great First Impression

#### Module Three: Networking For Success (II)

- Overview
- Minimizing Nervousness
- Using Business Cards Effectively
- Remembering Names

#### Module Four: The Meet and Greet

- Overview
- The Three-Step Process
- The Four Levels of Conversation
- Case Study (I)
- Case Study (II)

**Module Five: Dressing for Success**

- Overview
- The Meaning of Colors
- Interpreting Common Dress Codes
- Deciding What to Wear

**Module Six: Writing**

- Overview
- Business Letters
- Writing Proposals
- Reports
- Executive Summaries

**Module Seven: Setting Goals**

- Overview
- Understanding Goals
- SMART Goals
- Helping Others with Goal Setting

**Module Eight: Media Relations**

- Overview
- Television
- Print
- Web Presence, Blogs & the Internet

**Module Nine: Issues and Crisis Communication Planning**

- Overview
- Gauging the Impending Crisis Level
- Providing Feedback and Insights
- How Information will be Distributed
- Tracking the Overall Effect

**Module Ten: Social Media (The PR Toolkit)**

- Overview
- Blogs
- Wikis
- Podcasts
- Social Bookmarks
- RSS Feeds

**Module Eleven: Employee Communications**

- Overview
- Verbal Communication
- Non-Verbal Communication Skills
- Email Etiquette
- Negotiation Skills
- Making an Impact

**Module Twelve: Wrapping Up**

- Overview
- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Meeting Management – Fee \$499.00

This workshop is designed to give your participants the basic tools you need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop your participants will learn the needed skills in planning and implementing a successful meeting.



The Meeting Management workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Planning and Preparing (I)

- Identifying the Participants
- Choosing the Time and Place
- Creating the Agenda

#### Module Three: Planning and Preparing (II)

- Gathering Materials
- Sending Invitations
- Making Logistical Arrangements

#### Module Four: Setting up the Meeting Space

- The Basic Essentials
- The Extra Touches
- Choosing a Physical Arrangement

#### Module Five: Electronic Options

- Overview of Choices Available
- Things to Consider
- Making a Final Decision

**Module Six: Meeting Roles and Responsibilities**

- The Chairperson
- The Minute Taker
- The Attendees
- Variations for Large and Small Meetings

**Module Seven: Chairing a Meeting (I)**

- Getting Off on the Right Foot
- The Role of the Agenda
- Using a Parking Lot

**Module Eight: Chairing a Meeting (II)**

- Keeping the Meeting on Track
- Dealing with Overtime
- Holding Participants Accountable

**Module Nine: Dealing with Disruptions**

- Running in and Out
- Cell Phone and PDA's Ringing
- Off on a Tangent
- Personality Conflict

**Module Ten: Taking Minutes**

- What are Minutes?
- What do I Record?
- A Take-Home Template

**Module Eleven: Making the Most of Your Meeting**

- The 50 Minute Meeting
- Using Games
- Giving Prizes
- Stuffed Magic

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Middle Manager – Fee \$499.00

Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Introduction to Management

- What is Management?
- What Do Managers Do?
- What Does It Take to Be a Manager?
- Why Does Management Matter?

#### Module Three: Ethics and Social Responsibility

- What is Ethical Workplace Behavior?
- What is Unethical Workplace Behavior?
- How to Make Ethical Decisions
- What is Social Responsibility?

#### Module Four: Managing Information

- Why Information Matters
- Strategic Importance of Information
- Characteristics and Costs of Useful Information
- Getting and Sharing Information

**Module Five: Decision-Making**

- What is Rational Decision-Making?
- Steps to Rational Decision-Making
- Limits to Rational Decision-Making
- Improving Decision-Making

**Module Six: Control Basics of Control**

- The Control Process
- Is Control Necessary or Possible?
- How and What to Control
- Control Methods

**Module Seven: Organizational Strategy**

- Basics of Organizational Strategy
- Sustainable Competitive Advantage
- Strategy-Making Process
- Corporate, Industry, Firm Level Strategies

**Module Eight: Innovation and Change**

- Organizational Innovation
- Why Innovation Matters
- Managing Innovation
- Organizational Change
- Why Change Occurs and Why it Matters
- Managing Change

**Module Nine: Organizational Structures and Process**

- Departmentalization
- Organizational Authority
- Job Design
- Designing Organizational Process

**Module Ten: Managing Teams**

- The Good and the Bad of Using Teams
- Kinds of Teams
- Work Team Characteristics
- Enhancing Work Team Effectiveness

**Module Eleven: Motivation and Leadership**

- Basics of Motivation
- Equity Theory
- Expectancy Theory
- What is Leadership?
- Situational Leadership
- Strategic Leadership

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Millennial Onboarding – Fee \$499.00

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled Millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market.



Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Purpose of Onboarding

- Start-Up Costs
- Employee Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study
- Module Two: Review Questions

#### Module Three: Introduction

- Why Onboarding?
- Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study
- Module Three: Review Questions

**Module Four: Millennia's And Onboarding**

- Who Are Millennials?
- How Do Millennials Differ From Other Employees?
- Investiture Socialization – Let Them Be Themselves
- Informal Rather Than Formal Onboarding Processes
- Case Study
- Module Four: Review Questions

**Module Five: Onboarding Checklist**

- Pre-Arrival
- Arrival
- First Day
- First Week
- First Month
- Case Study
- Module Five: Review Questions

**Module Six: Engaging the Millennial Employee**

- Create an Informal Program Rather Than A Formal One
- Engage Employees One On One
- Role of Human Resources
- Role of Managers
- Case Study
- Module Six: Review Questions

**Module Seven: Following Up with the Millennial Employee**

- Initial Check in – One on One
- Following up – Regular, Informal Follow Ups
- Setting Schedules – Millennials and Work/Life
- Mentoring the Millennial
- Case Study
- Module Seven: Review Questions

**Module Eight: Setting Expectations with the Millennial Employee**

- Define Requirements – Provide Specific Instructions
- Identify Opportunities for Improvement and Growth
- Set Verbal Expectations – Specific, Clear, Systematic
- Put It in Writing – Specific, Clear, Systematic
- Case Study
- Module Eight: Review Questions

**Module Nine: Mentoring the Millennial Employee**

- Be Hands-On and Involved
- Serial Mentoring
- Be a Mentor, Not an Authority Figure
- Focus Millennials' Exploratory Drive on Work
- Case Study
- Module Nine: Review Questions

**Module Ten: Assigning Work to the Millennial Employee**

- Provide Clear Structure and Guidelines
- Provide Specific Benchmarks
- Set Boundaries and Provide Reality Checks
- Guide, Don't Dictate
- Case Study
- Module Ten: Review Questions

**Module Eleven: Providing Feedback**

- Millennials Thrive on Feedback
- Characteristics of Good Feedback
- Informal Feedback
- Formal Feedback
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## **mLearning Essentials – Fee \$499.00**

Mobile learning, or mLearning, is defined as the delivery of learning, education or training on mobile devices, such as mobile phones, tablets, laptops or PDAs. mLearning allows training and support to be taken anywhere, making it flexible and convenient for companies to use.

With our mLearning workshop, your participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, in order to educate employees and clients more efficiently.



### **Course Outline:**

#### **Module One: Getting Started**

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### **Module Two: What is mLearning?**

- mLearning Uses
- mLearning Environments
- mLearning Tools
- mLearning Advantages
- Case Study
- Module Two: Review Questions

#### **Module Three: Common mLearning Devices**

- Mobile Phones
- Tablets
- Notebook Computers
- Personal Digital Assistant (PDA)
- Case Study
- Module Three: Review Questions

#### **Module Four: Ancillary Equipment in mLearning**

- Internet Connections
- Messaging Services
- Video Cameras
- Bluetooth
- Case Study
- Module Four: Review Questions

**Module Five: mLearning vs. eLearning**

- Devices Available
- Informal vs Formal Structure
- Increased Access
- Content
- Case Study
- Module Five: Review Questions

**Module Six: Four C's of mLearning**

- Content
- Compute
- Capture
- Communicate
- Case Study
- Module Six: Review Questions

**Module Seven: Aspects of mLearning**

- The FRAME Model
- The Device Aspect
- The Learner Aspect
- The Social Aspect
- Case Study
- Module Seven: Review Questions

**Module Eight: Challenges of mLearning**

- Dependence on Technology
- Decreased Quality of Communication
- Security
- Risk of Distraction
- Case Study
- Module Eight: Review Questions

**Module Nine: Benefits of mLearning**

- Decreased Costs
- Available Support
- Unlimited Resources
- Continuous Learning
- Case Study
- Module Nine: Review Questions

**Module Ten: Getting mLearning Started**

- Organize Your Resources
- Form a Work Plan
- Engage Employees
- Establish an End Goal
- Case Study
- Module Ten: Review Questions

**Module Eleven: Employee Training**

- Training Facilities
- Encourage Communication
- Establish Guidelines
- Equipment Training
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Motivating Your Sales Team – Fee \$499.00

Everyone can always use some inspiration and motivation. This workshop will help your participant's target the unique ways each team member is motivated. Finding the right incentive for each member of your sales team is important as motivation works best when it is developed internally. Harness this through better communication, mentoring, and developing the right incentives.



Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Creating a Motivational Environment

- Frequent Team Check-Ins
- Train Your Team
- Emulate Best Practices
- One Size Does Not Fit All!
- Case Study
- Module Two: Review Questions

#### Module Three: Communicate to Motivate

- Regular Group Meetings
- Regular One on One Meetings
- Focus on Strengths and Development Areas
- Ask for Feedback
- Case Study
- Module Three: Review Questions

**Module Four: Train Your Team**

- Focus on Training and Development
- Peer Training
- Mentoring
- Keep the Focus Positive!
- Case Study
- Module Four: Review Questions

**Module Five: Emulate Best Practices**

- Look to Industry Leaders
- Solicit Team Member Suggestions
- Take a Field Trip!
- Leverage outside Expertise
- Case Study
- Module Five: Review Questions

**Module Six: Provide Tools**

- The Right Tools
- Ask Team Members What Tools They Need
- Provide High Quality Tools
- Allow for Training
- Case Study
- Module Six: Review Questions

**Module Seven: Find Out What Motivates Employees**

- One Size Does Not Fit All
- Find What Motivates Individuals
- Find What Motivates the Team
- Tailor Rewards to Employees
- Case Study
- Module Seven: Review Questions

**Module Eight: Tailor Rewards to the Employee**

- Motivation is Personal!
- Choose 1-3 Motivators
- Employee's Personal Goals
- Reward Achievements
- Case Study
- Module Eight: Review Questions

**Module Nine: Create Team Incentives**

- Incentives Foster Teamwork
- Team Goals
- Choose 1-3 Motivators
- Reward Achievements
- Case Study
- Module Nine: Review Questions

**Module Ten: Implement Incentives**

- Regular Incentives
- Mark Milestones
- Encourage Friendly Competition
- Keep Value Reasonable
- Case Study
- Module the: Review Questions

**Module Eleven: Recognize Achievements**

- Recognition Motivates!
- Recognize Achievements Regularly
- Recognize Achievements Publicly
- Document Achievements
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Multi-Level Marketing – Fee \$499.00

Multi-level marketing, also known as MLM, is a business marketing strategy that many companies use in order to encourage current agents to perform while at the same time growing the team by recruiting and training new agents. This tactic of marketing helps boost the company's sales force not only from the sales of the primary agent, but also from the sales and profits of the agents they have recruited.



With our Multi-Level Marketing workshop, your participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: How Does Multi-Level Marketing Work

- Networking Marketing
- Independent Agents
- Commission-Based
- Agents Recruit New Agents
- Case Study
- Module Two: Review Questions

#### Module Three: Building a Contact List

- Leverage Personal Networks
- Warm Lists
- Internet Lead Generation
- Purchasing Lead Lists
- Case Study
- Module Three: Review Questions

#### Module Four: Recruiting New Agents (I)

- Draw on Personal and Professional Network
- Recruit Satisfied Customers
- Recruit Those Who Seek Work Flexibility
- Stress Benefits of Being Agent
- Case Study
- Module Four: Review Questions

**Module Five: Recruiting New Agents (II)**

- Invitation to Marketing Presentation
- Focus Presentation on Benefits
- Showcase Success Stories
- Provide Several Presentation Media
- Case Study
- Module Five: Review Questions

**Module Six: Training MLM Agents**

- Sponsorship/Mentorship
- Provide Training in Marketing
- Provide Training in Recruitment
- Provide Ethics Training
- Case Study
- Module Six: Review Questions

**Module Seven: Sponsorship/Mentorship**

- Pair New Agents with Mentors
- Benefits of Sponsorship/Mentorship to Mentee
- Benefits of Sponsorship/Mentorship to Mentor
- Best Mentorship Practices
- Case Study
- Module Seven: Review Questions

**Module Eight: Provide Marketing Presentation Training**

- Provide Training in Presentations
- Provide Copies of Marketing Presentation
- New Recruits Practice Presentation
- Offer Marketing Resources
- Case Study
- Module Eight: Review Questions

**Module Nine: Provide Social Media Training**

- Social Media is Key to Networking!
- Websites and Blogs
- Facebook and Twitter
- LinkedIn
- Case Study
- Module Nine: Review Questions

**Module Ten: Provide Training in Recruitment**

- Building a Contact List
- Leveraging Personal and Professional Networks
- Provide Presentation/ “Elevator speech” Training
- Discuss Follow-up
- Case Study
- Module Ten: Review Questions

**Module Eleven: Provide Ethics Training**

- MLM and Bad Rap for Ethics
- Only Follow-up if Opted In
- Keeping the Sales Pitch Honest
- Keep Expectations Realistic
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Negotiation Skills – Fee \$499.00

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Negotiation

- The Three Phases
- Skills for Successful Negotiating

#### Module Three: Getting Prepared

- Establishing Your WATNA and BATNA
- Identifying Your WAP
- Identifying Your ZOPA
- Personal Preparation

#### Module Four: Laying the Groundwork

- Setting the Time and Place
- Establishing Common Ground
- Creating a Negotiation Framework
- The Negotiation Process

#### Module Five: Phase One; Exchanging Information

- Getting off on the Right Foot
- What to Share
- What to Keep to Yourself

**Module Six: Phase Two; Bargaining**

- What to Expect
- Techniques to Try
- How to Break an Impasse

**Module Seven: About Mutual Gain**

- Three Ways to See Your Options
- About Mutual Gain
- What Do I Want?
- What Do They Want?
- What Do We Want?

**Module Eight: Phase Three; Closing**

- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

**Module Nine: Dealing with Difficult Issues**

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Controlling Your Emotions
- Deciding When It's Time to Walk Away

**Module Ten: Negotiating Outside the Boardroom**

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via Email

**Module Eleven: Negotiating on Behalf of Someone Else**

- Choosing the Negotiating Team
- Covering All the Bases
- Dealing with Tough Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Networking Outside the Company – Fee \$499.00

Networking – according to Merriam Webster is “the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business”. These and other events can become more easily managed with this great workshop.

With our Networking (Outside the Company) workshop, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Benefits of Networking Outside of Work

- Create a Solid Network
- Meet Strategic Alliance Partners
- Generate Leads
- Position Yourself
- Case Study
- Module Two: Review Questions

#### Module Three: Networking Obstacles

- Time Constraints
- Saying the Wrong Thing
- Where to go to Network
- Fear of Rejection
- Case Study
- Module Three: Review Questions

#### Module Four: Networking Principles

- Develop Contacts
- Organize Your Contacts
- Follow-Up
- Maintain Relationships
- Case Study
- Module Four: Review Questions

**Module Five: Why Network?**

- Gain Trust
- Be visible
- Be an insider
- Gain Advantage
- Case Study
- Module Five: Review Questions

**Module Six: How to Build Networks**

- Physical Networking Groups
- Attend Networking Events
- Social Networking Sites
- Create Networking Referral List
- Case Study
- Module Six: Review Questions

**Module Seven: Online Networking Tools**

- Social Networks
- Blogs
- Chat Rooms
- Email
- Case Study
- Module Seven: Review Questions

**Module Eight: Develop Interpersonal Relationships**

- Be Specific
- Keep your Word
- Maintain Boundaries
- Invest Time
- Case Study
- Module Eight: Review Questions

**Module Nine: Common Networking Mistakes**

- Taking Before Giving
- Assumptions
- Reaching too High
- Assuming Tools Create Connections
- Case Study
- Module Nine: Review Questions

**Module Ten: Time Management**

- Prioritize Contacts
- Create Group Activities
- Connect Online
- Schedule Your Network Activities
- Case Study
- Module Ten: Review Questions

**Module Eleven: Manage Personal and Professional Network**

- Be Responsive
- Give Back
- Separate Personal and Business Activities
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Networking within the Company – Fee \$499.00

Networking is one of the most basic and essential skills employees should develop. Having great networking skills within an organization is sometimes overlooked. Having a viable networking and communication skill set will benefit any organization and will lead to increased productivity and performance.



Networking within the Company is about creating and maintaining better relationships. Your participants will develop skills to avoid obstacles, increase communication, and build relationships that last over time. Employees who understand and embrace the aspects of networking in the workplace will grow your business and create a more engaging environment.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: The Benefits of Networking at Work

- Gain Connections
- Share Knowledge
- Increase Opportunity
- Improve Image
- Case Study
- Module Two: Review Questions

#### Module Three: Networking Obstacles

- Confusion about the Definition of Networking
- Personality Traits
- Cultural Barriers
- Personal Pride
- Case Study
- Module Three: Review Questions

**Module Four: Networking Principles**

- Relationships
- Listen
- Offer Value
- Build Trust
- Case Study
- Module Four: Review Questions

**Module Five: How to Build Networks**

- Meet New People
- Be Polite
- Follow up
- Allow Relationships to Develop Naturally
- Case Study
- Module Five: Review Questions

**Module Six: Recognize Networking Opportunities**

- Formal Networking
- Informal Networking
- Workday Opportunities
- Always Be Ready to Network
- Case Study
- Module Six: Review Questions

**Module Seven: Common Networking Mistakes**

- Not Meeting New People
- Not Following Through
- High Expectations
- Being Unprofessional
- Case Study
- Module Seven: Review Questions

**Module Eight: Develop Interpersonal Relationships**

- Be Genuine
- Dialogue
- Maintain Boundaries
- Invest Time
- Case Study
- Module Eight: Review Questions

**Module Nine: Online Networking Tools**

- Social Networks (LinkedIn, Twitter, Facebook)
- Blogs
- Chat Rooms
- Email
- Case Study
- Module Nine: Review Questions

**Module Ten: Time Management**

- Prioritize Contacts
- Create Group Activities
- Connect Online
- Schedule Your Network Activities
- Case Study
- Module Ten: Review Questions

**Module Eleven: Maintaining Relationships over Time**

- Contact Networks Regularly
- Be Honest
- Give Personal Attention
- Limit Networks to a Manageable Size
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Office Politics for Managers – Fee \$499.00

You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.



Office Politics is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: New Hires

- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules
- Case Study
- Module Two: Review Questions

#### Module Three: It's About Interacting and Influencing

- Dealing with Different Personalities
- Build a Culture of Collaboration
- Be Nice to Everyone (Not Just Those That Can Help You)
- Be a Team Player
- Case Study
- Module Three: Review Questions

#### Module Four: Dealing With Rumors, Gossip, and Half-Truths

- It's Effects on Moral
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it swiftly
- Case Study
- Module Four: Review Questions

**Module Five: Office Personalities (I)**

- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy
- Case Study
- Module Four: Review Questions

**Module Six: Office Personalities (II)**

- Information Keeper
- Know-it-All
- The Apple-Polisher
- Nosey Neighbor
- Case Study
- Module Six: Review Questions

**Module Seven: Getting Support for Your Projects**

- Gain Trust through Honesty
- Be Assertive
- Blow Your Own Horn
- Make Allies
- Case Study
- Module Seven: Review Questions

**Module Eight: Conflict Resolution**

- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of a Resolution
- The Agreement Frame
- Case Study
- Module Eight: Review Questions

**Module Nine: Ethics**

- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior
- Case Study
- Module Nine: Review Questions

**Module Ten: You Are Not an Island**

- Never Burn a Bridge
- Take the High Road
- Trust is a Two Way Street
- Don't Hide in Your Office
- Case Study
- Module Ten: Review Questions

**Module Eleven: Social Events Outside of Work**

- How to Decline Politely
- Rules When Attending
- Meeting New People
- Conversation Do's and Don'ts
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Organizational Skills – Fee \$499.00

Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Throughout this workshop your participants will be given the tools necessary in developing better Organizational Skills.

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Remove the Clutter

- Just Do It
- You Don't Have to Keep Everything
- Three Boxes: Keep, Donate, and Trash
- A Place for Everything and Everything in Its Place
- Case Study
- Module Two: Review Questions

#### Module Three: Prioritize

- Write It Down
- Urgent/Important Matrix
- Divide Tasks
- 80/20 Rule
- Case Study
- Module Three: Review Questions

#### Module Four: Scheduling Your Time

- Have a Master Calendar
- Setting Deadlines
- Remove or Limit the Time Wasters
- Coping With Things Outside of Our Control
- Case Study
- Module Four: Review Questions

**Module Five: To Do Lists**

- Use a Day Planner
- Finish What You Start
- Focus on the Important
- Do Quick Tasks Immediately
- Case Study
- Module Four: Review Questions

**Module Six: Paper and Paperless Storage**

- Find a System that Works for You
- Make it Consistent
- Make it Time Sensitive
- Setting up Archives
- Case Study
- Module Six: Review Questions

**Module Seven: Organization Your Work Area**

- Keeping Items within Arm's Reach
- Only Have Current Projects on Your Desk
- Arranging Your Drawers
- Organize to Match Your Workflow
- Case Study
- Module Seven: Review Questions

**Module Eight: Tools to Fight Procrastination**

- Eat That Frog!
- Remove Distractions
- Give Yourself a Reward
- Break Up Large Tasks
- Case Study
- Module Eight: Review Questions

**Module Nine: Organizing your Inbox**

- Setting up Delivery Rules
- Folder and Message Hierarchy
- Deal with Email Right Away
- Flag and Highlight Important Items
- Case Study
- Module Nine: Review Questions

**Module Ten: Avoid the Causes of Disorganization**

- Keeping Everything
- Not Being Consistent
- Not Following a Schedule
- Bad Habits
- Case Study
- Module Ten: Review Questions

**Module Eleven: Discipline is the Key to Stay Organized**

- Stay Within Your Systems
- Learn to Say No
- Have Organization Be Part of Your Life
- Plan for Tomorrow, Today
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Overcoming Sales Objections – Fee \$499.00

Experiencing a sales objection can be a disheartening event. Through this course your participants will learn how to eliminate the objection and push through to get that sale. Even the best quality services or items can be turned down, and learning how to overcome these denials will be of great benefit.



Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluation Forms

#### Module Two: Three Main Factors

- Skepticism
- Misunderstanding
- Stalling
- Module Two: Review Questions

#### Module Three: Seeing Objections as Opportunities

- Translating the Objection to a Question
- Translating the Objection to a Reason to Buy
- Case Study
- Module Three: Review Questions

#### Module Four: Getting to the Bottom

- Asking Appropriate Questions
- Common Objections
- Basic Strategies
- Case Study
- Module Four: Review Questions

**Module Five: Finding a Point of Agreement**

- Outlining Features and Benefits
- Identifying Your Unique Selling Position
- Agreeing with the Objection to Make the Sale
- Case Study
- Module Five: Review Questions

**Module Six: Have the Client Answer Their Own Objection**

- Understand the Problem
- Render It Unobjectionable
- Case Study
- Module Six: Review Questions

**Module Seven: Deflating Objections**

- Bring up Common Objections First
- The Inner Workings of Objections
- Case Study
- Module Seven: Review Questions

**Module Eight: Unvoiced Objections**

- How to Dig up the Real Reason?
- Bringing Their Objections to Light
- Case Study
- Module Eight: Review Questions

**Module Nine: The Five Steps**

- Expect Them
- Welcome Them
- Affirm Them
- Complete Answers
- Compensating Benefits
- Module Nine: Review Questions

**Module Ten: Dos and Don'ts**

- Dos
- Don'ts
- Module Ten: Review Questions

**Module Eleven: Sealing the Deal**

- Understanding When It's Time to Close
- Powerful Closing Techniques
- The Power of Reassurance
- Things to Remember
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Performance Management – Fee \$499.00

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. This is key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.



When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Basics (I)

- What is Performance Management?
- How Does Performance Management Work?
- Tools
- Case Study
- Review Questions

#### Module Three: The Basics (II)

- Three Phase Process
- Assessments
- Performance Reviews
- Case Study
- Review Questions

**Module Four: Goal Setting**

- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study
- Review Questions

**Module Five: Establishing Performance Goals**

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study
- Review Questions

**Module Six: 360 Degree Feedback**

- What is 360 degree Feedback?
- Versus Traditional Performance Review
- The Components
- Case Study
- Review Questions

**Module Seven: Competency Assessments**

- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study
- Review Questions

**Module Eight: Kolb's Learning Cycle**

- Experience
- Observation
- Conceptualization
- Experimentation
- Case Study
- Review Questions

**Module Nine: Motivation**

- Key Factors
- The Motivated Organization
- Identifying Personal Motivators
- Evaluating and Adapting
- Case Study
- Review Questions

**Module Ten: The Performance Journal**

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study
- Review Questions

**Module Eleven: Creating a Performance Plan**

- Goals
- Desired Results
- Prioritization
- Measure
- Evaluation
- Case Study
- Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Personal Branding – Fee \$499.00

Personal Branding is identifying your assets, characteristics, strengths, and skills as an individual. Understanding Personal Branding will provide advantages in your participant's personal and professional lives. Branding is a mix of how you present yourself and how others see you. It is important to be aware of how you are viewed.

With our Personal Branding course your participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.



### Course Outline:

#### Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

#### Module Two: Defining Yourself (I)

- If You Don't, They Will
- Brand Mantra
- Be Real
- SWOT Analysis
- Case Study
- Module Two: Review Questions

#### Module Three: Defining Yourself (II)

- Pillars
- Passions
- Define Your Strengths
- The Three C's
- Case Study
- Module Three: Review Questions

#### Module Four: Controlling and Developing Your Image

- Clear and Defined
- Consistent Image
- It Takes a Commitment
- Live It Every Day
- Case Study
- Module Four: Review Questions

**Module Five: Personal and Professional Influences**

- Corporate and Personal Integration
- They Will Influence Each Other
- Be a Professional
- Build Rapport
- Module Five: Review Questions

**Module Six: Sharpening Your Brand**

- Blogging
- Authenticity is Key (always be authentic)
- Transparency
- Networking
- Case Study
- Module Six: Review Questions

**Module Seven: Appearance Matters**

- First Impressions
- Rise Out of the Crowd
- True Reflection
- Dress for Success
- Case Study
- Module Seven: Review Questions

**Module Eight: Social Media (I)**

- Needs Constant Monitoring
- Security
- Have an Objective
- Promote
- Case Study
- Module Eight: Review Questions

**Module Nine: Social Media (II)**

- It's a Tool
- Content is King
- Have a Gimmick
- Don't Ignore Any Mentions
- Case Study
- Module Nine: Review Questions

**Module Ten: Brand Management during a Crisis**

- Caught In a Bad Spot?
- Never Burn a Bridge
- Information
- Monitor and Respond
- Case Study
- Module Ten: Review Questions

**Module Eleven: Branding Personality Traits**

- Identify Your Unique Values
- Be Bold
- Think Outside the Box
- Fail. Learn. Repeat
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Personal Productivity – Fee \$499.00

Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.



Personal Productivity is a goal most of us have. Through this workshop your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Setting SMART Goals

- The Three P's
- The SMART Way
- Prioritizing Your Goals
- Evaluating and Adapting

#### Module Three: The Power of Routines

- What is a Routine?
- Personal Routines
- Professional Routines
- Six Easy Ways to Simplify Your Life

#### Module Four: Scheduling Yourself

- The Simple Secret of Successful Time Management
- Developing a Tracking System
- Scheduling Appointments
- Scheduling Tasks

#### Module Five: Keeping Yourself on Top of Tasks

- The One-Minute Rule
- The Five-Minute Rule
- What To Do When You Feel like You're Sinking

**Module Six: Tackling New Tasks and Projects**

- The Sliding Scale
- A Checklist for Getting Started
- Evaluating and Adapting

**Module Seven: Using Project Management Techniques**

- The Triple Constraint
- Creating the Schedule
- Using a RACI Chart

**Module Eight: Creating a Workspace**

- Setting Up the Physical Layout
- Ergonomics 101
- Using Your Computer Efficiently

**Module Nine: Organizing Files and Folders**

- Organizing Paper Files
- Organizing Electronic Files
- Scheduling Archive and Clean-Up

**Module Ten: Managing E-Mail**

- Using E-mail Time Wisely
- Taking Action!
- Making the Most of Your E-mail Program
- Taking Time Back from Handheld Devices

**Module Eleven: Tackling Procrastination**

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Presentation Skills – Fee \$499.00

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Your participants will be provided a strong set of skills that will complement their current presentation skill set.

The Presentation Skills workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Creating the Program

- Performing a Needs Analysis
- Writing the Basic Outline
- Researching, Writing, and Editing

#### Module Three: Choosing Your Delivery Methods

- Basic Methods
- Advanced Methods
- Basic Criteria to Consider

#### Module Four: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

#### Module Five: Non-Verbal Communication Skills

- Body Language
- It's Not What You Say, It's How You Say It

#### Module Six: Overcoming Nervousness

- Preparing Mentally
- Physical Relaxation Techniques

**Module Seven: Creating Fantastic Flip Charts**

- Required Tools
- The Advantages of Pre-Writing
- Using Colors Appropriately
- Creating a Plan B

**Module Eight: Creating Compelling PowerPoint Presentations**

- Required Tools
- Tips and Tricks
- Creating a Plan B

**Module Nine: Wow ‘Em with the Whiteboard**

- Traditional and Electronic Whiteboards
- Required Tools
- Using Colors Appropriately
- Creating a Plan B

**Module Ten: Vibrant Videos and Amazing Audio**

- Required Tools
- Tips and Tricks
- Creating a Plan B

**Module Eleven: Pumping it Up a Notch**

- Make Them Laugh a Little
- Encouraging Discussion
- Dealing with Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Project Management – Fee \$499.00

In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The Project Management workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Key Concepts (I)

- What is a Project?
- What is Project Management?
- What is a Project Manager?

#### Module Three: Key Concepts (II)

- About the Project Management Institute (PMI)
- About the Project Management Body Of Knowledge (PMBOK)
- The Five Process Groups
- The Nine Knowledge Areas
- The Triple Constraint

#### Module Four: Initiation (I)

- Identifying Your Stakeholders
- Assessing Needs and Wants
- Setting a SMART Project Goal
- Creating Requirements and Deliverables

#### Module Five: Initiation (II)

- Creating a Statement of Work
- Completing the Project Planning Worksheet
- Completing the Project Charter

**Module Six: Planning (I)**

- Managing Expectations
- Creating a Task List
- Estimating Time
- Estimating Resources
- Estimating Costs

**Module Seven: Planning (II)**

- Building the Work Breakdown Structure
- Creating the Schedule
- Creating a Risk Management Plan
- Creating a Communication Plan

**Module Eight: Planning Tools**

- The Gantt Chart
- The Network Diagram
- Using a RACI Chart
- Going the Extra Mile: Microsoft Project

**Module Nine: Executing the Project**

- Establishing Baselines
- Monitoring Project Progress
- Triple Constraint Reduction Methods

**Module Ten: Maintaining and Controlling the Project**

- Making the Most of Status Updates
- Managing Change
- Monitoring Risks

**Module Eleven: Closing Out**

- Preparing for Closeout
- Celebrating Successes
- Learning from Project Challenges
- Scope Verification
- A Final To-Do List

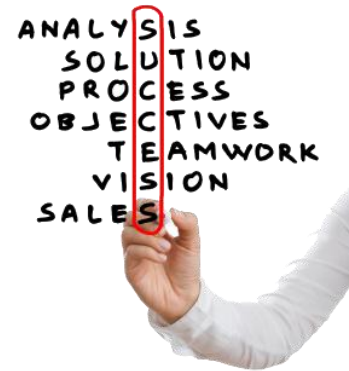
**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Proposal Writing – Fee \$499.00

A good proposal doesn't just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice. Your participants will explore the proposal writing process including the most common types of proposals.

The Proposal Writing workshop will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Proposals

- What is a Proposal?
- The Proposal Writing Process
- Types of Proposals
- About Requests for Proposals

#### Module Three: Beginning the Proposal Writing Process

- Identifying Your Purpose and Your Audience
- Performing a Needs Analysis
- Writing the Goal Statement

#### Module Four: Preparing an Outline

- A General Format
- Special Sections
- Creating a Framework
- Getting Down to Details

#### Module Five: Finding Facts

- Identifying Resources
- Using the Internet as a Resource
- Organizing Your Information

**Module Six: Writing Skills (I)**

- Spelling and Grammar
- Working with Words
- Constructing Sentences
- Persuasive Writing
- Mastering Voice

**Module Seven: Writing Skills (II)**

- Creating Paragraphs
- Creating Strong Transitions
- Building to Conclusions

**Module Eight: Writing the Proposal**

- Educating the Evaluator
- Ghosting the Competition
- Using Illustrations

**Module Nine: Checking for Readability**

- Checking for Clarity
- Reading for Your Audience
- Using the Readability Index

**Module Ten: Proofreading and Editing**

- Proofreading Like a Pro
- Editing Techniques
- Checking the Facts
- The Power of Peer Review

**Module Eleven: Adding the Final Touches**

- Our Top Typesetting Tips
- Achieving a Professional Look and Feel
- Creating the Final Package

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Prospecting and Lead Generation – Fee \$499.00

Prospecting and lead generation is the method of making links which may lead to a sale or other promising result. The leads may come from various sources or undertakings, for example, via the Internet, through personal referrals, through telephone calls either by telemarketers, through advertisements, events, and purchase of lists of potential clients. These and other events can become more easily managed with this great workshop.



With our Prospecting and Lead Generation workshop, your participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their sales strategy.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Prospecting

- Make it a Priority
- Identify Your Ideal Prospect
- Choose Prospecting Methods
- Make it a Habit
- Case Study
- Module Two: Review Questions

#### Module Three: Traditional Marketing Methods

- Cold Calling
- Direct Mail
- Trade Shows
- Networking
- Case Study
- Module Three: Review Questions

**Module Four: New Marketing Methods**

- Social Networks
- Search Engine Marketing
- Email Marketing
- Display Advertising
- Case Study
- Module Four: Review Questions

**Module Five: Generating New Leads**

- Become a Brand
- Webinars
- Blogs
- Engaging Video
- Case Study
- Module Five: Review Questions

**Module Six: Avoid Common Lead Generation Mistakes**

- Limiting Channels
- Failure to Provide Value
- Failure to Connect
- Failure to Try
- Case Study
- Module Six: Review Questions

**Module Seven: Educate Prospects**

- Content Creation
- Stand Out from the Competition
- Fill Customer Needs
- Always Deliver on Promises
- Case Study
- Module Seven: Review Questions

**Module Eight: The Pipeline**

- Contact
- Meet
- Propose
- Close
- Case Study
- Module Eight: Review Questions

**Module Nine: Follow up Communication**

- Know Your Leads
- Move Quickly
- Know How to Respond
- Set Future Meetings
- Case Study
- Module Nine: Review Questions

**Module Ten: Track Activity**

- Use the Appropriate Tools
- Assess Your Advertising Sources
- Record Information about Leads
- Assess ROI
- Case Study
- Module Ten: Review Questions

**Module Eleven: Create Customers**

- Develop Relationships
- Show Genuine Interest
- Be Professional
- Show Reliability and Integrity
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations
- Recommended Reading

## Public Speaking – Fee \$499.00

According to a 1973 survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop your participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Identifying Your Audience

- Performing a Needs Analysis
- Creating an Audience Profile
- Identifying Key Questions and Concerns

#### Module Three: Creating a Basic Outline

- Outlining the Situation
- Identifying the Task That Had to Be Performed
- Listing the Actions You Took
- Revealing the Results

#### Module Four: Organizing the Program

- Making Organization Easy
- Organizational Methods
- Classifying and Categorizing

#### Module Five: Fleshing It Out

- Identifying Appropriate Sources
- Establishing Credibility
- The Importance of Citations

**Module Six: Putting It All Together**

- Writing Your Presentation
- Adding a Plan B
- Reviewing, Editing, and Rewriting

**Module Seven: Being Prepared**

- Checking Out the Venue
- Gathering Materials
- A 24 Hour Checklist

**Module Eight: Overcoming Nervousness**

- A Visit from the Boss
- Preparing Mentally
- Physical Relaxation Techniques
- Appearing Confident in Front of the Crowd (Even If You Don't Feel That Way)

**Module Nine: Delivering Your Speech (I)**

- Starting Off on the Right Foot
- Using Visual Aids
- Checking the Volume of Your Voice

**Module Ten: Delivering Your Speech (II)**

- Adjusting on the Fly
- Gauging Whether Breaks Are Required
- Wrapping Up and Winding Down

**Module Eleven: Questions and Answers**

- Ground Rules
- Answering Questions That Sound like an Attack
- Dealing with Complex Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Risk Assessment and Management – Fee \$499.00

It is not possible to control or manage 100% of risk, but knowing what do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day to day business is important. Safety should be the first priority as every business must face the reality of risks and hazards.



Through our Risk Assessment and Management course your participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide your participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Action Plans and Evaluations

#### Module Two: Identifying Hazards and Risks

- What is a Hazard?
- What is a Risk?
- Consult with Employees
- Likelihood Scale
- Case Study
- Module Two: Review Questions

#### Module Three: Seeking Out Problems Before they Happen (I)

- Unique to Your Business
- Walk Around
- Long Term and Short Term
- Common Issues
- Case Study
- Module Three: Review Questions

**Module Four: Seeking Out Problems Before they Happen (II)**

- Ask “What would happen if....?”
- External Events
- Worst Case Scenarios
- Consequence Scale
- Case Study
- Module Four: Review Questions

**Module Five: Everyone’s Responsibility**

- See it, Report it!
- If It Is Not Safe Don’t Do It
- Take Appropriate Precautions
- Communicating to the Organization
- Case Study
- Module Five: Review Questions

**Module Six: Tracking and Updating Control Measures**

- What is a Control Measure?
- Your Business Procedures
- Are They Adequate?
- Updating and Maintaining
- Case Study
- Module Six: Review Questions

**Module Seven: Risk Management Techniques**

- Reduce the Risk
- Transfer the Risk
- Avoid the Risk
- Accept The Risk
- Case Study
- Module Seven: Review Questions

**Module Eight: General Office Safety and Reporting**

- Accident Reports
- Accident Response Plan
- Emergency Action Plan
- Training and Education
- Case Study
- Module Eight: Review Questions

**Module Nine: Business Impact Analysis**

- Gather Information
- Identify Vulnerabilities
- Analyze Information
- Implement Recommendations
- Case Study
- Module Nine: Review Questions

**Module Ten: Disaster Recovery Plan**

- Make It Before You Need It
- Test, Update, and Repeat
- Hot, Warm, and Cold Sites
- Keep Documentation Simple and Clear
- Case Study
- Module Ten: Review Questions

**Module Eleven: Summary of Risk Assessment**

- What are the Hazards?
- Who Might be Harmed?
- Are Current Control Measures Sufficient?
- If Not, Change Control Measures
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Safety in the Workplace – Fee \$499.00

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our Safety in the Workplace course will be instrumental in reviewing common hazards, safety techniques and after completion; your participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: An Overview

- Work Safety and Health Legislations
- Roles & Duties
- Safety Planning

#### Module Three: Types of Hazards

- Computer Workstations
- Ergonomics
- Fire Prevention
- Fitness & Wellness
- Heat Stress
- Stress
- Violence

#### Module Four: Managers Role

- Promoting & Enforcing Safety Standards
- Element of a Health and Safety Program
- Responsibilities
- Corporate Culture

**Module Five: Training**

- Reasons for Training
- Definition
- Orientation
- On the Job Training
- Safety Meetings
- Planning and Conducting a Training Session

**Module Six: Stress Management**

- Altering
- Avoiding
- Accepting
- Relaxation Techniques
- Using Routines to Reduce Stress

**Module Seven: Workplace Violence**

- What is Workplace Violence?
- Identifying
- Addressing
- Implementing a Workplace Harassment Policy

**Module Eight: Identifying Your Company Hazards**

- Conducting an Inspection
- Prioritizing Deficiencies
- Report & Following Up

**Module Nine: Drug & Alcohol Abuse**

- For Employees
- For Managers or Supervisors
- When to Address
- Implementing a "No Tolerance" Rule

**Module Ten: Writing the Safety Plan**

- Management Involvement
- Responsibility
- Employee Involvement
- Follow Through with Accident Investigations
- Training of Employees

**Module Eleven: Implement the Plan**

- Selecting an Employee Representative
- Identifying Roles
- Assigning Responsibility
- Follow Through

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Sales Fundamentals – Fee \$499.00

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. It requires you to convince someone with a potential interest that there is something for them in making their interest concrete – something that merits spending some of their hard-earned money.

The Sales Fundamentals workshop will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding the Talk

- Types of Sales
- Common Sales Approaches
- Glossary of Common Terms

#### Module Three: Getting Prepared to Make the Call

- Identifying Your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

#### Module Four: Creative Openings

- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening

#### Module Five: Making Your Pitch

- Features and Benefits
- Outlining Your Unique Selling Position
- The Burning Question That Every Customer Wants Answered

#### Module Six: Handling Objections

- Common Types of Objections
- Basic Strategies
- Advanced Strategies

**Module Seven: Sealing the Deal**

- Understanding When It's Time to Close
- Powerful Closing Techniques
- Things to Remember

**Module Eight: Following Up**

- Thank You Notes
- Resolving Customer Service Issues
- Staying in Touch

**Module Nine: Setting Goals**

- The Importance of Sales Goals
- Setting SMART Goals

**Module Ten: Managing Your Data**

- Choosing a System That Works for You
- Using Computerized Systems
- Using Manual Systems

**Module Eleven: Using a Prospect Board**

- The Layout of a Prospect Board
- How to Use Your Prospect Board
- A Day in the Life of Your Board

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Self-Leadership – Fee \$499.00

As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it.

With our Self-Leadership workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positive ways, which equals success!



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What Is Self-Leadership?

- Sources
- Before Action
- During
- After Action
- Case Study
- Module Two: Review Questions

#### Module Three: Motivators

- Need for Autonomy
- Self-Efficacy
- External Factors
- Internal Factors
- Case Study
- Module Three: Review Questions

#### Module Four: Behavior Focus (I)

- Focusers and Reminders
- Cues
- Self-Observation
- Goal Setting
- Case Study
- Module Four: Review Questions

**Module Five: Behavior Focus (II)**

- Purpose
- Reward
- Punishment
- Practice
- Case Study
- Module Five: Review Questions

**Module Six: Natural Rewards**

- Definition
- Competence
- Purpose and Self-Control
- Life Activities
- Case Study
- Module Six: Review Questions

**Module Seven: Constructive Thinking**

- Positive Thinking
- Self-Talk
- Aware of Personal Beliefs and Assumptions
- Opportunity Thinking
- Case Study
- Module Seven: Review Questions

**Module Eight: Well-Being (I)**

- Emotional Intelligence
- Stress Management
- Optimism
- Fun and Happiness
- Case Study
- Module Eight: Review Questions

**Module Nine: Well-Being (II)**

- Fitness
- Diet
- Sleep
- Personal Effectiveness
- Case Study
- Module Nine: Review Questions

**Module Ten: Individuality**

- Personality
- Locus of Control
- Self-Monitor
- Autonomy
- Case Study
- Module Ten: Review Questions

**Module Eleven: Personal Application**

- Diversity
- Personal Problems
- Workplace Problems
- Social Responsibility
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Servant Leadership – Fee \$499.00

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others, on their success, and in turn to build better relationships that benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.



With our Servant Leadership workshop your participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What is Servant Leadership?

- A Desire to Serve
- Knowing to Share the Power
- Putting Others First
- Helping Employees Grow
- Case Study
- Module Two: Review Questions

#### Module Three: Leadership Practices

- Democratic Leadership Style
- Laissez-Faire Style
- Leading by Example
- Path-Goal Theory
- Case Study
- Module Three: Review Questions

**Module Four: Share the Power**

- Being Empathetic
- Learn to Delegate
- Their Success is Your Success
- Know When to Step In
- Case Study
- Module Four: Review Questions

**Module Five: Characteristics of a Servant Leader**

- Listening Skills
- Persuasive Powers
- Recognizes Opportunities
- Relates to Employees
- Case Study
- Module Five: Review Questions

**Module Six: Barriers to Servant Leadership**

- Excessive Criticism
- Doing Everything Yourself
- Sitting on the Sidelines
- Demanding from Employees
- Case Study
- Module Six: Review Questions

**Module Seven: Building a Team Community**

- Identify the Group Needs
- Complement Member Skills
- Create Group Goals
- Encourage Communication
- Case Study
- Module Seven: Review Questions

**Module Eight: Be a Motivator**

- Make it Challenging
- Provide Resources
- Ask for Employee Input
- Offer Incentives
- Case Study
- Module Eight: Review Questions

**Module Nine: Be a Mentor**

- Establish Goals
- Know When to Praise or Criticize
- Create a Supportive Environment
- Create an Open Door Policy
- Case Study
- Module Nine: Review Questions

**Module Ten: Training Future Leaders**

- Offer Guidance and Advice
- Identify Their Skill Sets
- Methods of Feedback
- Establish Long Term Goals
- Case Study
- Module Ten: Review Questions

**Module Eleven: Self-Reflection**

- Keep a Journal
- Identify Your Strengths and Weaknesses
- Identify Your Needs
- Creating Your Own Goals
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Social Intelligence – Fee \$499.00

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.



Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two way street, know the rules of the road!

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans

#### Module Two: Increase Your Self-Awareness

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study
- Module Two: Review Questions

#### Module Three: The Keys to Empathy

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study
- Module Three: Review Questions

**Module Four: Active Listening**

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study
- Module Four: Review Questions

**Module Five: Insight on Behavior**

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study
- Module Five: Review Questions

**Module Six: Interpersonal Communication**

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study
- Module Six: Review Questions

**Module Seven: Social Cues (I)**

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Module Seven: Review Questions

**Module Eight: Social Cues (II)**

- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study
- Module Eight: Review Questions

**Module Nine: Conversation Skills**

- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study
- Module Nine: Review Questions

**Module Ten: Body Language**

- Be Aware of Your Movements
- It's Not What You Say, its How You Say It
- Open Vs. Closed Body Language
- Communicate with Power
- Case Study
- Module Ten: Review Questions

**Module Eleven: Building Rapport**

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Social Learning – Fee \$499.00

Social Learning is an effective way to train your employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Your participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback.

With our Social Learning course your participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Setting the Right Group Dynamic (I)

- Communicating
- Collaborating
- Sharing of Best Practices
- Refining Ideas
- Case Study
- Module Two: Review Questions

#### Module Three: Setting the Right Group Dynamic (II)

- Diversity Builds Knowledge
- Social Interactions
- People Are Different
- Dealing with Difficult People
- Case Study
- Module Three: Review Questions

#### Module Four: Develop a Social Learning Culture at Work (I)

- Making the Connection
- Tagging Star Employees
- Recognizing Teaching Movements
- Culture of Questioning
- Case Study
- Module Four: Review Questions

**Module Five: Develop a Social Learning Culture at Work (II)**

- Safe to Share Environment
- Instilling a Passion for Learning
- Instill a Sense of Sharing
- Learning in the Social Unit
- Case Study
- Module Five: Review Questions

**Module Six: Develop a Social Learning Culture at Work (III)**

- Remove Fear of Feedback or Criticism
- Creating a Social Unit
- Imitation and Modeling
- Empowering Learners
- Case Study
- Module Six: Review Questions

**Module Seven: Role Playing (I)**

- Identify Work Related Scenarios
- Add Variables
- Assign Roles
- Prepare Role-Players
- Case Study
- Module Seven: Review Questions

**Module Eight: Role Playing (II)**

- Act it out
- Debrief
- Mirror Good Examples
- General Role Playing Tips
- Case Study
- Module Eight: Review Questions

**Module Nine: Utilizing the Right Tools (I)**

- Mentoring
- Social Media
- Critical Thinking
- Gamification
- Case Study
- Module Nine: Review Questions

**Module Ten: Utilizing the Right Tools (II)**

- Relevant Resources Selection
- Job Shadowing
- Knowledge Management
- Social Facilitation
- Case Study
- Module Ten: Review Questions

**Module Eleven: Modeling and Observational Learning**

- Inspired by Leaders
- Boosting Self-Efficacy
- Peer Role Models
- Generating Engagement
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Social Media in the Workplace – Fee \$499.00

We are being flooded with Social Media invitations and updates. Web-based communication icons like Twitter, Facebook, YouTube, and LinkedIn are dominating the way we interact with each other. People are feeling the need to be updated at all times. It has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is alright to share and what should not be sent out.



Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What is Social Media?

- Online Communities
- User Created Content
- Information Sharing
- Communication Tools
- Case Study
- Module Two: Review Questions

#### Module Three: Defining Your Social Media Policy (I)

- It Should be a Living Document
- Choosing an Information Officer
- What Can and Cannot Be Shared
- Legal and Ethic Specifications
- Case Study
- Module Three: Review Questions

**Module Four: Defining Your Social Media Policy (II)**

- New Hire Orientation
- Let Common Sense Guide You
- Nothing Offensive
- Rules on Soliciting and Personal Posts
- Case Study
- Module Four: Review Questions

**Module Five: Creating a Living Document**

- What is a Living Document?
- How often is it revised?
- Who Will be in Charge
- Change Management
- Case Study
- Module Five: Review Questions

**Module Six: Keeping an Eye on Security**

- Password Rules
- Needs Constant Monitoring
- Keeping Information Confidential
- Protecting Intellectual Property
- Case Study
- Module Six: Review Questions

**Module Seven: Rules to Follow When Posting (I)**

- Always Show Respect
- Stop and Think Before You Post
- Always be Honest
- Never Discredit or Talk Ill of Competitors
- Case Study
- Module Seven: Review Questions

**Module Eight: Rules to Follow When Posting (II)**

- Be Transparent
- Act Like You Would in Real Life
- Grammar and Spelling Still Counts
- Never Post When You Are Angry
- Case Study
- Module Eight: Review Questions

**Module Nine: Benefits of Social media**

- From Audience to Author
- Builds Customer Loyalty
- Speed and Flexibility in Communication
- Two Way Communications
- Case Study
- Module Nine: Review Questions

**Module Ten: The Pitfalls of Social Media**

- Bullying
- Group Think
- Trolling
- Remember, It Is Out There Forever
- Case Study
- Module Ten: Review Questions

**Module Eleven: Listen to Your Customers**

- They Provide Great Feedback
- It Makes Them Happy
- Improves Your Brand
- Improves Product Development
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Social Media Marketing – Fee \$499.00

Social media is a staple of modern life. It is so enmeshed in the way we communicate that companies have little choice but to engage social media as part of their marketing strategy. Before implementing any social media strategies, you should take the time to understand the benefits as well as the risks.



With our Social Media Marketing workshop, your participants will discover the specifics of how to effectively use social media marketing. By utilizing different social media platforms to reach current and potential customers, your marketing will only see success.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Facebook

- Pros / Cons
- Likes / Comments
- Posts / Links
- Tracking and Measurement
- Case Study
- Module Two: Review Questions

#### Module Three: YouTube

- Pros / Cons
- Channel
- Content and Voice
- Tags and Measurement
- Case Study
- Module Three: Review Questions

#### Module Four: Twitter

- Pros/ Cons
- Voice
- Tags and Links
- Tracking and Measurement
- Case Study
- Module Four: Review Questions

**Module Five: LinkedIn**

- Pros / Cons
- Optimize Search in Profile
- Groups and Links
- Tracking and Measurement
- Case Study
- Module Five: Review Questions

**Module Six: Google+**

- Pros / Cons
- Natural Search Links
- Strategy
- Tracking and Measurement
- Case Study
- Module Six: Review Questions

**Module Seven: Pinterest**

- Pros/ Cons
- Posting and Conversation
- Pins and Boards
- Tracking and Measurement
- Case Study
- Module Seven: Review Questions

**Module Eight: Tumblr**

- Pros / Cons
- Posting and Conversation
- Links
- Tracking and Measurement
- Case Study
- Module Eight: Review Questions

**Module Nine: Flickr**

- Pros / Cons
- Expand Sharing
- Discussion
- Tracking and Measurement
- Case Study
- Module Nine: Review Questions

**Module Ten: Snapchat**

- Pros / Cons
- Audience
- Ads
- Tracking and Measurement
- Case Study
- Module Ten: Review Questions

**Module Eleven: Instagram**

- Pros / Cons
- Niche and Quality
- Hashtags
- Tracking and Measurement
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Stress Management – Fee \$499.00

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.



The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Stress

- What is Stress?
- What is Eustress?
- Understanding the Triple “A” Approach

#### Module Three: Creating a Stress-Reducing Lifestyle

- Eating Properly
- Exercising Regularly
- Sleeping Well

#### Module Four: Altering the Situation

- The First “A”
- Identifying Appropriate Situations
- Creating Effective Actions

#### Module Five: Avoiding the Situation

- The Second “A”
- Identifying Appropriate Situations
- Creating Effective Actions

#### Module Six: Accepting the Situation

- The Third “A”
- Identifying Appropriate Situations
- Creating Effective Actions

**Module Seven: Using Routines to Reduce Stress**

- Planning Meals
- Organizing Chores
- Using a To-Do List

**Module Eight: Environmental Relaxation Techniques**

- Finding a Sanctuary
- Using Music
- Seeing the Humor

**Module Nine: Physical Relaxation Techniques**

- Soothing Stretches
- Deep Breathing
- Tensing and Relaxing
- Meditation

**Module Ten: Coping with Major Events**

- Establishing a Support System
- Creating a Plan
- Knowing When to Seek Help

**Module Eleven: Our Challenge to You**

- Creating a Stress Log
- Week One: Recording Events
- Week Two: Identifying Stressors and Creating a Plan
- Week Three: Creating New Habits
- Reviewing and Evaluating

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Supervising Others – Fee \$499.00

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Setting Expectations

- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing

#### Module Three: Setting Goals

- Understanding Cascading Goals
- The SMART Way
- Helping Others Set Goals

#### Module Four: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

#### Module Five: Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence

**Module Six: Implementing Delegation**

- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation

**Module Seven: Providing Feedback**

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback

**Module Eight: Managing Your Time**

- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday

**Module Nine: Resolving Conflict**

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team

**Module Ten: Tips for Special Situations**

- What to Do If You've Been Promoted from within the Team
- What to Do If You're Leading a Brand New Team
- What to Do if You're Taking on an Established Team

**Module Eleven: A Survival Guide for the New Supervisor**

- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning!

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Supply Chain Management – Fee \$499.00

Supply Chain Management improves the coordination and relationship between Suppliers, Producers, and Customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly.



With Supply Chain Management your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Why Supply Chain Management?

- Customer Satisfaction
- Improving Performance
- Lowering Costs
- Product Development
- Case Study
- Module Two: Review Questions

#### Module Three: Key Terms (I)

- Procurement
- Upstream and Downstream
- Raw Material
- Forecasting
- Carrying Cost
- Case Study
- Module Three: Review Questions

**Module Four: Key Terms (II)**

- Inventory
- Order Generation
- Order Taking
- Order Fulfillment
- Returns Management
- Case Study
- Module Four: Review Questions

**Module Five: Three Levels of Supply Chain Management**

- Strategic level
- Tactical level
- Operational Level
- Bullwhip Effect
- Case Study
- Module Five: Review Questions

**Module Six: Five Stages of Supply Chain Management**

- Plan
- Source
- Make
- Deliver
- Return
- Case Study
- Module Six: Review Questions

**Module Seven: The Flows of Supply Chain Management**

- The Product Flow
- The Information Flow
- The Finances Flow
- Data Warehouses
- Case Study
- Module Seven: Review Questions

**Module Eight: Inventory Management**

- Levels of Inventory
- Just-In-Time Inventory
- Keeping Accurate Records
- Inventory Calculator
- Case Study
- Module Eight: Review Questions

**Module Nine: Supply Chain Groups**

- The Suppliers
- The Producers
- The Customers
- The Customer's Customer's
- Case Study
- Module Nine: Review Questions

**Module Ten: Tracking and Monitoring**

- Dashboard
- RFID's
- Alert Generation
- Stock Keeping Unit (SKU)
- Case Study
- Module Ten: Review Questions

**Module Eleven: Supply Chain Event Management**

- Inventory Alerts
- Supplier Alerts
- Bottlenecking
- Being Proactive
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Taking Initiative – Fee \$499.00

Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen.



With our Taking Initiative workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What is Initiative?

- Definition
- Benefits, Personal and Professional
- Why People Do Not Take Initiative
- Make Initiative a Priority
- Case Study
- Module Two: Review Questions

#### Module Three: Know Clients

- Be Open Minded
- Be Adaptable
- Making Decisions
- Take Responsibility
- Case Study
- Module Three: Review Questions

**Module Four: Recognize When You Can Step In**

- Know Your Strengths and Skills
- Go the Extra Mile
- Listen Carefully
- Fill in the Gaps
- Case Study
- Module Four: Review Questions

**Module Five: Recognize When You Can Go Outside the Normal**

- Consider Culture and Values Before Acting
- Is It in the Scope of Your Authority?
- Communicate Ideas
- Act on Solutions
- Case Study
- Module Five: Review Questions

**Module Six: Weighing the Consequences**

- Ask Questions
- Risk, Impact, or Cost Analysis
- Is Authorization Necessary?
- When Risks Are Too High
- Case Study
- Module Six: Review Questions

**Module Seven: Good or Bad**

- The Good
- The Bad
- Develop Judgment
- Avoid Acting on Emotion
- Case Study
- Module Seven: Review Questions

**Module Eight: Confidence**

- Are You Confident?
- Build Confidence
- Positive Thinking
- Visualization
- Case Study
- Module Eight: Review Questions

**Module Nine: Find Opportunities**

- Internal Opportunities
- External Opportunities
- Apply Core Competencies
- What Problems Exist, and Will They Grow?
- Case Study
- Module Nine: Review Questions

**Module Ten: Be Persistent**

- Handle Setbacks
- Manage Change
- Modify Ideas When Necessary
- Move Forward
- Case Study
- Module Ten: Review Questions

**Module Eleven: Balance Initiative and Restraint**

- Consider the Work Involved in an Idea
- Develop Emotional Intelligence
- Know the Buy-in of Stakeholders
- Do Not Push All Ideas Forward
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Talent Management – Fee \$499.00

Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. With a company's workforce generally being its highest cost, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce, and attracting better and more skilled new hires.

We all know that training and retraining is expensive, and our Talent Management workshop will reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority. Having a talented group of employees has always been a key to success; it will translate into better performance and higher productivity. Talent Management is the investment that will pay dividends for years to come.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Defining Talent

- What is Talent Management
- Types of Talent
- Skills and Knowledge Defined

#### Module Three: Understanding Talent Management

- Guidelines
- Importance & Benefits
- Challenges
- Key Elements to Developing a Winning Strategy

#### Module Four: Performance Management

- Performance Management Defined
- Benefits
- How to Keep Your Employees Motivated
- Case Study

**Module Five: Talent Reviews**

- 360 Degree Feedback
- Talent Calibration
- Maintaining an Effective Work Force
- Looking to the Future

**Module Six: Succession & Career Planning**

- What is Succession Planning?
- Developing a Plan
- Executing the Plan
- Overcoming Roadblocks
- Case Study

**Module Seven: Engagement**

- Employee Engagement
- Generating Engagement
- Influences
- Case Study

**Module Eight: Competency Assessments**

- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study

**Module Nine: Coaching, Training & Development**

- Setting Goals
- Developing Options
- Providing Feedback
- Wrapping Up

**Module Ten: Do's and Don'ts**

- Do's & Don'ts
- Tips for Talent Management
- Case Study

**Module Eleven: Employee Retention**

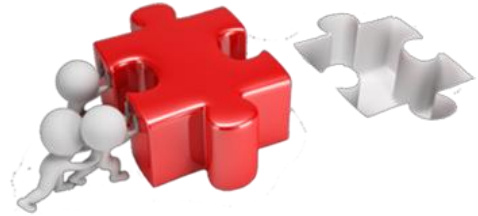
- Goals and Motivation
- The Expectancy Theory
- Object Oriented Theory
- Case Study

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Team Building for Managers – Fee \$499.00

Teamwork is a part of everyday business life. Whether it's virtual, in the office, or on the road, we are often expected to be a functional part of a team. Having a strong team benefits every organization and will lead to more successes than not. Teamwork is how your participants will elevate that event or project from just OK to great!



Through our Team Building for Managers workshop participants will be encouraged to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will give your participants what is needed to be a great team member.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: What Are The Benefits Of Team Building?

- Better Communication And Conflict Resolution
- Effectiveness
- Motivation
- Camaraderie
- Case Study
- Module Two: Review Questions

#### Module Three: Types of Team Building

- Games
- Activities
- Education
- Social Gatherings
- Case Study
- Module Three: Review Questions

**Module Four: Creating Team Chemistry**

- Games For Introductions
- Games To Build Camaraderie
- Games For Problem Solving
- Games To Stimulate Interaction
- Case Study
- Module Four: Review Questions

**Module Five: Improving Team Strength**

- Games To Build Trust
- Games To Motivate
- Games To Build Communication
- Games For Conflict Resolution
- Case Study
- Module Five: Review Questions

**Module Six: Engagement and Collaboration Activities**

- Activities To Build Camaraderie
- Activities For Idea Sharing
- Activities To Build Trust
- Activities To Stimulate Interaction
- Case Study
- Module Six: Review Questions

**Module Seven: Building a Great Team Identity**

- Activities To Motivate
- Activities To Improve Working Together
- Activities To Build Communication
- Activities For Conflict Resolution
- Case Study
- Module Seven: Review Questions

**Module Eight: Social Gathering**

- Singing / Karaoke
- Dinner / Pot Lucks
- Physical Activities
- Meetings
- Case Study
- Module Eight: Review Questions

**Module Nine: Common Mistakes When Team Building**

- Letting Cliques Develop
- Not Delegating Tasks
- Rewarding In Private / Criticizing In Public
- Disjointed Plans Of Grandeur
- Case Study
- Module Nine: Review Questions

**Module Ten: Formatting A Team Building Plan**

- Define The Goal
- Consult Team Members
- Research And Create Structure
- Keep It Fun
- Case Study
- Module Ten: Review Questions

**Module Eleven: Evaluations and Improvements**

- Was The Goal Met?
- Was The Team Building Cohesive?
- What Did The Team Think Of The Team Building?
- How Can The Team Building Be Improved For Next Time?
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## Team Building Through Chemistry – Fee \$499.00

Teams are unavoidable in any business. The key to successful team building is addressing the importance of chemistry. By staying aware of the chemistry as you build the group, you will increase the chance of avoiding pitfalls and developing a sense of unity.



With our Team Building Through Chemistry workshop, your participants will discover the specifics of how building a team through chemistry will lead to success. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Teams

- What Is the Definition of a Team?
- How Do People Feel about Being on Teams?
- Why Do Teams Fall Apart?
- Examples of Successful Teams
- Case Study
- Module Two: Review Questions

#### Module Three: Team Development Model

- Forming
- Norming
- Storming
- Performing
- Case Study
- Module Three: Review Questions

#### Module Four: Chemistry in Teams

- What Is Chemistry?
- Factors that Influence Chemistry
- Examples
- Roles of Leadership
- Case Study
- Module Four: Review Questions

**Module Five: Diversity**

- Advantages
- Complexity
- Conflicts
- Encourage Individuality
- Case Study
- Module Five: Review Questions

**Module Six: Vision and Goals**

- Creating Vision
- Shared Vision
- SMART Goals
- Collaboration
- Case Study
- Module Six: Review Questions

**Module Seven: Roles**

- Establishing Roles
- Taking
- Making
- Avoid Power Struggles
- Case Study
- Module Seven: Review Questions

**Module Eight: Leadership Functions**

- Set the Tone
- Conflict Management
- Direct, Don't Order
- Encourage
- Case Study
- Module Eight: Review Questions

**Module Nine: Develop Cohesion**

- Sense of Exclusivity
- Connect Beyond Work
- Outside Competition
- Focus on Consensus
- Case Study
- Module Nine: Review Questions

**Module Ten: Build Relationships**

- Respect
- Empathy
- Open Communication
- Share Credit
- Case Study
- Module Ten: Review Questions

**Module Eleven: Direction of Team**

- Charter
- Task Orientation
- Monitor Performance
- Feedback
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Teamwork and Team Building – Fee \$499.00

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Defining Success

- What is a Team?
- An Overview of Tuckman and Jensen's Four-Phase Model

#### Module Three: Types of Teams

- The Traditional Team
- Self-Directed Teams
- E-Teams

#### Module Four: The First Stage of Team Development Forming

- Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

#### Module Five: The Second Stage of Team Development Storming

- The Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

#### Module Six: The Third Stage of Team Development Norming

- The Hallmarks of This Stage
- What To Do As A Leader
- What To Do As A Follower

**Module Seven: The Fourth Stage of Team Development Performing**

- Hallmarks of this Stage
- What To Do As A Leader
- What To Do As A Follower

**Module Eight: Team Building Activities**

- The Benefits and Disadvantages
- Team-Building Activities That Won't Make People Cringe
- Choosing a Location for Team-Building

**Module Nine: Making the Most of Team Meetings**

- Setting the Time and the Place
- Trying the 50-Minute Meeting
- Using Celebrations of All Sizes

**Module Ten: Solving Problems as a Team**

- The Six Thinking Hats
- Encouraging Brainstorming
- Building Consensus

**Module Eleven: Encouraging Teamwork**

- Some Things to Do
- Some Things to Avoid
- Some Things to Consider

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Telephone Etiquette – Fee \$499.00

Phone etiquette is a highly valuable tool to have in an employee's skill-set, and our Telephone Etiquette workshop will help provide those skills. This course will help your participants improve their phone skills which will make them more confident, improve sales, and help gain new customers while retaining your current clientele. A more confident employee is also one that is happier, and happier employees will produce happier customers.



Through our Telephone Etiquette workshop your participants will learn the skills to increase productivity and improve performance. This will produce a positive environment throughout your business and influence the organization as a whole. Recognizing the different skills used between inbound and outbound calls along with knowledge on how to deal with rude or angry callers makes this workshop a great investment.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Aspects of Phone Etiquette

- Phrasing
- Tone of Voice
- Speaking Clearly
- Listen to the Caller
- Case Study
- Module Two: Review Questions

#### Module Three: Using Proper Phone Language

- Please and Thank You
- Do Not Use Slang
- Avoid Using the Term "You"
- Emphasize What You Can Do, Not What You Can't
- Case Study
- Module Three: Review Questions

**Module Four: Eliminate Phone Distractions**

- Avoid Eating or Drinking
- Minimize Multi-Tasking
- Remove Office Distractions
- Do Not Let Others Interrupt
- Case Study
- Module Four: Review Questions

**Module Five: Inbound Calls**

- Avoid Long Greeting Messages
- Introduce Yourself
- Focus on Their Needs
- Be Patient
- Case Study
- Module Five: Review Questions

**Module Six: Outbound Calls**

- Be Prepared
- Identify Yourself and Your Company
- Give Them the Reason for the Call
- Keep Caller Information Private
- Case Study
- Module Six: Review Questions

**Module Seven: Handling Rude or Angry Callers**

- Stay Calm
- Listen to the Needs
- Never Interrupt
- Identify What You Can Do For Them
- Case Study
- Module Seven: Review Questions

**Module Eight: Handling Interoffice Calls**

- Transferring Calls
- Placing Callers on Hold
- Taking Messages
- End the Conversation
- Case Study
- Module Eight: Review Questions

**Module Nine: Handling Voicemail Messages**

- Ensure the Voice Mail Has a Proper Greeting
- Answer Important Messages Right Away
- Ensure Messages are Delivered to the Right Person
- When Leaving A Message for Others...
- Case Study
- Module Nine: Review Questions

**Module Ten: Methods of Training Employees**

- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing
- Case Study
- Module Ten: Review Questions

**Module Eleven: Correcting Poor Telephone Etiquette**

- Screening Calls
- Employee Evaluations
- Peer Monitoring
- Customer Surveys
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Telework and Telecommuting – Fee \$499.00

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers.

Through Telework and Telecommuting your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Core Skills Required

- Self-Management
- Time Management
- Organizing and Planning
- Communication
- Case Study
- Module Two: Review Questions

#### Module Three: Self-Management (I)

- Solving Problems on Your Own
- Being and Staying Motivated
- You Have More Freedom, Don't Abuse It
- You and Only You are Accountable
- Case Study
- Module Three: Review Questions

#### Module Four: Self-Management (II)

- Recognize and Remove Bad Habits
- Reflect on Mistakes, and Learn from Them
- Establish Good Habits
- Be Assertive With Yourself
- Case Study
- Module Four: Review Questions

**Module Five: Time Management (I)**

- Build a Little Flexibility Into Your Schedule
- Identify and Remove Time Wasters
- Working with Time Zones
- Using Free Time Wisely
- Case Study
- Module Five: Review Questions

**Module Six: Time Management (II)**

- The Urgent/Important Matrix
- Setting and Sticking to Deadlines
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Recognize When You are Procrastinating
- Case Study
- Module Six: Review Questions

**Module Seven: Organization and Planning (I)**

- Plan for Additional Stress
- When to Seek Help
- Being Proactive, not Reactive
- Establish Priorities and Attainable Goals
- Case Study
- Module Seven: Review Questions

**Module Eight: Organization and Planning (II)**

- Setting up Your Home Office
- Remove Unneeded or Distracting Items
- When Technology Fails?
- Develop a Normal Working Day
- Case Study
- Module Eight: Review Questions

**Module Nine: Communication (I)**

- Stay in the Loop
- Use the Correct Medium
- Be Clear and To the Point
- Virtual Communication Can Be Impersonal
- Case Study
- Module Nine: Review Questions

**Module Ten: Communication (II)**

- Open and Frequent Communication
- Share Your Information
- Have a Collaborative Attitude
- Setting Expectations with Family and Friends
- Case Study
- Module Ten: Review Questions

**Module Eleven: Additional Challenges**

- Building Trust and Rapport
- Feeling Isolated
- Always in the Office
- Lack of or Less Feedback
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## The Cloud and Business – Fee \$499.00

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use.

With our The Cloud and Business workshop, your participants will discover the specifics of how the cloud can be a useful business tool. With a clear understanding of the cloud, your participants will be able to make the best decisions for their customers and business.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Cloud

- Definition
- History
- History Current Uses
- Trends
- Case Study
- Module Two: Review Questions

#### Module Three: Models for Business

- Software as a Service
- Platform as a Service
- Infrastructure as a Service
- Other Options
- Case Study
- Module Three: Review Questions

#### Module Four: Advantages

- Data Center Finances
- Labor Finances
- Productivity
- Ease of Use
- Case Study
- Module Four: Review Questions

**Module Five: Address Risks**

- Assessment
- Prioritize Concerns
- Address Risks
- Focus on Success
- Case Study
- Module Five: Review Questions

**Module Six: Security**

- Understand Weaknesses
- Breaches
- Identity Management
- Strategies
- Case Study
- Module Six: Review Questions

**Module Seven: Device Management**

- Devices that Can Connect
- Desktops
- Benefits
- Monitoring
- Case Study
- Module Seven: Review Questions

**Module Eight: Service Oriented Architecture**

- Definition
- With the Cloud
- Services
- Benefits to the Business
- Case Study
- Module Eight: Review Questions

**Module Nine: Business Processes**

- Scale Applications
- Web-based
- Examples
- Predictions
- Case Study
- Module Nine: Review Questions

**Module Ten: Standards**

- Best Practices
- Organizational Standards
- Standards in the Cloud
- Interoperability and Integration
- Case Study
- Module Ten: Review Questions

**Module Eleven: Monitoring**

- Governance
- Measure Performance
- Methods of Measurement
- Monitor Services
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Time Management – Fee \$499.00

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.



The Time Management workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that includes personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Goal Setting

- The Three P's
- S.M.A.R.T. Goals
- Prioritizing Your Goals
- Visualization

#### Module Three: Prioritizing Your Time

- The 80/20 Rule
- The Urgent Versus Important Matrix
- Assertiveness

#### Module Four: Planning Wisely

- Creating Your Productivity Journal
- Maximizing the Power of Your Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand, and Water
- Chunk, Block, and Tackle
- Ready, Fire, Aim!

#### Module Five: Tackling Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog!

**Module Six: Crisis Management**

- When the Storm Hits
- Creating a Plan
- Executing the Plan
- Lessons Learned

**Module Seven: Organizing Your Workspace**

- De-Clutter
- Managing Workflow
- Dealing with E-mail
- Using Calendars

**Module Eight: Delegating Made Easy**

- When to Delegate
- To Whom Should You Delegate?
- How Should You Delegate
- Keeping Control
- The Importance of Full Acceptance

**Module Nine: Setting a Ritual**

- What is a Ritual?
- Ritualizing Sleep, Meals, Exercise
- Examples of Rituals
- Using Rituals to Maximize Time

**Module Ten: Meeting Management**

- Deciding if a Meeting is Necessary
- Using the PAT Approach
- Building the Agenda
- Keeping Things on Track
- Making Sure the Meeting Was Worthwhile

**Module Eleven: Alternatives to Meetings**

- Instant Messaging and Chat Rooms
- Teleconferencing
- E-mail Lists and Online Groups
- Collaborating Applications

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Top 10 Sales Secrets – Fee \$499.00

No one is born a sales person. No one has a special gift that makes customers buy products/services. Everyone can however, learn how to sell successfully. By learning to communicate with customers, build lead lists, and sell the company's services with authority, anyone can be a successful sales person.



With our Top 10 Sales Secrets workshop, your participants will discover the specifics of how to develop the traits that will make them successful sales people and how to build positive, long lasting relationships with their customers!

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Effective Traits

- Assertiveness
- Emotional Intelligence
- Solve Problems
- Close
- Case Study
- Module Two: Review Questions

#### Module Three: Know Clients

- Research
- Customer Values
- Customer Needs
- Anticipate Needs
- Case Study
- Module Three: Review Questions

#### Module Four: Product

- Know Your Product
- Believe in the Company/Product
- Be Enthusiastic
- Link Product to Customer's Values
- Case Study
- Module Four: Review Questions

**Module Five: Leads**

- Sift Leads
- Time vs. Cost of Pursuing Leads
- Let Go of Leads Going Nowhere
- Focus on Positive Leads
- Case Study
- Module Five: Review Questions

**Module Six: Authority**

- Develop Expertise
- Know Your Competition
- Continue Education
- Solve Customer Problems Using Authority
- Case Study
- Module Six: Review Questions

**Module Seven: Build Trust**

- Testimonials
- Be Transparent
- Be Genuine
- Take on Customers' Point of View
- Case Study
- Module Seven: Review Questions

**Module Eight: Relationships**

- Listen Actively
- Communicate Often
- Rewards
- Build New Relationships
- Case Study
- Module Eight: Review Questions

**Module Nine: Communication**

- Be Prepared, Not Scripted
- Use Humor
- Be Yourself
- Thank and Reward
- Case Study
- Module Nine: Review Questions

**Module Ten: Self-Motivation**

- Value Your Work
- Reward Achievements
- Focus on Success
- Do Not Procrastinate
- Case Study
- Module Ten: Review Questions

**Module Eleven: Goals**

- SMART Goals
- Long-Term Goals
- Short-Term Goals
- Track and Modify
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Trade Show Staff Training – Fee \$499.00

Deciding to attend a trade show is a large investment for any company. Preparation is essential: It's better not to go to a trade show than to go unprepared. Every person in your booth is an ambassador to your company, make sure they are prepared. Trade show attendees usually plan a list of whom they're going to visit before ever entering the convention center doors, make sure you are on that list.

Make sure your staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit your company on many levels. The most basic statistic is that it can cost half as much to close a sale made to a trade show lead as to one obtained through all other means. Get your staff trained and get to that trade show!



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Pre-Show Preparation

- Prepare for Physical Issues
- Developing a Great Elevator Speech
- Setting Up a Schedule
- Connect With Attendees
- Case Study
- Module Two: Review Questions

#### Module Three: Booth Characteristics and Setup

- Stand Out
- Create a Booth Manual/Checklist
- Technology
- Scout a High Traffic Area
- Case Study
- Module Three: Review Questions

**Module Four: Booth Characteristics and Setup (II)**

- Signage
- Match Your Brand
- Private Area
- Focus on a Message
- Case Study
- Module Four: Review Questions

**Module Five: During the Show (I)**

- Company Objectives
- Highlighting Your Product
- Do Something Memorable
- Social Media
- Case Study
- Module Five: Review Questions

**Module Six: During the Show (II)**

- Classic Do's and Don'ts
- Gamification
- Walk the Floor
- Keep the Distractions Away
- Case Study
- Module Six: Review Questions

**Module Seven: Qualifying Visitors**

- Know the Answer
- Engage With Qualifying Questions
- Body Language
- Listening Skills
- Case Study
- Module Seven: Review Questions

**Module Eight: Engaging the Right People**

- Prospects
- Time Wasters (Catch and Release)
- Press
- Competitors
- Case Study
- Module Eight: Review Questions

**Module Nine: The Rules of Engagement (I)**

- Start With an Open Ended Question
- Record All Prospect Information
- Be Specific with Your Message
- Get a Commitment
- Case Study
- Module Nine: Review Questions

**Module Ten: The Rules of Engagement (II)**

- Have a Welcoming Environment
- The Do's and Don'ts of Business Cards
- Observational Skills
- When Not in the Booth
- Case Study
- Module Ten: Review Questions

**Module Eleven: After the Show**

- Review Information and Rank Your Leads
- Follow up with Your Leads
- Send Information Promptly
- Lessons Learned
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Train-The-Trainer – Fee \$499.00

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you always want to be prepared. Your participants will understand that training is a process where skills, knowledge, and attitudes are applied in a unique way.

Our Train-The-Trainer workshop will provide your participants the skills to help them deliver engaging and compelling workshops. Skills such as facilitating, needs analyses, and managing tough topics will give your trainees what they require to become a trainer themselves.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Training and Facilitation

- What is Training?
- What is Facilitation?
- Identifying Appropriate Situations for Each

#### Module Three: Gathering Materials

- Identifying Participants' Needs
- Reviewing the Materials
- Identifying and Resolving Gaps

#### Module Four: Creating a Lesson Plan

- Planning for the Basics
- Adding Slack Time
- Creating a Plan B
- A Take-Home Template

#### Module Five: Choosing Activities

- Types of Activities
- Creating a Tickle Trunk
- What to Do When Games Go Wrong

**Module Six: Preparing for the Workshop**

- Creating a Materials List
- Gathering Participant Information
- Setting up the Physical Location

**Module Seven: Getting off on the Right Foot**

- Greeting Participants
- Being Prepared
- Using Icebreakers
- 

**Module Eight: Delivery Tips and Tricks**

- Using Visual Aids
- Creating Supporting Materials
- Gauging When It's Time for a Break

**Module Nine: Keeping it Interactive**

- Encouraging Discussion
- Using Group Work
- The Power of Post-It Notes

**Module Ten: Dealing with Difficult Participants**

- The Ground Rules
- Challenges and Solutions
- Handling Interruptions

**Module Eleven: Tackling Tough Topics**

- Tough Stuff to Watch Out For
- Adjusting Your Material for a Sensitive Issue
- Dealing with Sensitive Issues in the Workshop

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Universal Safety Practices – Fee \$499.00

The importance of safety cannot be overstated. Every organization is responsible for the safety of employees while they are working. It is estimated that safety problems cost companies \$1 billion a week. Understanding universal safety practices and how to implement them will help keep everyone protected while ensuring the company's financial security.

With our Universal Safety Practices workshop, your participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Importance of Safety

- Legal Responsibilities
- Risks
- Benefits
- Setting the Example
- Case Study
- Module Two: Review Questions

#### Module Three: Fire Risk

- Causes and Types
- Assessment
- Prevention
- Communication
- Case Study
- Module Three: Review Questions

#### Module Four: Sound

- Levels of Noise
- Assessment
- Risks
- PPE or Environmental Changes
- Case Study
- Module Four: Review Questions

**Module Five: Chemical and Electrical Hazards**

- Assess Chemicals Used
- Inform
- Control Exposure
- Electrical Dangers
- Policies and Controls
- Case Study
- Module Five: Review Questions

**Module Six: Ergonomics**

- Common Ergonomic Related Injuries
- Assess Risks
- Equipment Changes
- Training
- Case Study

**Module Seven: Workplace Violence**

- Identify Stressors and Triggers
- Substance Abuse
- Report Policies
- Training and Emergency Plans
- Case Study
- Module Seven: Review Questions

**Module Eight: Transportation**

- Assess Transportation
- Onsite
- Off-site
- Policies to Prevent Injury
- Case Study
- Module Eight: Review Questions

**Module Nine: Machinery**

- Identify Machines and Their Risks
- Establish Safeguards
- Limit Use
- Care and Maintenance
- Case Study
- Module Nine: Review Questions

**Module Ten: Safety Program**

- Risk Assessment
- Establish Goals and Objectives
- Develop Policies and Procedures
- Training
- Case Study
- Module Ten: Review Questions

**Module Eleven: Monitoring**

- Establish Target KPIs
- Audits and Inspections
- Reports of Incidents
- Assess Data
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Virtual Team Building and Management – Fee \$499.00

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment.



With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Setting up Your Virtual Team (I)

- Choose Self-Motivated People with Initiative
- Face to Face Meeting At First
- Diversity Will Add Value
- Experienced with Technology
- Case Study
- Module Two: Review Questions

#### Module Three: Setting Up Your Virtual Team (II)

- Personality Can Count as Much as Skills
- Rules of Engagement
- Setting up Ground Rules
- Icebreakers and Introductions
- Case Study
- Module Three: Review Questions

#### Module Four: Virtual Team Meetings

- Scheduling Will Always be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being Status Reports
- Case Study
- Module Four: Review Questions

**Module Five: Communication (I)**

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study
- Module Five: Review Questions

**Module Six: Communication (II)**

- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Setup Email Protocols
- Case Study
- Module Six: Review Questions

**Module Seven: Building Trust**

- Trust Your Team and They Will Trust You
- Be Aware of "Us vs. Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study
- Module Seven: Review Questions

**Module Eight: Cultural Issues**

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Dealing with Stereotypes
- Case Study
- Module Eight: Review Questions

**Module Nine: To Succeed With a Virtual Team**

- Set Clear Goals
- Create a SOP's
- Build a Team Culture
- Provide Timely Feedback
- Case Study
- Module Nine: Review Questions

**Module Ten: Dealing With Poor Team Players**

- Manage Their Results, Not Their Activities
- Be Proactive Not of Reactive
- Check in Often
- Remove Them
- Case Study
- Module Ten: Review Questions

**Module Eleven: Choosing the Right Tools**

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use Whatever Works for You and Your Team
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Women in Leadership – Fee \$499.00

Often, people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. Your participants will be able recognize these events and grab the reins with more confidence. This workshop touches on understanding the leadership gap, vital leadership traits, and how to overcome various barriers.



With our Women in Leadership workshop your participants will learn how women are changing the workforce. Through this workshop, your participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Women and the Workforce

- 50% of the Population
- 60% of College Degrees
- 47% of the US Workforce
- 52% of Professional-level Jobs
- Case Study
- Module Two: Review Questions

#### Module Three: The Leadership Gap

- Underrepresented in Leadership
- Executive Positions
- Finance, Health Care, and Law
- Historical Trends
- Case Study
- Module Three: Review Questions

#### Module Four: Barriers to Women's Leadership

- Gender Differences are Over-emphasized
- Gender Differences are Under-valued
- Women Lack Professional Networks
- Work and Family Conflict
- Case Study
- Module Four: Review Questions

**Module Five: Traits of Women's Leadership**

- Lead by Uniting Diverse Groups
- Value Work-life Balance
- Value Interpersonal Relationships
- Value Accountability
- Case Study
- Module Five: Review Questions

**Module Six: Benefits of Women's Leadership**

- Greater Collaboration
- Culture of Work-life Balance
- Culture of Accountability
- Assists in Recruiting Millennials
- Case Study
- Module Six: Review Questions

**Module Seven: Nurturing Women's Leadership**

- Actively Recruit Women
- Create/Encourage Networking Opportunities
- Pair Women with Mentors in Leadership
- Create/Encourage Training Opportunities
- Case Study
- Module Seven: Review Questions

**Module Eight: Actively Recruit Women**

- Discover your Barriers to Hiring
- Discover your Barriers to Retention
- Recruit via Women's Organizations
- Women-friendly Culture
- Case Study
- Module Eight: Review Questions

**Module Nine: Create/Encourage Women's Networking Opportunities**

- Create a Women's Networking Group
- Encourage Joining Organizations
- Networking Builds Confidence
- Networking and Recruiting
- Case Study
- Module Nine: Review Questions

**Module Ten: Pair Women with Mentors**

- Benefits of Mentoring
- Think Creatively
- Incorporate at Every Stage
- Encourage Women to Mentor
- Case Study
- Module Ten: Review Questions

**Module Eleven: Create and Encourage Educational Opportunities**

- Encourage Learning of Leadership Skills
- Internal Programs and Trainings
- Outside Programs and Trainings
- Encourage Training at Every Career Stage
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Recommended Reading
- Completion of Action Plans and Evaluations

## Work-Life Balance – Fee \$499.00

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.



With a Work-Life Balance you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Benefits of a Healthy Balance

- Why It's Important
- Increased Productivity
- Improved Mental and Physical Health
- Increased Morale
- Case Study
- Module Two: Review Questions

#### Module Three: Signs of an Imbalance

- Health Risks
- Absenteeism
- Burnout
- Stress
- Case Study
- Module Three: Review Questions

#### Module Four: Employer Resources

- Offer More Employee Control
- Ask Employees for Suggestions
- Employee Assistance Program (EAP)
- Reward Your Staff
- Case Study
- Module Four: Review Questions

**Module Five: Tips in Time Management**

- The Urgent/Important Matrix
- Learn to Say No
- Stay Flexible
- 80/20 Rule
- Case Study
- Module Five: Review Questions

**Module Six: Goal Setting**

- The Three Ps
- SMART Goals
- Visualization
- Prioritizing Your Goals
- Case Study
- Module Six: Review Questions

**Module Seven: Optional Ways to Work**

- Telecommuting
- Job Sharing
- Job Redesign
- Flex Time
- Case Study
- Module Seven: Review Questions

**Module Eight: At Work**

- Leave Home Stress at Home
- Break Up Large Tasks
- Delegate
- Set Accurate Goals
- Case Study
- Module Eight: Review Questions

**Module Nine: At Home**

- Leave Work Stress at Work
- Turn Your Phone Off
- Take Some Me<sup>2</sup> Time
- Maintain Your Boundaries
- Case Study
- Module Nine: Review Questions

**Module Ten: Stress Management**

- Exercise
- Eating Well
- Getting Enough Sleep
- Self-Assessment
- Case Study
- Module Ten: Review Questions

**Module Eleven: Working in a Home Office**

- Setting Up a Home Office
- Setting Boundaries
- Dealing With Distractions
- Make a Schedule and Stick to It
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Workplace Diversity – Fee \$499.00

Improving diversity knowledge is a required component of every company. With more and more businesses having global presence workplace diversity is a forgone conclusion. Your participants will be able to use strategies to be proactive and remove barriers. They will be shown how to build and encourage diversity in their workplace and community.

Our Workshop Diversity course will help participants understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Understanding Diversity

- What is Diversity?
- Related Terms and Concepts
- A Brief History
- A Legal Overview

#### Module Three: Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means

#### Module Four: Breaking Down the Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

#### Module Five: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

**Module Six: Non-Verbal Communication Skills**

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

**Module Seven: Being Proactive**

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

**Module Eight: Coping with Discrimination**

- Identifying if You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action

**Module Nine: Dealing with Diversity Complaints as a Person**

- What To Do If You're Involved in a Complaint
- Understanding Your Role
- Creating a Support System

**Module Ten: Dealing with Diversity Complaints as a Manager**

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

**Module Eleven: Dealing with Diversity Complaints as an Organization**

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Workplace Harassment – Fee \$499.00

Harassment can be based on a variety of factors such as race, sex, and disability. Experiencing an uncomfortable situation in the workplace may be more than an unpleasant event; it may be against the law. This alone is what makes this topic very important for every organization.

Our Workplace Harassment workshop will give participants the tools to recognize harassment when it occurs. It will help them understand their rights and responsibilities, and create a safe environment for all. Through this workshop your participants will recognize that it is necessary for everyone to identify harassment and exercise anti-harassment policies.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: The Background

- The Law
- Identifying Harassment
- Anti-Harassment Policies

#### Module Three: Developing an Anti-Harassment Policy

- Anti-Harassment Policy: What Should Be Covered
- How Model Policies Work
- Steps to a Healthy Work Place
- Educating Employees

#### Module Four: Policies in the Workplace

- Anti-Harassment Policy Statements
- Employee's Rights and Responsibilities
- Employer's Rights and Responsibilities

#### Module Five: Proper Procedures in the Workplace

- If You are Being Harassed
- If You are Accused of Harassing
- The Investigation
- Remedies

**Module Six: False Allegations**

- How to Address the Situation
- Confidentiality
- Monitoring the Situation
- Retaliation
- Appeals

**Module Seven: Other Options**

- Union Grievance Procedures
- Mediation: Getting Help from Outside Organization

**Module Eight: Sexual Harassment**

- Defining Sexual Harassment
- Elements of Harassment
- Common Scenarios

**Module Nine: Mediation**

- What is Mediation?
- Deciding if it is Right
- How to Implement

**Module Ten: Conflict Resolution**

- How to Resolve the Situation
- Seeing Both Sides
- Deciding the Consequence

**Module Eleven: The Aftermath**

- How to Move On
- Monitoring the Situation
- Learning from Mistakes

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Workplace Violence – Fee \$499.00

Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace violence and harassment training is essential to the safety of all employees.

In order to prevent Workplace Violence, it is essential that everyone is able to identify individuals who may be prone to violence. Our workshop will help your participants recognize certain behaviors, and lower the risk of escalated situations. This workshop will help participants identify the warning signs, as well as give them coping and response tools.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What is Workplace harassment?

- How to Identify
- Costs to your business

#### Module Three: Identifying the Bully

- Abusive Workplace Behaviors
- Bullying and Personality Disorders
- Narcissism

#### Module Four: How to Handle Workplace Violence

- Types of Behavior
- Target the Behavior, Not the Person
- Implement an Action Plan

#### Module Five: Risk Assessment (I)

- Understanding Anger and Aggression
- Defusing & De-escalating Strategies
- Communication Skills
- Tactical Options

#### Module Six: Risk Assessment (II)

- Identifying the Hazard
- Assessing the Risk
- Controlling the Risk
- Evaluating & Review

**Module Seven: Being the Victim**

- What Is Not Considered Bullying
- Steps to take

**Module Eight: Checklist for Employers**

- 4 Step Process
- Addressing all Employees
- Code of Ethics
- Policy and Procedures

**Module Nine: Interview Process**

- Identify a Bully in the Interview Process
- Warning Signs
- Role Play
- Case Study

**Module Ten: Investigation Process**

- Advising your Supervisor
- Lodging the Complaint
- Initial Response
- The Investigation
- The Findings
- Review & Closure

**Module Eleven: Developing a Workplace Harassment Policy**

- Scope
- Philosophy
- Principles
- Intent
- Options
- Informal Complaint Process
- Formal Investigation process

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Spanish Soft Skills – Fee \$499.00

- Aprendizaje Social
- Atencion al Cliente
- Ciudadania Digital
- Como Propiciar Criticas Constructivas
- Conceptos Basicos del Lenguaje Corporal
- Construccion y Gerencia de un Equipo Virtual
- Contabilidad Basica
- Crear Un Gran Seminario Web
- Desarrollar un Almuerzo y Aprendizaje
- Desarrollo de la Creatividad
- Entrenamiento en Exposiciones para el Personal
- Entrenamiento Para Call Center
- Estrategias de Comunicacion
- Estrategias de reclutamiento
- Etica Empresarial
- Evaluacion-y Gestion de Riesgos
- Fundamentos De Marketing En Internet
- Gestion del Desempeno
- Indagacion Apreciativa
- Integracion (Onboarding) de Empleados
- Inteligencia Emocional
- Manejo de la Ira
- Manejo del Tiempo
- Marketing Basico
- Presupuestos e Informes Financieros
- Redes Sociales en el Lugar de Trabajo
- Resolucion Creativa De Problemas
- Resolucion de Conflictos
- Seguridad en el Lugar de Trabajo
- Trabajo a Distancia y Desde el Hogar
- Urbanidad en el Lugar de Trabajo
- Vision Para Los Negocios

### Pricing

Individual Course Kit **\$499.00**

Spanish Bundle **\$3,990**

## Microsoft Office – Fee \$499.00

Our Microsoft Office Course Kits include everything you need to deliver Professional Training Workshops. Each course kit comes complete and ready to use with:

- Instructor Guide
- Training Manual
- PowerPoint Slides
- Flip Chart Notes
- Activities
- Worksheets
- Exercise Files
- Ice Breakers
- Quizzes and Testing
- Advertorials

We have over 100 titles to choose from. All of these workshop materials can be easily customized: mix and match training topics between courses, add new content, and even re-brand as your own.

### Pricing

- Individual Titles **\$499.00**
- Bundles **\$2,990**

## Access 2007 Advanced – Fee \$499.00

This workshop is designed to teach you a deeper understanding of Access 2007 in a practical way. The participants will learn how to use the advance features of Access to help them better manage a database. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.



This workshop is meant to provide a safe learning environment where they can practice and learn Access 2007 Advanced functions without worrying about making mistakes. Making mistakes is a part of learning and is expected in this workshop. Taking the time to learn the advanced features of Access 2007 will increase their knowledge on how databases work and make creating and managing an Access 2007 database easier for everyone.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Advanced Table Tasks

- Using the Property Sheet
- Adding, Moving, and Removing Controls
- Formatting Controls
- Setting the Primary Key

#### Module Three: Advanced Form Tasks

- Creating a Sub-Form
- Creating a Split-Form
- Creating a Modal Dialog
- Creating a Pivot Table
- Creating a Pivot Chart

#### Module Four: Advanced Reporting Tasks

- Using Report Sections
- Grouping and Sorting Data
- Adding Calculated Controls
- Creating Labels

**Module Five: Understanding Relationships**

- Types of Relationships
- Viewing Relationships
- Editing Relationships
- About Referential Integrity
- Establishing Referential Integrity

**Module Six: Advanced Query Tasks**

- Sorting and Filtering a Query
- Adding Calculated Fields
- Using the Expression Builder
- Using Logical Functions

**Module Seven: Working with SQL**

- What is SQL?
- Understanding SQL Statements
- Basic SQL Syntax
- Uses for SQL in Access

**Module Eight: Linking Data**

- Linking to an Excel Spreadsheet
- Linking Access Database
- Linking to a SharePoint List
- Linking to a Text or XML File
- Other Types of Links

**Module Nine: Importing Data**

- Importing from an Excel Spreadsheet
- Importing from an Access Database
- Importing from a SharePoint List
- Importing from a Text or XML File
- Other Types of Imports

**Module Ten: Exporting Data**

- Saving an Object as PDF
- Exporting to an Excel Spreadsheet
- Exporting to a SharePoint List
- Exporting to a Word or Text File
- Other Types of Exports

**Module Eleven: Advanced Database Tools**

- Using the Database Documenter
- Analyzing Table Performance
- Analyzing Database Performance
- Compact and Repair a Database

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Access 2007 Essentials – Fee \$499.00

This workshop is designed to teach you a basic understanding of Access 2007 in a practical way. The participants will learn how to use the features of Access to help them better manage a database. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.

This workshop is meant to provide a safe learning environment where they can practice and learn Access 2007 Essentials functions without worrying about making mistakes. Making mistakes is a part of learning and is expected in this workshop. Taking the time to learn about the features of Access 2007 will increase their knowledge on how databases work and make creating and managing an Access 2007 database easier for everyone.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening Access

- Common Database Terms
- Opening Access
- Understanding the Getting Started Window
- Creating a Blank Database from a Template

#### Module Three: Using the Access Interface

- Understanding Security Warnings
- Interface Overview
- Overview of the Ribbon Interface
- Using the Navigation Pane

#### Module Four: Working with Database Objects

- Viewing Database Objects
- Exporting an Object
- Renaming an Object
- Sorting and Filtering Your View

**Module Five: Creating Tables**

- Creating a Blank Table in Datasheet View
- Creating a Blank Table from a Template
- Understanding Data Types
- Understanding Lookup Columns
- Creating a Blank Table using Design View
- Saving Your Table
- Key Table Tools

**Module Six: Working with Tables**

- Adding Information to a Table
- Editing Records
- Deleting Records
- Searching for Records

**Module Seven: Creating Forms**

- Types of Controls
- Creating a Form with the Wizard
- Creating a Form In Layout View
- Modifying Your Form in Design View
- Key Features on the Form Tools Tab

**Module Eight: Working with Forms**

- Common Formatting Tasks
- Using AutoFormat
- Adding Controls
- Moving Controls
- Deleting Records

**Module Nine: Creating Reports**

- Using The Report Wizard
- Using Design View
- Adding a Logo
- Working with Controls
- Key Features on the Report Tools Tab

**Module Ten: Creating Queries**

- Types of Queries
- Creating a Query with the Wizard
- Executing a Query
- Query Views
- Key Features on the Query Tools Tab

**Module Eleven: Managing Your Database**

- Understanding Access File Formats
- Printing an Object
- Backing Up Your Database
- Emailing Your Database

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Access 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Access 2010. This workshop is designed to teach you a basic understanding of Access 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



You can use advanced forms and tasks to do even more in Access than you have previously learned. For example, you can use Access to create mailing labels, work with SQL, and publish a Web database—among other things. By the time your participants finish this course, they will be able to navigate Access 2010 and create reports like a pro. Sit back, relax, and have fun. You are in for a thrilling ride!

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Advanced Table Tasks

- Using the Quick Start Group
- Using the Property Sheet
- Adding, Moving and Removing Controls
- Formatting Controls
- Setting the Primary Key
- Using Table Macros

#### Module Three: Advanced Form Tasks

- Creating a Sub Form
- Creating a Web Form
- Creating a Split Form
- Creating a Modal Dialog

#### Module Four: Advanced Reporting Tasks

- Using Report Sections
- Using Conditional Formatting
- Grouping & Sorting Data
- Adding Calculated Controls
- Creating Labels

**Module Five: Understanding Relationships**

- Types of Relationships
- Viewing Relationships
- Editing Relationships
- About Referential Integrity
- Establishing Referential Integrity

**Module Six: Advanced Query Tasks**

- Sorting and Filtering a Query
- Adding Calculated Fields
- Using the Expression Builder
- Module Seven: Working with SQL
- What is SQL?
- Basic SQL Syntax

**Module Eight: Linking Data**

- Linking to an Excel Spreadsheet
- Linking to an Access Database
- Linking to a SharePoint List

**Module Nine: Importing Data**

- Importing From an Excel Spreadsheet
- Importing From an Access Database
- Importing from a SharePoint List

**Module Ten: Exporting Data**

- Saving an Object as a PDF
- Exporting To an Excel Spreadsheet
- Exporting to a SharePoint List

**Module Eleven: Advanced Database Tools**

- Using the Database Documenter
- Analyzing Table Performance
- Analyzing Database Performance
- Repairing a Database
- Compacting a Database

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Access 2010 Essentials – Fee \$499.00

Microsoft's newest version of Access uses the new ribbon interface, and offers significant improvement to its database capability. The participants will learn how to use the basic features of Access 2010. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.



Access is the world's premier database software. You can use Access 2010 to create and edit databases -- just download a ready-made database template and start typing. It's that easy. You can create a database of contacts, expenses, household and/or business inventory. In other words, if you have data, you can create a database of that data using Access.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Getting Started With Access

- Common Database Terms
- Opening Access
- Understanding the Access New File Screen
- Creating a Blank Access Database
- Creating a Blank Database from a Template

#### Module Three: Using the Access Interface

- Understanding Security Warnings
- Interface Overview
- Overview of the Ribbon Interface
- Working With the Backstage View
- Using the Navigation Pane

#### Module Four: Working with Database Objects

- Viewing Database Objects
- Exporting an Object
- Renaming an Object
- Sorting and Filtering Your View
- Understanding Application Parts

**Module Five: Creating Tables**

- Understanding Data Types
- Creating a Blank Table in Datasheet View
- Understanding Lookup Columns
- Creating a Blank Table using Design View
- Saving Your Table
- Key Table Tools

**Module Six: Working with Tables**

- Adding Information to a Table
- Editing Records
- Deleting Records
- Searching for Records

**Module Seven: Creating Forms**

- Types of Controls
- Creating a Form with the Wizard
- Creating a Form in Layout View
- Modifying Your Form in Design View
- Key Features on the Form Tools Tab
- Creating a Navigation Form

**Module Eight: Working with Forms**

- Common Formatting Tasks
- Using Themes
- Adding Controls
- Moving Controls
- Deleting Records

**Module Nine: Creating Reports**

- Using the Report Wizard
- Using Design View
- Adding a Logo
- Working with Controls
- Key Features on the Report Tools Tab

**Module Ten: Creating Queries**

- Types of Queries
- Creating a Query with the Wizard
- Executing a Query
- Viewing the Query
- Key Features on the Query Tools Tab

**Module Eleven: Managing Your Database**

- Using Alternate File Formats
- Printing an Object
- Backing Up Your Database
- Emailing Database Objects

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Access 2010 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of Access 2010. This workshop is designed to go beyond a basic understanding and to explore the more advanced features of Access 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



You can use advanced forms and tasks to do even more in Access than you have previously learned. For example, you can use Access to create mailing labels, work with queries, and publish a Web database among other things. By the time your participants finish this course, they will be able to navigate Access 2010 and create reports like a pro. Sit back, relax, and have fun. You are in for a thrilling ride!

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluation Forms

#### Module Two: Working with the Access Environment

- Working with Database Properties
- Encrypting a Database with a Password
- Using Save Object As
- Module Two: Review Questions

#### Module Three: Working with Access Options (I)

- Setting General Options
- Setting Application Options
- Setting Navigation Options
- Setting Other Database Options
- Setting Datasheet Options
- Module Three: Review Questions

#### Module Four: Working with Access Options (II)

- Setting Object Designers Options
- Setting Proofing and Language Options
- Setting Client Settings Options
- Customizing the Ribbon
- Customizing the Quick Access Toolbar
- Module Four: Review Questions

**Module Five: Tables**

- Hiding and Un-hiding Fields
- Freezing and Unfreezing Fields
- Modifying Data types
- Modifying Field Description
- Modifying Field Properties
- Module Five: Review Questions

**Module Six: Importing Table Data**

- Appending Records to an Existing Table
- Importing Data as a Linked table
- Module Six: Review Questions

**Module Seven: Forms**

- Creating a Blank Form
- Using Themes
- Using the Form Controls
- Creating a Header and Footer
- Creating a Navigation Form
- Using the Form Design Arrange Tools
- Using a Background Image
- Using Conditional Formatting
- Module Seven: Review Questions

**Module Eight: Queries (I)**

- Creating a Select Query
- Creating a Make Table Query
- Creating an Append Query
- Creating a Cross tab Query
- Module Eight: Review Questions

**Module Nine: Queries (II)**

- Using the Show Table Command
- Using the Remove Table Command
- Creating Ad Hoc Relationships
- Using the total Row
- Using Group By
- Performing Calculations
- Using the Expression Builder
- Module Nine: Review Questions

**Module Ten: Reports**

- Creating a Blank Report
- Creating a Header and Footer
- Using the Property Sheet
- Using the Arrange Tab
- Using the Format Tab
- Using the Page Setup Tab
- Module Ten: Review Questions

**Module Eleven: Macros and Code**

- Creating a Macro
- Working with the Macro Tools Design Tab
- Working with the Action Catalog
- Creating a Module
- Creating a Class Module
- About Visual Basic
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot

## Access 2013 Advanced – Fee \$499.00

This workshop is designed to teach you a deeper understanding of Access 2013 in a practical way. The participants will learn how to use the advance features of Access to help them better manage a database. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

This workshop is meant to provide a safe learning environment where they can practice and learn Access 2013 Advanced functions without worrying about making mistakes. Access 2013 features a new framework that is designed for one purpose—enable users to create data-centric web applications. Taking the time to learn the advanced features of Access 2013 will increase their knowledge on how databases work and make creating and managing an Access 2013 database easier for everyone.



### Course Outline:

#### Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

#### Module Two: Using App Views

- Understanding Views
- Adding a New View
- Editing a View
- Deleting a View
- Adding a Popup View
- Module Two: Review Questions

#### Module Three: Customizing Apps (I)

- Checking Your Database Name or Server Location
- Modifying the Action Bar
- Opening a Table for Editing
- Moving, Resizing, or Deleting Controls
- Module Three: Review Questions

#### Module Four: Customizing Apps (II)

- Adding Controls from the Ribbon
- Adding Controls from the Field List
- Changing Control Properties
- Module Four: Review Questions

**Module Five: Advanced Record Tasks**

- Showing Totals
- Adding from Outlook
- Saving a Record as an Outlook Contact
- Adjust Row Height
- Hiding and Un-hiding Fields
- Freezing and Unfreezing Fields
- Formatting Text
- Module Five: Review Questions

**Module Six: Adding Other Types of Fields**

- Adding Rich Text and Long Text Fields
- Adding Attachment Fields
- Adding Hyperlink Fields
- Adding Lookup & Relationship Fields
- Adding Calculated Fields
- Module Six: Review Questions

**Module Seven: Advanced Field Tasks**

- Adjusting the Field Size/Width
- Setting Field Default Value
- Working with More Fields
- Working with Field Validation Options
- Using the Field List
- Module Seven: Review Questions

**Module Eight: Working in Table Design View**

- Opening Design View
- Working with Field Properties
- Setting the Primary Key
- Using the Properties Sheet
- Working with Table Properties
- Viewing Table Relationships
- Using Relationship Tools
- Viewing Object Dependencies
- Module Eight: Review Questions

**Module Nine: Working with External Data**

- Linking Data
- Importing Data
- Using the Table Analyzer
- Refreshing Data
- Exporting Data
- Module Nine: Review Questions

**Module Ten: Creating Queries**

- Creating a Select Query
- Creating a Make Table Query
- Creating an Append Query
- Creating a Cross tab Query
- Showing and Removing Tables
- Module Ten: Review Questions

**Module Eleven: Creating Forms and Reports**

- Creating a Form with the Form Wizard
- Creating a Report with the Report Wizard
- Modifying Form Layout
- Navigating the Field List
- Key Features on the Form Tools Tabs
- Key Features on the Report Tools Tabs
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

## Access 2013 Essentials – Fee \$499.00

This workshop is designed to teach you a deeper understanding of Access 2013 in a practical way. The participants will learn how to use the basic features of Access to help them better manage a database. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

This workshop is meant to provide a safe learning environment where they can practice and learn Access 2013 Essentials functions without worrying about making mistakes. Access 2013 features a new framework that is designed for one purpose—enable users to create data-centric web applications. Taking the time to learn the basic features of Access 2013 will increase their knowledge on how databases work and make creating and managing an Access 2013 database easier for everyone.



### Course Outline:

#### Module One: Getting Started

- Housekeeping items
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

#### Module Two: Opening and Closing Access

- Opening Access
- Using the Recent List and Opening Files
- Understanding Security Warnings
- Understanding the Ribbon and the Status Bar
- About Your Account
- Closing Files vs. Closing Access
- Module Two: Review Questions

#### Module Three: An Introduction to Databases

- About Common Database Terms
- Using the Navigation Pane
- Understanding Tables and Table Relationships
- Understanding Queries
- Understanding Forms
- Understanding Reports
- Closing Database Objects
- Module Three: Review questions

**Module Four: Sharing Data using Apps**

- About Apps vs. Desktop Databases
- Creating a New App Using a Template
- Selecting a Table Template
- Launching the App
- Entering Data
- Understanding the App Layout
- Uploading Your Changes
- Module Four: Review questions

**Module Five: Working in Your App**

- Using the Search Box
- Using the Action Bar for Predefined Actions
- About Automatically Generated Controls
- Viewing Related Items
- Using AutoComplete to Look Up a Related Item
- Grouping and Summarizing Data
- Module Five: Review questions

**Module Six: An Introduction to Desktop Databases**

- Opening a Table in Datasheet View
- About Keys
- About Data Types
- Entering and Editing Data
- Selecting Records
- Deleting Records
- About Fields
- Module Six: Review questions

**Module Seven: Understanding Basic Table Tasks**

- Entering a New Record
- Saving Records
- Using the Clipboard
- Formatting Text
- Adding a Field by Entering Data
- Module Seven: Review Questions

**Module Eight: Working With Fields**

- Adding a Specific Type of Field
- Changing Field Name, Caption, or Description
- Changing the Data Type
- Changing Field Format
- Deleting a Field
- Module Eight: Review Questions

**Module Nine: Navigating Records**

- Filtering Records
- Sorting Record
- Searching for Records Using the Search Box
- Finding and Replacing Text
- Navigating Records
- Module Nine: Review Questions

**Module Ten: An Introduction to Queries, Forms, and Reports**

- Types of Queries
- Creating a Query with the Wizard
- Executing a Query
- About the Different Form Views
- Viewing a Report
- Using Print Preview
- Module Ten: Review Questions

**Module Eleven: Protecting Your Data**

- Planning Backups
- Backing Up a Database
- Restoring a Database
- Restoring Objects in a Database
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

## Access 2013 Expert – Fee \$499.00

This workshop is designed to teach you a deeper understanding of Access 2013 in a practical way. This workshop is designed to for the advanced users of Access 2013. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

This workshop is meant to provide a safe learning environment where they can practice and learn Access 2013 Expert functions without worrying about making mistakes. Access 2013 features a new framework that is designed for one purpose—enable users to create data-centric web applications. Taking the time to develop a deep understanding of Access 2013 will increase their knowledge on how databases work and make creating and managing an Access 2013 database easier for everyone.



### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Pre-Assignment Review
- Parking Lot
- Workshop Objectives
- Action Plans

#### Module Two: Customizing Apps (I)

- Creating a Custom App from Scratch
- Adding a Template Table
- Adding a Blank Table
- Importing Access 2010 Tables
- Module Two: Review Questions

#### Module Three: Customizing Apps (II)

- About Custom Actions
- Adding a Custom Actin
- Editing a Custom Action
- Deleting a Custom Action
- Module Three: Review Questions

#### Module Four: Customizing Apps (III)

- About User Interface Macros
- Creating an Embedded Macro
- Creating a Standalone macro
- Saving Your App as a Package
- Module Four: Review Questions

**Module Five: Working with Validation Rules and Messages**

- Creating a Field Validation Rule
- Creating a Field Validation Message
- Creating a Validation Rule
- Creating a Validation Message
- Testing Validation Rules
- Module Five: Review Questions

**Module Six: Working with Macros**

- Creating a Before Change Event
- Working with the Macro Tools Design Tab
- Working with the Action Catalog
- Creating an After Event
- Creating a Named Macro
- Renaming or Deleting Macros
- Module Six: Review Questions

**Module Seven: Advanced Query Tasks**

- Using Query Design View
- Creating Ad Hoc Relationships
- Creating an Update Query
- Creating a Parameter Query
- Comparing Two Tables by Using a Join
- Module Seven: Review Questions

**Module Eight: Designing Forms**

- Common Formatting Tasks
- Using Themes
- Working with Controls
- Adding Header and Footer Elements
- Arranging Form Elements
- Formatting Forms
- Module Eight: Review Questions

**Module Nine: Advanced Reporting Tasks**

- Using Report Sections
- Using Conditional Formatting
- Grouping and Sorting Data
- Adding Calculated Controls
- Creating Labels
- Module Nine: Review questions

**Module Ten: Advanced Database Tools**

- Using the Database Documenter
- Analyzing Table Performance
- Analyzing Database Performance
- Repairing a Database
- Compacting a Database
- Module Ten: Review Questions

**Module Eleven: Working with the Access Environment**

- Working with Database Properties
- Encrypting a Database with a Password
- Using Save Object As
- Setting Access Options
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot

## Excel 2007 Advanced – Fee \$499.00

Knowing how to use the advanced features of Microsoft Excel 2007 opens a completely new experience in using this spreadsheet program. The novice user tends to use Excel 2007 as holding place for report data. They may know how to insert data and move columns around, but rarely go into the deeper functions that Excel 2007 offers.



This workshop will teach the participants the most common advanced features of Microsoft Excel 2007. The goal of this course is to get them familiar with these functions in a safe learning environment. Once it is completed, their familiarity and confidence in using the advanced feature of Excel 2007 will increase, making Excel 2007 a more useful tool for everyone at work or at home.

### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: SmartArt

- Inserting SmartArt
- An Overview of the SmartArt Tabs
- Adding Text to the Diagram
- Resizing and Moving the Diagram
- Resetting the Diagram

#### Module Three: Inserting Objects

- About Contextual Tabs
- Adding Pictures from Your Computer
- Adding ClipArt
- Adding Text Boxes
- Drawing Shapes

#### Module Four: Creating Charts

- Inserting a Chart
- Overview of the Chart Tools Tabs
- Understanding the Parts of a Chart
- Changing the Chart Style
- Resizing and Moving the Chart

**Module Five: Creating Pivot Tables**

- Inserting a Pivot Table
- Overview of the Pivot Table Tools Tab
- Choosing Fields
- Module Six: Working with Pivot Tables
- Changing the Data Displayed
- Applying a Style to Your Pivot Table
- Some Real-life Examples

**Module Seven: Creating Pivot Charts**

- Creating a Pivot Chart from a Pivot Table
- Creating a Pivot Chart from Data

**Module Eight: Solving Formula Errors**

- Using Named Ranges
- Understanding Formula Errors
- Tracing Dependents and Precedents
- Using the Trace Errors Commands
- Evaluating Formulas

**Module Nine: Using What-If Analysis**

- Using Goal Seek
- Using the Scenario Manager
- Using a One Input Data Table
- Using a Two Input Data Table

**Module Ten: Managing Your Data**

- Transposing Data from Rows to Columns
- Using the Text to Columns Feature
- Checking for Duplicates
- Creating Data Validation Rules
- Consolidating Data

**Module Eleven: Grouping and Outlining Data**

- Grouping Data
- Adding Subtotals
- Outlining Data
- Viewing Grouped and Outlined Data

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2007 Essentials – Fee \$499.00

Excel is the world's premier spreadsheet software. You can use Excel to analyze numbers, keep track of data, and graphically represent your information. The participants will learn how to use the basic features of Excel. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.



With Excel 2007, you can manage more data than ever, with increased worksheet and workbook sizes. Excel also makes your job easier by providing an easy to use interface, and an array of powerful tools to help you turn your data into usable information – and better information leads to better decision making! It's a "test".

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Excel

- Opening Excel
- Understanding the Interface
- Understanding Worksheets
- Understanding Workbooks
- Closing Excel

#### Module Three: Your First Worksheet

- Entering Data
- Using the Wrap Command
- Editing Data
- Adding Rows and Columns
- Checking Your Spelling

#### Module Four: Working with Excel Files

- About the New File Format
- Saving Files
- Publishing Files to PDF
- Closing Files
- Opening Files

**Module Five: Viewing Excel Data**

- An Overview of Excel's Views
- Switching Views
- Using Zoom
- Switching Between Open Files

**Module Six: Printing Excel Data**

- An Overview of the Page Layout Tab
- Setting Up Your Page
- Using Print Preview
- Printing Data

**Module Seven: Building Formulas**

- The Math Basics of Excel
- Building a Formula
- Editing a Formula
- Copying a Formula
- Relative vs. Absolute Referencing

**Module Eight: Using Excel Functions**

- Formulas vs. Functions
- Understanding the Formulas Tab
- Using the SUM Function
- Using Other Basic Excel Functions
- Using the Status Bar to Perform Calculations

**Module Nine: Using Time Saving Tools**

- Using AutoFill
- Using AutoComplete
- Sorting Data
- Filtering Data

**Module Ten: Formatting your Data**

- Changing the Appearance of Your Text
- Changing the Appearance of Numbers
- Setting Alignment Options
- Using Merge
- Removing Formatting

**Module Eleven: More Formatting**

- Adding Borders
- Adding Fill Color
- Using Cell Styles
- Using Conditional Formatting
- Changing the Theme

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Excel 2010. This workshop is designed to teach you an advanced understanding of Excel 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



Excel is the world's premier spreadsheet software. You can use Excel to analyze numbers, keep track of data, and graphically represent your information. With Excel 2010, you can manage more data than ever, with increased worksheet and workbook sizes. Excel also makes your job easier by providing an easy to use interface, and an array of powerful tools to help you turn your data into usable information – and better information leads to better decision making!

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: SmartArt and Objects

- Inserting SmartArt
- Adding Text to the Diagram
- Resizing and Moving the Diagram
- Resetting the Diagram
- Adding Pictures from Your Computer
- Adding Clip Art
- Adding Text Boxes
- Drawing Shapes
- About the Contextual Tabs

#### Module Three: Auditing

- Tracing Precedent Cells
- Tracing the Dependents of a Cell
- Displaying Formulas within the Sheet
- Adding, Displaying, Editing, and Removing Comments

#### Module Four: Creating Charts

- Inserting a Chart
- Overview of the Chart Tools Tab
- Understanding the Parts of a Chart
- Changing the Chart Style
- Resizing and Moving the Chart

**Module Five: Creating Pivot Tables**

- Inserting a PivotTable
- Choosing Fields and Grouping Data
- Overview of the Pivot Table Tools Tabs

**Module Six: Working with PivotTables and Pivot Charts**

- Changing the Data Displayed and Refreshing the PivotTable
- Applying a Style to Your Pivot Table
- Creating a Pivot Chart from a Pivot Table
- Creating a Pivot Chart from Data
- Some Real-life Examples

**Module Seven: Macros**

- Displaying the Developer Tab
- Recording and Running Macros
- Changing the Security Level
- Customizing and Changing the Quick Access Toolbar

**Module Eight: Solving Formula Errors**

- Using Named Ranges
- Understanding Formula Errors
- Using the Trace Errors Commands
- Using Error Checking
- Evaluating Formulas

**Module Nine: Using What If Analysis**

- Using Goal Seek
- Using the Scenario Manager
- Using a One Input Data Table
- Using a Two Input Data Table

**Module Ten: Managing Your Data**

- Transposing Data from Rows to Columns
- Using the Text to Columns Feature
- Checking for Duplicates
- Creating Data Validation Rules
- Consolidating Data

**Module Eleven: Grouping and Outlining Data**

- Grouping Data
- Adding Subtotals
- Outlining Data
- Viewing Grouped and Outlined Data

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2010 Essentials – Fee \$499.00

Excel is the world's premier spreadsheet software. You can use Excel to analyze numbers, keep track of data, and graphically represent your information. The participants will learn how to use the basic features of Excel 2010. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.



With Excel 2010, you can manage more data than ever, with increased worksheet and workbook sizes. Excel also makes your job easier by providing an easy to use interface, and an array of powerful tools to help you turn your data into usable information – and better information leads to better decision making!

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Excel

- Opening Excel
- Understanding the Interface
- Using Backstage View
- Understanding Worksheets
- Understanding Workbooks

#### Module Three: Your First Worksheet

- Entering Data
- Editing Data
- Using the Wrap Command
- Adding Rows and Columns
- Checking Your Spelling

#### Module Four: Working with Excel Files

- Saving Files
- Publishing Files to PDF
- Sending Files via E-Mail
- Closing Files
- Opening Files

**Module Five: Viewing Excel Data**

- An Overview of Excel's Views
- Switching Views
- Creating Custom Views
- Using Zoom
- Switching Between Open Files

**Module Six: Printing Excel Data**

- An Overview of the Page Layout Tab
- Setting Up Your Page
- Using Print Preview
- Printing Data

**Module Seven: Building Formulas**

- The Math Basics of Excel
- Building a Formula
- Editing a Formula
- Copying a Formula
- Relative vs. Absolute References

**Module Eight: Using Excel Functions**

- Formulas vs. Functions
- Using the SUM Function
- Using Other Basic Excel Functions
- Understanding the Formulas Tab
- Using the Status Bar to Perform Calculations
- Understanding the New Function Names

**Module Nine: Using Time Saving Tools**

- Using AutoFill
- Using AutoComplete
- Sorting Data
- Filtering Data
- Adding Sparklines

**Module Ten: Formatting Your Data**

- Changing the Appearance of Text
- Changing the Appearance of Numbers
- Setting Alignment Options
- Using Merge
- Removing Formatting

**Module Eleven: Advanced Formatting Tools**

- Adding Borders
- Adding Fill Color
- Using Cell Styles
- Using Conditional Formatting
- Changing the Theme

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2010 Expert – Fee \$499.00

Your participants will learn how to use the more in-depth features of Excel 2010. This workshop is designed to for the advanced users of Excel 2010. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



Excel is the world's premier spreadsheet software. You can use Excel to analyze numbers, keep track of data, and graphically represent your information. With Excel 2010, you can manage more data than ever, with increased worksheet and workbook sizes. Excel also makes your job easier by providing an easy to use interface, and an array of powerful tools to help you turn your data into usable information - and better information leads to better decision making!

### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluations

#### Module Two: Working with Permissions and Options

- Marking Workbook as Final
- Encrypting with a Password and Restricting Permissions
- Protecting the Current Sheet or the Workbook Structure
- Adding a Digital Signature
- Setting Excel Options
- Managing Versions
- Saving a Workbook as an Excel Template
- Module Two: Review Questions

#### Module Three: Sharing Workbooks

- Inspecting Document
- Sharing Workbook
- Editing a Shared Workbook
- Tracking Changes
- Merging Copies of a Shared Workbook
- Module Three: Review Questions

**Module Four: Performing Advanced Formula and Function Tasks**

- Using the Watch Window
- Setting Calculation Options
- Enabling or Disabling Automatic Workbook Calculations
- Using the IFERROR Function to Evaluation Formulas
- Module Four: Review Questions

**Module Five: Working with Array Formulas**

- About Array Formulas
- About Array Constants
- Using One and Two-Dimensional Constants
- Examples of Basic Array Formulas
- Examples of Advanced Array Formulas
- Array Formulas that Calculates a Single Result
- Array Formulas that Calculates Multiple Results
- Module Five: Review Questions

**Module Six: Functions**

- Working With Statistical Functions
- Working With Date and Time Functions
- Working With Financial Functions
- Working With Text Functions
- Working With Cube Functions
- Using a SUMIF Function
- Module Six: Review Questions

**Module Seven: Macros**

- Assigning Macros to a Command Button on the Ribbon
- Run a Macro Through a Graphic Object
- Configure a Macro to Run Automatically
- Changing a Macro
- Module Seven: Review Questions

**Module Eight: Forms**

- Inserting Form Controls
- Setting Form Properties
- Module Eight: Review Questions

**Module Nine: Applying Advanced Chart Features**

- Using Trend Lines
- Using Dual Axes
- Using Chart Templates
- Module Nine: Review Questions

**Module Ten: Working with PivotTables and Pivot Charts**

- Using the Slicer to Filter and Segment PivotTable Data
- Working with PivotTables Tools
- Working with Pivot Charts Tools
- Using the Slicer to Choose Data Sets
- Module Ten: Review Questions

**Module Eleven: Using Automated Analysis Tools (Add-In)**

- Loading the Analysis Tool Pak
- About the Analysis Tool Pak Options (I)
- About the Analysis Tool Pak Options (II)
- About the Analysis Tool Pak Options (III)
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2013 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Excel 2013. This workshop is designed to get into the more advanced features of Excel 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Excel 2013.



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: SmartArt and Objects

- Inserting SmartArt
- Editing the Diagram
- Adding Pictures
- Adding Text Boxes
- Drawing Shapes
- About the Contextual Tabs
- Module Two: Review Questions

#### Module Three: Auditing

- Tracing Precedent cells
- Tracing the Dependents of a Cell
- Displaying Formulas within the Sheet
- Adding, Displaying, Editing, and Removing Comments
- Module Three: Review Questions

#### Module Four: Creating Charts

- Using Recommended Charts
- Inserting a Chart
- Overview of the Chart Tools Tabs
- Understanding the Parts of a Chart
- Resizing and Moving the Chart
- Module Four: Review Questions

**Module Five: Working with Charts**

- Using Chart Elements
- Using Chart Styles and Colors
- Changing the Chart Style
- Using Chart Filters
- Working with Data Labels
- Module Five: Review Questions

**Module Six: Creating Pivot Tables and Pivot Charts**

- Inserting a PivotTable using Excel Recommendations
- Choosing Fields and Grouping Data
- Overview of the Pivot Table Tools Tabs
- Changing the Data Displayed and Refreshing the PivotTable
- Creating a Pivot Chart from a Pivot Table or Data
- Some Real-life Examples
- Module Six: Review Questions

**Module Seven: Macros**

- Displaying the Developer Tab
- Recording and Running Macros
- Changing the Security Level
- Customizing and Changing the Quick Access Toolbar
- Module Seven: Review Questions

**Module Eight: Solving Formula Errors**

- Using Named Ranges
- Understanding Formula Errors
- Using the Trace Errors Commands
- Using Error Checking
- Evaluating Formulas
- Module Eight: Review Questions

**Module Nine: Using What If Analysis**

- Using Goal Seek
- Using the Scenario manager
- Using a One Input Data Table
- Using a Two Input Data Table
- Module Nine: Review Questions

**Module Ten: Managing Your Data**

- Transposing Data from Rows to Columns
- Using the Text to Columns Feature
- Checking for Duplicates
- Creating Data Validation Rules
- Consolidating Data
- Module Ten: Review Questions

**Module Eleven: Grouping and Outlining Data**

- Grouping Data
- Adding Subtotals
- Outlining Data
- Viewing Grouped and Outlined Data
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2013 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Excel 2013. This workshop is designed to provide a basic understanding of Excel 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will also get a chance to experience some of the new features that are offered in Excel 2013.



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plans

#### Module Two: Opening Excel

- Opening Excel
- Using the Recent List
- Opening Files
- Creating a Blank Workbook
- Creating a Workbook from a Template
- Module Two: Review Questions

#### Module Three: Working with the Interface

- Understanding the Ribbon and the Status Bar
- About Your Account
- Using Backstage View
- Understanding Worksheets vs. Workbooks
- Closing Files
- Closing Excel
- Module Three: Review Questions

#### Module Four: Your First Worksheet

- Entering Data
- Using Flash Fill
- Using Auto Fill
- Editing Data
- Adding Rows and Columns
- Checking Your Spelling
- Module Four: Review Questions

**Module Five: Viewing Excel Data**

- An Overview of Excel's Views
- Switching Views
- Creating Custom Views
- Using Zoom
- Switching Between Open Files
- Module Five: Review Questions

**Module Six: Building Formulas**

- The Math Basics of Excel
- Building a Formula
- Editing a Formula
- Copying a Formula
- Relative vs. Absolute References
- Using the Status Bar to Perform Calculations
- Module Six: Review Questions

**Module Seven: Using Excel Functions**

- Formulas vs. Functions
- Using AutoComplete
- Using the SUM Function
- Using Other Basic Excel Functions
- Understanding the Formulas Tab
- Understanding the Function Names
- Module Seven: Review Questions

**Module Eight: Using Quick Analysis**

- Formatting Tables
- Creating Quick Analysis Charts
- Calculating Totals
- Creating Quick Analysis Tables
- Using Sparklines
- Module Eight: Review Questions

**Module Nine: Formatting Your Data**

- Changing the Appearance of Text
- Changing the Appearance of Numbers
- Working with Alignment Options /Using the Wrap Command/Using Merge
- Removing Formatting
- Module Nine: Review Questions

**Module Ten: Using Styles, Themes, and Effects**

- Using Conditional Formatting
- Using Table Styles
- Using Cell Styles
- Formatting Cells
- An Overview of the Page Layout Tab
- Changing the Theme
- Module Ten: Review Questions

**Module Eleven: Printing and Sharing Your Workbook**

- Setting up Your Page
- Previewing and Printing Your Workbook
- Inviting People
- E-Mailing Your Workbook
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Excel 2013 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of Excel 2013. This workshop is designed to provide an in-depth understanding of Excel 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Excel 2013.

Excel 2013 is the world's premier spreadsheet software. You can use Excel to analyze numbers, keep track of data, and graphically represent your information. With Office 2013 you are provided a new landing screen which makes launching and creating documents easier than previous versions of Excel. Excel 2013 also has an improved user interface with an array of powerful tools to help you manage your data through SkyDrive – and better information leads to better decision making!



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Pre-Assignment Review
- Workshop objectives
- Action Plans

#### Module Two: Working with Permissions and Options

- Marking a Workbook as Final
- Encrypting with a Password and Restricting Permissions
- Protecting the Current Sheet or the Workbook Structure
- Adding a Digital Signature
- Setting Excel Options
- Managing Versions
- Saving a Workbook as an Excel Template
- Module Two: Review Questions

#### Module Three: Sharing Workbooks

- Inspecting a Document
- Sharing a Workbook
- Editing a Shared Workbook
- Tracking Changes
- Merging Copies of a Shared Workbook
- Module Three: Review Questions

**Module Four: Performing Advanced Formula and Function Tasks**

- Using the Watch Window
- About the Excel Calculation Process
- Setting Calculation Options
- Enabling or Disabling Automatic Workbook Calculations
- Using the IFERROR Function to Evaluate Formulas
- Module Four: Review Questions

**Module Five: Working with Array Formulas**

- About Array Formulas
- Creating One-Dimensional and Two-Dimensional Constants
- Creating a Simple Array
- Creating an Advanced Array
- Module Five: Review Questions

**Module Six: Working with Macros**

- Assigning a Macro to a Command Button
- Running a Macro by Clicking an Area of a Graphic Object
- Configuring a Macro to Run Automatically Upon Opening the Workbook
- Changing a Macro
- Module Six: Review Questions

**Module Seven: Working with Forms**

- About Excel Forms, Form Controls, and Active X Controls
- Using a Data Form
- Using a List Box Control
- Using a Combo Box Control
- Using a Spin Button Control
- Using a Scroll Bar control
- Module Seven: Review Questions

**Module Eight: Applying Advanced Chart Features**

- About Trend Lines
- Add a Trend Line
- Using Secondary Axes
- Using Chart Templates
- Module Eight: Review Questions

**Module Nine: Working with PivotTables and Pivot Charts**

- Working with PivotTable Tools
- Working with PivotChart Tools
- About Slicers
- Creating a Slicer in an Existing PivotTable
- Creating a Standalone Slicer
- Formatting a Slicer
- Sharing Slicers with Another PivotTable
- Disconnect or Delete a Slicer
- Module Nine: Review Questions

**Module Ten: Working with Power View**

- About Power View
- Creating a Power View Sheet
- Connecting to Different Data Modules in One Workbook
- Modifying the Data Model without Leaving the Power View Sheet
- Using Drill Down, Drill Up, and Cross Drill
- Module Ten: Review Questions

**Module Eleven: Working with Multiple Tables in Data Analysis**

- Using Multiple Tables in Your Data Analysis
- Connection to Additional Data Sources
- Creating Relationships between Tables
- Using a Timeline to Show Data for Different Time Periods
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot

## Excel 2016 Essentials – Fee \$499.00

Participants will gain a fundamental understanding of the Excel environment and the ability to complete tasks independently. They will know and demonstrate the correct application of the principal features of Excel 2016. Participants will create and edit a workbook with multiple sheets, and use a graphic element to represent data visually. Workbook example include professional looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.



### Module One: Create and Manage Worksheets and Workbooks

#### Create Worksheets and Workbooks

- Create a workbook
- Import data from a delimited text file
- Add a worksheet to an existing workbook
- Copy and move a worksheet

#### Navigate in Worksheets and Workbooks

- Search for data within a workbook
- Navigate to a named cell, range, or workbook element
- Insert and remove hyperlinks

#### Format Worksheets and Workbooks

- Change worksheet tab color
- Rename a worksheet
- Change worksheet order
- Modify page setup
- Insert and delete columns or rows
- Change Workbook themes
- Adjust row height and column width
- Insert headers and footers

#### Customize Options and Views for Worksheets and Workbooks

- Hide or unhide worksheets
- Hide or unhide columns and rows
- Customize the Quick Access toolbar
- Change workbook views
- Change window views
- Modify document properties
- Change magnification by using zoom tools
- Display formulas

**Configure Worksheets and Workbooks for Distribution**

- Set a print area
- Save workbooks in alternative file formats
- Print all or part of a workbook
- Set print scaling
- Display repeating row and column titles on multiple worksheets
- Inspect a workbook for hidden properties or personal information
- Inspect a workbook for accessibility issues
- Inspect a workbook for compatibility issues

**Module Two: Manage Data Cells and Ranges****Insert data in cells and ranges**

- Replace data
- Cut, copy, or paste data
- Paste data by using special paste options
- Fill cells by using Auto Fill
- Insert and delete cells

**Format cells and ranges**

- Merge cells
- Modify cell alignment and indentation
- Format cells by using Format Painter
- Wrap text within cells
- Apply number formats
- Apply cell formats, apply cell styles

**Summarize and organize data**

- Insert sparklines
- Outline data
- Insert subtotals
- Apply conditional formatting

**Module Three: Create tables****Create and manage tables**

- Create an Excel table from a cell range
- Convert a table to a cell range
- Add or remove table rows and columns

**Manage table styles and options**

- Apply styles to tables
- Configure table style options
- Insert total rows

**Filter and sort a table**

- Filter records
- Sort data by multiple columns
- Change sort order
- Remove duplicate records

**Module Four: Perform operations with formulas and functions****Summarize data by using functions**

- Insert references
- Perform calculations by using the SUM function
- Perform calculations by using MIN and MAX functions
- Perform calculations by using the COUNT function
- Perform calculations by using the AVERAGE function

**Perform conditional operations by using functions**

- Perform logical operations by using the IF function
- Perform logical operations by using the SUMIF function
- Perform logical operations by using the AVERAGEIF function
- Perform statistical operations by using the COUNTIF function

**Format and modify text by using functions**

- Format text by using RIGHT, LEFT, and MID functions
- Format text by using UPPER, LOWER, and PROPER functions
- Format text by using the CONCATENATE function

**Module Five: Create charts and objects****Create charts**

- Create a new chart
- Add additional data series
- Switch between rows and columns in source data
- Analyze data by using Quick Analysis
- 

**Format graphic elements**

- Resize charts
- Add and modify chart elements
- Apply chart layouts and styles
- Move charts to a chart sheet

**Insert and format objects**

- Insert text boxes and shapes
- Insert images Modify object properties
- Add alternative text to objects for accessibility

## Excel 2016 Expert – Fee \$499.00

Participants will gain an advanced level of understanding for the Microsoft Excel environment, and the ability to guide others to the proper use of the program's full features - critical skills for those in roles such as accountants, financial analysts, and commercial bankers.

Participants will create, manage, and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel 2016 environments to meet project needs and increase productivity. Expert workbook examples include custom business templates, multi-axis financial charts, amortization tables, and inventory schedules.



### Module One: Manage Workbook Options and Settings

#### Manage Workbooks

- Save a workbook as a template
- Copy macros between workbooks
- Mange Document Versions
- Reference data in another workbook
- Reference data by using structured references
- Enable macros in a workbook
- Display hidden ribbon tabs

#### Manage Workbook Review

- Restrict editing
- Protect a worksheet
- Configure formula calculation options
- Protect workbook structure
- Mange workbook versions
- Encrypt workbooks with a password

### Module Two: Apply Custom Data Formats and Layouts

#### Apply Custom Data Formats and Validation

- Create custom number formats
- Populate cells by using advanced Fill Series options
- Configure data validation

**Apply Advanced Conditional Formatting and Filtering**

- Create custom conditional formatting rules
- Create conditional formatting rules that use formulas
- Manage conditional formatting rules

**Create and Modify Custom Workbook Elements**

- Create custom color formats
- Create and modify cell types
- Create and modify custom themes
- Create and modify simple macros
- Insert and configure form controls

**Prepare a Workbook for Internationalization**

- Display data in multiple international formats
- Apply international currency formats
- Manage multiple options for +Body and +Heading fonts

**Module Three: Create Advanced Formulas****Apply Functions in Formulas**

- Perform logical operations by using AND, OR, and NOT functions
- Perform logical operations by using nested functions
- Perform statistical operations by using SUMIFS, AVERAGEIFS, AND COUNTIFS functions

**Look up data using Functions**

- Look up data by using the VLOOKUP
- Look up data by using the HLOOKUP function
- Look up data by using the MATCH function
- Look up data by using the INDEX function

**Apply Advanced Date and Time Functions**

- Reference the date and time by using the NOW and TODAY functions
- Serialize numbers by using date and time functions

**Perform Data Analysis and Business Intelligence**

- Import, transform, combine, display, and connect to data
- Consolidate data
- Perform what-if analysis by using Goal Seek and Scenario Manager
- Use cube functions to get data out of the Excel data model
- Calculate data by using financial functions

**Troubleshoot Formulas**

- Trace precedence and dependence
- Monitor cells and formulas by using the Watch Window
- Validate formulas by using error checking values
- Evaluate formulas
- Calculate data by using financial functions

**Define Named Ranges and Objects**

- Name cells
- Name data ranges
- Name tables
- Manage named ranges and objects

**Module Four: Create Advanced Charts and Tables****Create Advanced Charts**

- Add trend lines to charts
- Create dual axis charts
- Save a chart as a template
- Create and Manage Pivot Tables
- Create PivotTables
- Modify field selections and options
- Create slicers
- Group PivotTable data
- Reference data in a PivotTable by using the GETPRIVOTDATA function
- Add calculated fields
- Format data

**Create and Manage Pivot Charts**

- Create Pivot Charts
- Manipulate options in existing Pivot Charts
- Apply styles to Pivot Charts
- Apply Styles to Pivot Charts
- Manipulate options in existing Pivot Charts
- Apply styles to Pivot Charts
- Drill down into PivotChart details

## Excel 365 Essentials – Fee \$499.00

Welcome to the Office 365 Excel Essentials workshop. With Office 365, you can access your spreadsheets anywhere, and make some basic changes without using a computer where your desktop Office applications are installed. In the Office 365 Excel web app, you can collaborate on a spreadsheet with anyone, no matter what version of Excel they have, and your changes are automatically saved.



The Office 365 experience is designed to render your documents to look exactly like they would when printed, from nearly anywhere in the world. This tool provides its users the freedom to work from anywhere.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Welcome to Office 365 Excel

- The Home Page
- The Team Site
- Shared Documents
- Uploading a Spreadsheet
- Module Two: Review Questions

#### Module Three: Worksheets and Workbooks

- Opening a Spreadsheet
- Overview of the Reading View
- Understanding Worksheets vs. Workbooks
- Downloading and Reloading
- Closing Spreadsheets
- Module Three: Review Questions

#### Module Four: Working with Excel Files

- Using the Find Command
- Saving a Copy
- Editing in Browser
- The Excel Web App Interface
- Opening in Excel
- Module Four: Review Questions

**Module Five: Editing in the Browser (I)**

- About Saving and Save As
- A New File and Autosaving
- Entering Data
- Editing Data
- Using the Wrap Command
- Module Five: Review Questions

**Module Six: Editing in the Browser (II)**

- Using Undo and Redo
- Adding Rows and Columns
- Deleting Cells
- Using Timesaving Shortcuts
- Module Six: Review Questions

**Module Seven: Building Formulas**

- The Math Basics of Excel
- Building a Formula
- Editing a Formula
- Copying a Formula
- Relative vs. Absolute References
- Module Seven: Review Questions

**Module Eight: Understanding Functions**

- Formulas vs. Functions
- Using the SUM Function
- Using Other Basic Excel Functions
- Using AutoComplete
- Module Eight: Review Questions

**Module Nine: Working with Data**

- Sorting Data
- Filtering Data
- About Collaborating
- About Refreshing External Data
- Module Nine: Review Questions

**Module Ten: Formatting Your Data**

- Changing the Appearance of Text
- Changing the Appearance of Numbers
- Setting Alignment Options
- Adding Borders
- Adding Fill Color
- Module Ten: Review Questions

**Module Eleven: The Insert Tools**

- Inserting Tables
- Inserting Charts
- Working with Charts
- Inserting Links
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Groove 2007 Essentials – Fee \$499.00

Welcome to the Microsoft Groove 2007 Essentials workshop. In this course, you'll show your participants how to communicate and collaborate with team members all over the world, whether they are in your organization or not. Taking the time to learn about the basic features of Groove 2007 will increase their collaboration and communication skills.



Groove 2007 allows people to create workspaces, share files, and start and participate in team discussions. You'll also show the participants how to use Groove tools like the Calendar and Sketchpad. Your participants will learn how to use the basic features of Groove 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Groove

- Understanding How Groove Works
- Opening Groove
- Launch bar Overview
- Closing Groove

#### Module Three: Creating a Groove Workspace

- Understanding Workspace Types
- Creating a Workspace
- Understanding the Workspace Interface
- Adding Workspace Members

#### Module Four: Using Your Workspace

- Adding Additional Members
- Starting a Discussion
- Sharing Files
- Viewing and Editing Files
- Chatting with Members
- Sending a Message

**Module Five: Customizing Your Workspace**

- Adding Standard Tools
- Adding Custom Tools
- Customizing Workspace Properties
- Setting User Roles

**Module Six: Using Groove's Tools (I)**

- Calendar
- Forms
- InfoPath Forms
- Issue Tracking Log
- Meetings

**Module Seven: Using Groove's Tools (II)**

- Notepad
- Sketchpad
- Pictures
- SharePoint Files

**Module Eight: Customizing Alerts**

- Setting Default Alert Options
- Creating Tool Alerts
- Creating Workspace Alerts
- Viewing Alerts
- Suppressing Alerts

**Module Nine: Using Groove's Management Tools**

- Using the Contact Manager
- Using the Workspace Manager
- Using the Communications Manager
- Viewing Message History

**Module Ten: Managing Groove Items**

- Saving Workspaces
- Renaming Items
- Viewing an Item's Properties
- Deleting Items

**Module Eleven: Setting Groove Options**

- Managing Identities
- Setting Account Options
- Managing Security
- Modifying General Options
- Setting Synchronization Options

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## InfoPath 2007 Advanced – Fee \$499.00

The participants will learn how to use the advanced features of InfoPath 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the advanced features of InfoPath 2007 will increase their knowledge of information management.

This course will take a close look at InfoPath 2007 to give your participants all the tools they will need to create, manage, and fill out forms. They will be amazed at how InfoPath 2007 can help an organization streamline its information flow!



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Types of Controls

- Insert Controls on a Form Template
- Understanding Controls and the Data Source
- Standard Controls
- Repeating and Optional Controls
- File and Picture Controls
- Custom and Advanced Controls
- Remove a Control from a Form Template

#### Module Three: Repeating and Optional Controls

- Using Repeat Tables
- Using Repeating Sections
- Creating an Optional Section

#### Module Four: Actions

- Creating an Action Based on User Input
- Using Buttons to Switch Views
- Applying Conditional Formatting
- Calculating Fields
- Validating Your Form Input Data

**Module Five: Importing Form Designs**

- About Importing Designs from Other Applications
- Importing Word Forms
- Importing Excel Forms

**Module Six: Advanced Topics**

- Cascading List Box
- Merging Forms

**Module Seven: Custom Task Panes**

- About Using a Custom Task Pane
- Adding Resource Files to Your Form Template
- Creating a Custom Task Pane

**Module Eight: Understanding Code**

- About How InfoPath uses XML Technologies
- InfoPath Form Events
- Working with Data Connections
- Using an Add-In

**Module Nine: Publishing Forms**

- Understanding Form Security
- Setting Form Template Security Level
- Network Location
- Hosting InfoPath Forms

**Module Ten: SharePoint Integration**

- Form Libraries
- Promoting Field Properties
- Email Enabling Document Libraries
- SharePoint Workflow

**Module Eleven: Publishing Forms for Use with SharePoint**

- Publishing To a SharePoint Form Library
- Publishing To a SharePoint Site as a Content Type
- Browser Capable Forms
- Installable Form Template

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## InfoPath 2007 Essentials – Fee \$499.00

The participants will learn how to use the basic features of InfoPath 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the features of InfoPath 2007 will increase their knowledge of information management.

We will take a close look at InfoPath 2007 to give the participants all the tools they need to create, manage, and fill out forms. They will be amazed at how InfoPath can help the organization streamline its information flow!



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing InfoPath

- Opening InfoPath
- Using the Getting Started Window
- Interface Overview
- An XML Primer
- Closing InfoPath

#### Module Three: Filling Out a Form

- Launching Fill-Out-A-Form Mode
- Entering Data
- Checking Your Spelling
- Printing the Form
- Saving the Form

#### Module Four: Designing a Form Framework

- Creating a Blank Form
- Adding a Table
- Adding and Removing Rows or Columns
- Merging and Splitting Cells
- Formatting Tables
- Changing Table Properties

#### Module Five: Adding Labels

- Adding Labels
- Changing the Font Face and Size
- Changing the Font Color

- Adding Effects
- Using the Font Task Pane
- Aligning Text

**Module Six: Adding Controls**

- Adding a Standard Control
- Adding Repeating and Optional Controls
- Adding File Controls
- Adding Picture Controls
- Advanced Types of Controls

**Module Seven: Formatting Controls**

- Changing the Visual Properties of a Control
- Using the Control Properties Dialog
- Adding Data Validation Rules
- Applying Conditional Formatting
- Running the Logic Inspector

**Module Eight: Working with Data Sources**

- Viewing Data Source Information
- Managing Fields and Groups
- Adding a Data Connection
- Manually Binding Controls

**Module Nine: Creating a View**

- Creating a Custom View
- Creating a Print View
- Setting a View as Default
- Deleting Views

**Module Ten: Finishing the Form**

- Changing the Color Scheme
- Checking Your Spelling
- Using the Design Checker
- Previewing the Form

**Module Eleven: Distributing Your Form**

- Protecting Your Form
- Understanding Saving vs. Publishing Using the Publishing Wizard Printing the Form

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## InfoPath 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of InfoPath 2010. This workshop is designed to teach you a basic understanding of InfoPath 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

InfoPath is a powerful solution for collecting data from users on a variety of platforms. Microsoft InfoPath 2010 has new great features, such as the Office Fluent UI, and the ability to customize SharePoint list forms in just one click. Are you ready to take your organization to the next level with Microsoft InfoPath 2010?



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Types of Controls

- Insert Controls on a Form Template
- Understanding Controls and the Data Source
- Input Controls
- Object Controls
- Container Controls
- Custom Controls
- Remove a Control from a Form Template

#### Module Three: Repeating and Optional Controls

- Using Repeat Tables
- Using Repeating Sections
- Creating an Optional Section

#### Module Four: Control Tool Properties and Table Tools Tabs

- Control Tool Properties Tabs
- Using the Control Properties Dialog Box
- Table Tools Tab

**Module Five: Actions**

- Creating an Action Based on User Input
- Using Buttons to Switch Views
- Applying Conditional Formatting
- Calculating Fields
- Validating Your Form Input Data

**Module Six: Importing Form Designs**

- Importing Designs from Other Applications
- Importing Word Forms
- Importing Excel Forms

**Module Seven: Advanced Topics**

- Cascading List Box
- Merging Forms
- Adding Resource Files to Your Form Template

**Module Eight: Understanding Code**

- How InfoPath uses XML Technologies
- InfoPath Form Events
- Working with Data Connections
- Using an Add-In
- The Developer Tab

**Module Nine: Publishing Forms**

- Understanding Form Security
- Setting Form Template Security Level
- Network Location
- Hosting InfoPath Forms

**Module Ten: SharePoint Integration**

- Form Libraries
- Promoting Field Properties
- Email Enabling Document Libraries
- SharePoint Workflow

**Module Eleven: Publishing Forms for Use with SharePoint**

- Publishing To a SharePoint Form Library
- Publishing To a SharePoint Site as a Content Type
- Browser Capable Forms
- Installable Form Template

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## InfoPath 2010 Essentials – Fee \$499.00

The participants will learn how to use the basic features of InfoPath 2010. This workshop is designed to teach you a basic understanding of InfoPath 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.



In this workshop, your participants will learn how to create, manage, and fill out interactive forms. Microsoft InfoPath 2010 has new great features, such as the Office Fluent UI, and the ability to customize SharePoint list forms in just one click. Are you ready to take your organization to the next level with Microsoft InfoPath 2010?

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing InfoPath

- Opening InfoPath
- Using the Available Form Templates Window
- Exploring the InfoPath's Interface
- An XML Primer
- Closing InfoPath

#### Module Three: Using the InfoPath Filler 2010

- Launching Microsoft InfoPath Filler 2010
- Entering Data
- Checking Your Spelling
- Printing the Form
- Saving the Form

#### Module Four: Designing a Form Framework

- Creating a Blank Form
- Adding a Table
- Adding and Removing Rows or Columns
- Merging and Splitting Cells
- Formatting Tables
- Changing Table Properties

#### Module Five: Adding Labels

- Adding Labels
- Changing the Font Face and Size

- Changing the Font Color
- Adding Effects
- Using the Font Task Pane
- Aligning Text

**Module Six: Adding Controls**

- Adding a Standard Control
- Adding Repeating and Optional Controls
- Adding File Controls
- Adding Picture Controls
- Advanced Types of Controls

**Module Seven: Formatting Controls**

- Changing the Visual Properties of a Control
- Using the Control Properties Dialog
- Adding Data Validation Rules
- Applying Conditional Formatting
- Running the Logic (Rule) Inspector

**Module Eight: Working with Data Sources**

- Viewing Data Source Information
- Managing Fields and Groups
- Adding a Data Connection
- Manually Binding Controls

**Module Nine: Creating a View**

- Creating a Custom View
- Creating a Print View
- Setting a View as Default
- Deleting Views

**Module Ten: Finishing the Form**

- Changing the Color Scheme
- Checking Your Spelling
- Using the Design Checker
- Protecting Your Form
- Previewing the Form

**Module Eleven: Distributing Your Form**

- Understanding Saving vs. Publishing
- Using the Publishing Wizard
- Printing the Form

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## InfoPath 2010 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of InfoPath 2010. This workshop is designed to go beyond a basic understanding and to explore the more advanced features of InfoPath 2010 in a practical way. This workshop incorporates a hands-on approach to learning.

InfoPath is a powerful solution for collecting data from users on a variety of platforms. Microsoft InfoPath 2010 has new great features, such as the Office Fluent UI, and the ability to customize SharePoint list forms in just one click. Are you ready to take your organization to the next level with Microsoft InfoPath 2010?



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluation Forms

#### Module Two: Working with the InfoPath Environment

- Setting Options
- Setting Form Submission Options
- Setting Publishing Options
- Setting Advanced Form Options
- Customizing the Ribbon
- Customizing the Quick Access Toolbar
- Viewing Form Template Properties
- Module Two: Review Questions

#### Module Three: Working with Digital Signatures

- About Trusted Locations
- Applying a Digital Signature to a Form
- Adding Multiple Signatures to a Form
- Setting Confirmation Messages
- Disabling Digital Signatures
- Digitally Signing Form Templates
- Module Three: Review Questions

**Module Four: Working with Control Properties (I)**

- Working with Text Box Properties
- Working with List Box Properties
- Working with Combo Box Properties
- Working with Option Button Properties
- Working with Check Box Properties
- Module Four: Review Questions

**Module Five: Working with Control Properties (II)**

- Working with Hyperlink Properties
- Working with Calculated Value Properties
- Working with Section Properties
- Working with Date Picker Properties
- Working with Picture Properties
- Module Five: Review Questions

**Module Six: More Control Tasks**

- Modifying a Control
- Setting a Fields Default Value
- Changing the Binding
- Set a Field's Value Using Rules
- Filtering Data Displayed in a Control
- Module Six: Review Questions

**Module Seven: Using Commands and Switches**

- About Commands and Switches
- Types of Commands and Switches
- Using a Switch Once
- Making a Reusable Switch
- Module Seven: Review Questions

**Module Eight: Using Formulas and Functions**

- About Formulas and Functions in InfoPath
- Using Date and Time Functions
- Using Field Functions
- Using Math Functions
- Using Text Functions
- Using URL Functions
- Using the username Function
- Module Eight: Review Questions

**Module Nine: Using Action Rules**

- Creating a Rule to Show a Message
- Creating a Rule to Show the Value of a Field or Formula
- Creating a Rule to Switch Views
- Creating a Rule to Set a Field's Value
- Creating a Rule to Open a New Form to Fill
- Module Nine: Review Questions

**Module Ten: More Action and Formatting Rules**

- Creating a Rule to Send Data to a Web Part
- Creating a Rule to Sign a Signature Line
- Creating a Rule to Close the Form
- About Advanced Condition Scenarios
- Module Ten: Review Questions

**Module Eleven: Queries and Data Submission**

- Using Data Entry Patterns
- Creating a Rule to Query for Data
- Creating a Rule to Submit Data
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot

## Lync 365 Essentials – Fee \$499.00

Lync Online is Microsoft “s premiere online communications software with instant messaging, audio and video calls, and online meetings that include sharing your desktop. Your participants will be well versed in this great tool that will provide a great benefit in their Office 365 usage.

Office 365 Lync Essentials will get your participants started on their path to using Lync for all your communications. We’ll first look at how to sign into Lync Online. Then your participants will learn how to set up Lync to start automatically and configuring their Lync profiles.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Welcome to Office

- Signing In to Lync
- Setting Up Lync to Start Automatically
- Adding a Picture
- Signing Out
- Module Two: Review Questions

#### Module Three: Working with Contacts

- Searching for People
- Building Your Contacts List
- Adding a Contact
- Tagging or Pinning a Contact
- Creating Groups
- Organizing Contacts
- Module Three: Review Questions

#### Module Four: Working with Presence Indicators

- About Presence Indicators
- Changing Status
- Hiding Activity Feed
- Changing or Hiding Location
- Understanding Privacy Relationships
- Working with Privacy Settings
- Module Four: Review Questions

**Module Five: Working with Instant Messaging**

- Sending an Instant Message
- Sending an Instant Message to a Group
- Accepting or Ignoring an Instant Message
- Inviting Another Contact to an Instant Message Conversation
- Using Emoticons and Formatting
- Ending a Conversation
- Module Five: Review Questions

**Module Six: Working with Online Meetings**

- Starting an Unscheduled Meeting
- Scheduling a Meeting
- Changing Access and Presenter Options
- Joining a Meeting
- Organizer and Presenter Best Practices
- Module Six: Review Questions

**Module Seven: Working with the Lync Online Web Scheduler**

- Scheduling a Meeting or Call
- Sending Invitations
- Customizing Roles
- Joining a Meeting
- Viewing or Editing Meetings
- Deleting a Meeting
- Module Seven: Review Questions

**Module Eight: Working with PowerPoint Presentations**

- Working with PowerPoint Presentations
- Controlling Permissions
- Changing Presenters
- Making Annotations
- Saving a Copy of the Annotated File
- Module Eight: Review Questions

**Module Nine: Sharing Your Desktop or a Program**

- Sharing Your Desktop
- Choosing an Open Program to Share
- Stopping Sharing
- Changing Control When Sharing
- Stopping People from Sharing
- Requesting Control
- Module Nine: Review Questions

**Module Ten: Collaborating on a Whiteboard**

- Opening a Whiteboard
- Working with Whiteboard Content
- Viewing a Whiteboard Privately
- Closing a Whiteboard
- Module Ten: Review Questions

**Module Eleven: Using Audio and Video**

- Making a Lync Call
- Making a Video Call
- Answering or Declining a Call
- Setting Your Ringtones and Sound Options
- Making a Conference Call
- Setting Options
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 2007 Advanced – Fee \$499.00

The participants will learn how to use the basic features of OneNote 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the features of OneNote 2007 will increase their skills in recording and noting data.



Have you ever wished that you could track appointments, take meeting notes, record research, and keep to-do items all in one place? Well, you can do all that and more with OneNote 2007 Advanced. In this course, you will show your participants how, plus we'll explore OneNote's new ribbon-based interface.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Upgrading from OneNote 2003?

- What You Need to Know About the New File Format
- New Features in OneNote 2007

#### Module Three: Staying Organized

- The Navigation Bar
- Drag and Drop
- Sorting and Viewing Pages
- Hyperlinks

#### Module Four: Note Taking Tools

- Table Editing Tools
- The Drawing and Pen Tool Bars
- Understand the Calculator Capabilities

#### Module Five: Text and Page Formatting

- Format Using the Task Pane
- Select a Page Template
- Select a Default Template
- Create a New Template

**Module Six: Office Integration**

- Attach Files to Your Notes
- Insert Files as Printouts
- Print to OneNote from Other Applications
- Send to Word

**Module Seven: Researching a Topic**

- Side Note Window
- Send Web Pages to OneNote
- The Research Task Pane
- Screen Clipping
- Make Text in Pictures Searchable

**Module Eight: Handwriting Notes**

- OneNote Basics on a Tablet PC
- The Writing Tool Bar
- Specifying Pen Mode
- Convert Handwriting to Text

**Module Nine: On the Road**

- Multiple Computer Support
- Understanding Notebook Synchronization Status
- OneNote Mobile for Mobile Devices

**Module Ten: Live Sharing**

- Start a Live Sharing Session
- Join a Live Sharing Session
- The Live Session Task Pane

**Module Eleven: Other Tools**

- Password Protection
- Audio and Video Recording Tools
- Audio Search

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 2007 Essentials – Fee \$499.00

The participants will learn how to use the basic features of OneNote 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the features of OneNote 2007 will increase their skills in recording and noting data.

Have you ever wished that you could track appointments, take meeting notes, record research, and keep to-do items all in one place? Well, you can do all that and more with OneNote 2007! In this course, the participants will learn that and much more.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing OneNote

- Opening OneNote
- Interface Overview
- Closing OneNote
- About the OneNote Icon

#### Module Three: Your First Notebook

- Typing Text
- Handwriting Text
- Adding Text and Objects from Other Applications
- Using the Formatting Toolbar

#### Module Four: Basic Editing Tasks

- Resizing Objects
- Moving Objects
- Using Cut, Copy, and Paste
- Using Undo and Redo
- Checking Your Spelling

#### Module Five: Working with Pages

- Adding Pages and Sub-Pages
- Moving, Renaming, and Deleting Pages and Sub-Pages
- Using the Page Setup Task Pane
- Adding Rule Lines

**Module Six: Adding Objects to Your Notebook**

- Creating Lists
- Creating Tables
- Inserting Pictures
- Inserting Screen Clippings
- Researching in OneNote

**Module Seven: Advanced OneNote Objects**

- Calculating in OneNote
- Adding an Audio Recording
- Adding a Video Recording
- Linking to Files
- Linking to Outlook Meetings and Tasks

**Module Eight: Drawing in OneNote**

- Drawing Shapes
- Selecting Shapes
- Resizing and Deleting Shapes
- Formatting Shapes
- Rotating and Flipping Shapes

**Module Nine: Managing Notes**

- Tagging Notes
- Using the Unfiled Notes Section
- Adding Sections
- Adding Section Groups
- Renaming, Moving, and Deleting Sections and Section Groups

**Module Ten: Working with Notebooks**

- Creating a New Notebook
- Saving Notebooks
- Searching in Notebooks
- Opening Notebooks
- Closing Notebooks

**Module Eleven: Adding the Finishing Touches**

- Using the Page List Task Pane
- Using Full Page View
- Password Protecting Your Notebook
- Using OneNote Backups
- E-Mailing Your Notes
- Printing Your Notes

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of OneNote 2010. This workshop is designed to teach you a basic understanding of OneNote 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

Have you ever wished that you could track appointments, take meeting notes, record research, and keep to-do items all in one place? Well, you can do all that and more with OneNote 2010. In this course, you will show your participants how, plus we'll explore OneNote's new ribbon-based interface.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Upgrading from OneNote 2007 or 2003?

- What You Need to Know About the New File Format
- New Features in OneNote 2010

#### Module Three: Staying Organized

- The Navigation Bar
- Drag and Drop
- View Recent Edits
- Working with Page Versions

#### Module Four: Note Taking Tools

- Hyperlinks
- Translating Words or Phrases
- Table Editing Tools
- Understand the Calculator Capabilities
- Working with Equations

#### Module Five: Text and Page Formatting

- Format Using the Mini Toolbar
- Select a Page Template
- Select a Default Template
- Create a New Template

**Module Six: Drawing and Handwriting Notes**

- The Drawing and Pen Tool Bars
- OneNote Basics on a Tablet PC
- Specifying Pen Mode
- Convert Ink to Text

**Module Seven: Office Integration**

- Attach Files to Your Notes
- Insert Files as Printouts
- Print to OneNote from Other Applications
- Send to Word and Other Formats

**Module Eight: Researching a Topic**

- Side Note Window
- Send Web Pages to OneNote
- The Research Task Pane
- Make Text in Pictures Searchable

**Module Nine: Linked Notes**

- Starting and Finishing a Linked Notes Session
- View or Remove Linked Notes
- Disable and Re-enable Linked Notes

**Module Ten: Collaborating**

- About Universal Access to Notebooks
- Sharing Notebooks with Other Computers and Other Authors
- Understanding Notebook Synchronization Status
- Find By Author

**Module Eleven: Other Tools**

- Password Protection
- Audio and Video Options
- Search Tools

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 2010 Essentials – Fee \$499.00

The participants will learn how to use the basic features of OneNote 2010. This workshop is designed to teach you a basic understanding of OneNote 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.

OneNote is a program that helps you collect notes about anything. You can store all of your notes – in a variety of formats – in one place. Then you can organize and share your notes. OneNote 2010 provides all of these features and can make your everyday business a lot easier.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing OneNote

- Opening OneNote
- Understanding the Interface
- Using the Backstage View
- About the OneNote Icon
- Docking OneNote
- Closing OneNote

#### Module Three: Working with Notebooks

- Understanding Your Notebook
- Creating a New Notebook
- Saving Notebooks
- Searching Notebooks
- Closing Notebooks
- Opening Notebooks

#### Module Four: Working with Pages and Sections

- Adding Pages
- Adding Sub-Pages
- Moving, Renaming, and Deleting Pages
- Using the Templates Pane
- Adding Sections
- Adding Section Groups
- Working with Sections and Section Groups

**Module Five: Your First Notebook**

- Typing Text
- Handwriting Text
- Using Copy and Paste
- Adding Extra Writing Space
- Using the Formatting Toolbar
- Applying Styles

**Module Six: Adding Objects to Your Notebook**

- Creating Lists
- Creating Tables
- Inserting Pictures
- Inserting Screen Clippings
- Researching in OneNote

**Module Seven: Basic Editing Tasks**

- Using the Page Setup Group
- Resizing Objects
- Moving Objects
- Using Undo and Redo
- Checking Your Spelling

**Module Eight: Advanced OneNote Objects**

- Using the Calculator
- Using OneNote with Outlook Tasks and Meetings
- Inserting Audio
- Inserting Video
- Attaching Files

**Module Nine: Drawing in OneNote**

- Drawing Shapes
- Selecting Shapes
- Formatting Shapes
- Rotating Shapes
- Using the Eraser

**Module Ten: Managing Notes**

- Tagging Notes
- Using the Unfiled Section
- Using History
- Linking Like a Wiki

**Module Eleven: Adding the Finishing Touches**

- Time Stamping Items
- Using OneNote Views
- Password Protecting Your Notebook
- Using OneNote Backups
- E-Mailing Your Notes
- Printing Your Notes

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 2013 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of OneNote 2013. This workshop is designed to provide an in-depth understanding of OneNote 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will also get a chance to experience some of the new features that are offered in OneNote 2013.



OneNote 2013 allows you to track appointments, take meeting notes, record research, and keep to-do items all in one place. With Office 2013 you are provided a new landing screen which makes launching and creating documents easier than previous versions of OneNote. OneNote 2013 also has an improved user interface with an array of powerful tools to help you manage your data through SkyDrive.

### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Working with Notebooks

- What You Need to Know About the New File Format
- Using the Notebook Migration Tool
- Password Protecting Your Notebook
- Using OneNote Backups
- Module Two: Review Questions

#### Module Three: Using Additional Notebooks

- Creating a New Notebook
- Opening Notebooks
- Working with Notebook Information and Settings
- Setting OneNote Options
- Module Three: Review Questions

**Module Four: Formatting and Editing Your Notes**

- Applying Styles
- Using the Page Setup Group
- Using Snap to Grid
- About Using Embedded Visio Diagrams
- Resizing and Moving Objects
- Arranging and Rotating Objects
- Module Four: Review Questions

**Module Five: Working with Audio and Video**

- Applying Styles
- Recording Audio
- Recording Video
- Working with Playback Settings
- Module Five: Review Questions

**Module Six: Working with Tables**

- Selecting Rows and Columns
- Inserting Rows and Columns
- Deleting Rows and Columns
- Using Borders and Shading
- Adjusting Table Alignment
- Sorting Table Contents
- Module Six: Review Questions

**Module Seven: Working with Equations and Excel Spreadsheets**

- Working with Equations
- Understand the Calculator Capabilities
- Inserting an Excel Spreadsheet
- Converting a Table to an Excel Spreadsheet
- Converting Ink to Math
- Module Seven: Review Questions

**Module Eight: Researching a Topic**

- Using the Research Task Pane
- Make Text in Pictures Searchable
- Starting and Finishing a Linked Notes Session
- View or Remove Linked Notes
- Disable and Re-enable Linked Notes
- Module Eight: Review Questions

**Module Nine: Advanced Review Tasks**

- Translating Words or Phrases
- Using the Mini Translator
- Setting Translation and Proofing Languages
- Password Protecting a Section
- Module Nine: Review Questions

**Module Ten: Collaborating**

- Sharing Notebooks with Other Computers and Other Authors
- Understanding Notebook Synchronization Status
- Find By Author
- Taking Meeting Notes
- Module Ten: Review Questions

**Module Eleven: Advanced Sharing Options**

- Exporting Your Notes
- Sending Your Notes
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 2013 Essentials – Fee \$499.00

Your participants will learn how to use OneNote 2013. This workshop is designed to provide a basic understanding of OneNote 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will also get a chance to experience some of the new features that are offered in OneNote 2013.

OneNote 2013 allows you to track appointments, take meeting notes, record research, and keep to-do items all in one place. With Office 2013 you are provided a new landing screen which makes launching and creating documents easier than previous versions of OneNote. OneNote 2013 also has an improved user interface with an array of powerful tools to help you manage your data through SkyDrive.



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Your First Notebook

- Opening OneNote
- About Your Notebooks and the Cloud
- Understanding the Interface
- Understanding Your Notebook
- Saving Notebooks
- Module Two: Review Questions

#### Module Three: Working with Text

- Typing Text and Titles
- Using Copy and Paste
- Using Undo and Redo
- Adding Extra Writing Space
- Deleting Text
- Formatting Text
- Module Three: Review Questions

**Module Four: Working with Pages and Sections**

- Adding Pages and Sub-Pages
- Using the Templates Pane
- Adding Sections and Section Groups
- Moving, Renaming, and Deleting Pages
- Working with Sections and Section Groups
- Module Four: Review Questions

**Module Five: Staying Organized**

- The Navigation Bar
- Drag and Drop
- View Recent Edits
- Working with Page Versions
- Using Authors
- Using the Notebook Recycle Bin
- Module Five: Review Questions

**Module Six: Tagging and Searching Notes**

- Using Instant Search
- Tagging Notes
- Creating a New Tag
- Working with Outlook Tasks
- Module Six: Review Questions

**Module Seven: Using the OneNote Clipping Tool**

- About the Quick Notes Section
- Taking a Screen Clipping
- Sending to OneNote
- Creating a New Quick Note
- Module Seven: Review Questions

**Module Eight: Inserting Basic Objects**

- Inserting a Table
- Adding a File
- Adding Images
- Inserting a Link
- Inserting an Equation
- Using the Calculator
- Module Eight: Review Questions

**Module Nine: Drawing in OneNote**

- Using OneNote with a Touchscreen
- Choosing a Pen, Color and Thickness
- Drawing Freehand or Handwriting
- Drawing Shapes
- Selecting, Panning and Erasing Objects
- Converting Ink to Text
- Module Nine: Review Questions

**Module Ten: Reviewing Your Notes**

- Using OneNote Views
- Checking Your Spelling
- Using the Thesaurus
- Time Stamping Items
- Module Ten: Review Questions

**Module Eleven: Sharing Your Notes**

- Inviting People
- Sending A Link
- Using the OneNote Web App
- Printing Your Notes
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## OneNote 365 Essentials – Fee \$499.00

Through this workshop your participants will be introduced to the way OneNote is integrated into the 365 Web Apps by discussing the Home Page, the Team Site, and the Shared Documents list. We'll also explain how to upload one of your existing OneNote notebooks to the site.

With Office 365 OneNote, you can access your OneNote notebooks from the same website where they are stored, and make some basic changes without using a computer where your desktop Office applications are installed.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Welcome to Office 365 Web Apps

- The Home Page
- The Team Site
- Shared Documents
- Uploading a Document
- Module Two: Review Questions

#### Module Three: Working with Notebooks

- Understanding Your Notebook
- Opening a Notebook
- The OneNote Web App Interface
- Creating a New Notebook
- About Saving
- Closing Notebooks
- Module Three: Review Questions

#### Module Four: Working with Pages and Sections

- About the Pages Pane
- Adding Pages
- Creating Sub-Pages
- Moving and Deleting Pages
- Adding Sections
- Module Four: Review Questions

**Module Five: Editing in the Browser**

- Using the Pop Out
- Minimizing the Ribbon
- Opening in OneNote
- Typing Text
- Module Five: Review Questions

**Module Six: Basic Editing Tasks**

- Selecting and Editing Text with the Mouse or Keyboard
- Using Cut, Copy and Paste
- Using Undo and Redo
- Checking Your Spelling
- Setting the Proofing Language
- Module Six: Review Questions

**Module Seven: Formatting Your Text**

- Understanding Levels of Formatting
- Changing Font Face and Size
- Changing the Font Color
- Adding Font Enhancements
- Highlighting Text
- Clearing Formatting
- Module Seven: Review Questions

**Module Eight: Paragraph Formatting, Styles and Tags**

- Setting the Alignment or Text Direction
- Using Indents and Tabs
- Adding Bullets and Numbering
- Applying Styles
- Tagging Notes
- Module Eight: Review Questions

**Module Nine: The Insert Tools (I)**

- Inserting a Table
- Adding Text to a Table
- Working with Tables
- Inserting Links
- Module Nine: Review Questions

**Module Ten: The Insert Tools (II)**

- Inserting Pictures
- Inserting Clip Art
- Working with Pictures
- Module Ten: Review Questions

**Module Eleven: The View Tab**

- Overview of the Reading View
- Show Authors
- Page Versions
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Action Plans and Evaluations

## Outlook 2007 Advanced – Fee \$499.00

Outlook is the most common email program at work. Outlook 2007 is actually more than an email program. This program manages tasks, events, contacts and more. Learning how to use all the advanced features of Outlook 2007 will increase the participant's efficiency by managing their schedules better and improve communication.

This workshop will teach participants the commonly used advanced features of Outlook 2007. At the end of this course, you will have increased familiarity with Outlook 2007, giving you more confidence in using this program for all your communication needs at work.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Customizing Outlook

- Customizing the Navigation Pane
- Changing the Reading Pane
- Changing the To-Do Bar
- Resizing Panes

#### Module Three: Adding Word Elements to an E-mail

- Common Formatting Tasks
- Adding SmartArt
- Adding Pictures
- Adding Tables

#### Module Four: Customizing Your Profile

- Setting up a Signature
- Changing Font Options
- Changing Stationary Options
- Enabling or Disabling Automatic Spell Check

#### Module Five: Advanced E-Mail Tasks

- Adding Voting Buttons
- Setting the Priority
- Changing the Message Format
- Adding a Follow-Up Flag

**Module Six: Advanced Calendar Tasks**

- Creating a Recurring Appointment
- Creating a Meeting Request
- Tracking Meeting Responses
- Color-Coding Appointments
- Changing Calendar Options

**Module Seven: Doing More with Tasks**

- Create a Recurring Task
- Assigning a Task
- Using the Details Tab
- Setting Task Options

**Module Eight: Using Notes**

- Opening the Notes Folder
- Creating a Note
- Editing a Note
- Color-Coding a Note
- Changing Notes Views

**Module Nine: Viewing RSS Feeds**

- Adding an RSS Feed
- Modifying or Deleting RSS Feeds
- Viewing a Feed
- Working with Feed Items

**Module Ten: Managing Outlook Data (I)**

- Understanding Data Configurations
- Archiving Data
- Using Mailbox Cleanup

**Module Eleven: Managing Outlook Data (II)**

- Backing up Data
- Adding a New PST File
- Opening a PST File
- Closing a PST File

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2007 Essentials – Fee \$499.00

The participants will learn how to use the basic features of Outlook 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the features of Outlook 2007 will increase their organization skills.

Outlook is a powerful e-mail application. However, it does much more than that to help you stay organized. With contacts, calendars, and tasks, Outlook 2007 can help you manage every aspect of your life.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Outlook

- Opening Outlook
- Understanding the Interface
- Setting up an E-mail Account
- Viewing Your Inbox
- Closing Outlook

#### Module Three: Working with E-mail

- Sending and Receiving Mail
- Viewing an E-mail
- Replying To or Forwarding an E-mail
- Deleting an E-mail

#### Module Four: Creating a New E-mail

- Creating an E-mail
- Addressing an E-mail
- Creating the Body
- Attaching a File
- Sending the Message

**Module Five: Managing E-mail**

- Marking an Item as Read or Unread
- Printing a Message
- Creating Folders
- Moving Messages to Folders
- Renaming, Moving, and Deleting Folders

**Module Six: Managing Junk Mail**

- About the Junk Mail Filter
- Enabling Junk Mail Filtering
- Enabling the Phishing Filter
- Modifying Safe and Blocked Senders Lists
- Marking a Message as Junk or Not Junk

**Module Seven: Outlook's Organization Tools**

- Creating a Basic Rule
- Creating an Advanced Rule
- Using Categories
- Flagging an Item for Follow-Up
- Viewing Favorite Folders

**Module Eight: Searching for Items**

- Understanding Search Folders
- Setting Up and Using Search Folders
- Using Instant Search
- Using Advanced Search
- Using Contact Search

**Module Nine: An Introduction to the Calendar**

- Getting Started
- Creating an Appointment
- Changing Your Calendar View
- Editing an Appointment
- Managing Reminders

**Module Ten: An Introduction to Tasks**

- Getting Started
- Creating a New Task
- Editing a Task
- Basic Task Views

**Module Eleven: An Introduction to Contacts**

- Getting Started
- Creating a New Contact
- Editing a Contact
- Organizing Contacts

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Outlook 2010. This workshop is designed to teach you a basic understanding of Outlook 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

In this workshop, we'll cover some of the more advanced tasks in Outlook 2010, like customizing the Outlook interface and profile. Your participants will learn how to use Word elements in your E-mails. This course explains some of the advanced e-mail, calendar, and task commands, as well as the Notes feature. They will also learn about RSS feeds and how to manage and protect your Outlook data.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Customizing Outlook

- Customizing the Navigation Pane
- Changing the Reading Pane
- Changing the To-Do Bar
- Resizing Panes

#### Module Three: Adding Word Elements to an E-mail

- Common Formatting Tasks
- Adding SmartArt
- Adding Pictures
- Adding Tables

#### Module Four: Customizing Your Profile

- Setting up a Signature
- Changing Font Theme
- Changing Stationery Options
- Enabling or Disabling Automatic Spell Check

#### Module Five: Advanced E-Mail Tasks

- Adding Voting Buttons
- Setting the Priority
- Changing the Message Format
- Adding a Follow-Up Flag

**Module Six: Advanced Calendar Tasks**

- Creating a Recurring Appointment
- Creating a Meeting Request
- Tracking Meeting Responses
- Color-Coding Appointments
- Changing Calendar Options
- About Calendar Groups

**Module Seven: Doing More with Tasks**

- Create a Recurring Task
- Assigning a Task
- Using the Details Tab
- Setting Task Options

**Module Eight: Using Notes**

- Opening the Notes Folder
- Create a Note
- Editing a Note
- Color-Coding a Note
- Changing Note Views

**Module Nine: Viewing RSS Feeds**

- Adding an RSS Feed
- Modifying or Deleting RSS Feeds
- Viewing a Feed
- Working with Feed Items

**Module Ten: Managing Outlook Data (I)**

- Cleaning Up Folders
- Using Mailbox Cleanup
- Understanding Data Configurations
- Archiving Data

**Module Eleven: Managing Outlook Data (II)**

- Backing Up Data
- Adding a New PST File
- Closing a PST File
- Opening a PST File

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2010 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Outlook 2010. This workshop is designed to teach you a basic understanding of Outlook 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.

Outlook 2010 is a powerful e-mail application. However, it does much more than that to help you stay organized. With contacts, calendars, and tasks, Outlook can help your participants manage every aspect of their life.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Outlook

- Opening Outlook
- Understanding the Interface
- Using Backstage View
- Setting up an E-mail Account
- Viewing Your Inbox
- Closing Outlook

#### Module Three: Working with E-mail

- Sending and Receiving Mail
- Viewing an E-mail
- Replying To or Forwarding an E-mail
- Deleting an E-mail
- Ignoring E-mail
- Using Quick Steps

#### Module Four: Creating a New E-mail

- Creating an E-mail
- Addressing an E-mail
- Creating the Body
- Attaching a File
- Sending the Message

**Module Five: Managing E-mail**

- Marking an Item as Read or Unread
- Printing a Message
- Creating Folders
- Moving Messages to Folders
- Renaming, Moving, and Deleting Folders

**Module Six: Managing Junk Mail**

- About the Junk Mail Filter
- Enabling Junk Mail Filtering
- Enabling the Phishing Filter
- Modifying Safe and Blocked Senders Lists
- Marking a Message as Junk or Not Junk

**Module Seven: Outlook's Organization Tools**

- Creating a Basic Rule
- Creating an Advanced Rule
- Using Categories
- Flagging an Item for Follow-Up
- Viewing Favorite Folders

**Module Eight: Searching for Items**

- Understanding Search Folders
- Setting Up and Using Search Folders
- Using Instant Search
- Using Advanced Search
- Using Contact Search

**Module Nine: An Introduction to the Calendar**

- Getting Started
- Creating an Appointment
- Changing Your Calendar View
- Editing an Appointment
- Managing Reminders

**Module Ten: An Introduction to Tasks**

- Getting Started
- Creating a New Task
- Editing a Task
- Updating Task Status
- Basic Task Views

**Module Eleven: An Introduction to Contacts**

- Getting Started
- Creating a New Contact
- Editing a Contact
- Organizing Contacts
- Basic Contact Views

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2010 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of Outlook 2010. This workshop is designed to go beyond a basic understanding and to explore the more advanced features of Outlook 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



In this workshop, we'll cover some of the more advanced tasks in Outlook 2010, like managing automatic content and working with contact groups. You're participants will learn how to use the Microsoft Word elements in your E-mails. This course explains some of the advanced e-mail, calendar, and task commands, as well as the Notes feature.

### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluation Forms

#### Module Two: Working with the Outlook Environment

- Setting Options
- Viewing Message Information
- Using the People Pane
- Using List View (show/hide fields)
- Module Two: Review Questions

#### Module Three: Printing

- Printing Attachments
- Printing Calendars
- Printing Multiple Messages
- Printing Multiple Contact Records
- Printing Tasks
- Printing Multiple Notes
- Module Three: Review Questions

**Module Four: Working with Quick Steps**

- Creating a Quick Step
- Performing a Quick Step
- Editing a Quick Step
- Deleting a Quick Step
- Duplicating a Quick Step
- Resetting a Quick Step to Default Settings
- Module Four: Review Questions

**Module Five: Working with Messages**

- Attaching an Outlook Item
- Inserting a Hyperlink
- Saving Message Attachments
- Saving a Message in Another Format
- Ignoring a Conversation
- Module Five: Review Questions

**Module Six: Manipulating Message Properties and Options**

- The Message Properties Window
- Showing or Hiding From or BCC Fields
- Specifying a Sending Account
- Specifying a Sent Item Folder
- Setting Message Delivery Options
- Setting Permissions
- Module Six: Review Questions

**Module Seven: Formatting Messages**

- Using Styles
- Using Themes
- Using Paste Special
- Formatting Graphics
- Module Seven: Review Questions

**Module Eight: Managing Automatic Content**

- Managing Signatures
- Setting Theme and Font for New HTML Messages
- Setting Theme and Font for All HTML Messages
- Setting Reply and Forward Options
- Setting the Default Font
- Module Eight: Review Questions

**Module Nine: Working with the Calendar, Appointments, and Meetings**

- Printing Appointment Details
- Forwarding an Appointment
- Using the Scheduler
- Cancelling a Meeting or Invitation
- Proposing a New Time for a Meeting
- Changing the Calendar Color
- Displaying or Hiding Calendars
- Module Nine: Review Questions

**Module Ten: Working with Contacts and Contact Groups**

- Modifying a Business Card
- Forwarding a Contact
- Creating a Contact Group
- Managing Contact Group Members
- Sending an Email or a Message Invitation to a Contact Group
- Forwarding a Contact Group
- Viewing Group Properties
- Module Ten: Review Questions

**Module Eleven: Working with Tasks and the Journal**

- Managing Task Details
- Sending a Status Report
- Moving or Copying a Task to Another Folder
- Accept or Decline a Task Assignment
- Save Current Task View
- Automatically Record Entries and Files
- Editing a Journal Entry
- Module Eleven: Review Questions

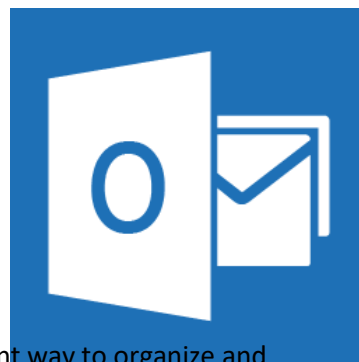
**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot

## Outlook 2013 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Outlook 2013. This workshop is designed to provide a solid understanding of Outlook 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Outlook 2013.

Outlook 2013 helps you manage your busy life through its calendar and social connectors. With Outlook 2013 you are given a sleeker more efficient way to organize and communicate. With a new and improved user interface and a more powerful search tool your participants will increase their productivity as they will be able to manage their information more efficiently!



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Working with Messages

- Formatting Fonts and Paragraphs
- Using Styles and Themes
- Adding Pictures or Screenshots
- Using Spell Check
- Using the Other Review Options
- Module Two: Review Questions

#### Module Three: Customizing Your Profile

- Setting up a Signature
- Changing Stationery Options
- Enabling or Disabling Automatic Spell Check
- Using Categories
- Module Three: Review Questions

#### Module Four: Advanced E-Mail Tasks

- Adding Voting Buttons
- Setting the Priority
- Using Tracking Options
- Delaying Delivery
- Directing Replies
- Module Four: Review Questions

**Module Five: Managing Junk Mail**

- About the Junk Mail Filter
- Enabling Junk Mail Filtering
- Enabling the Phishing Filter
- Modifying Safe and Blocked Senders Lists
- Marking a Message as Junk or Not Junk
- Module Five: Review Questions

**Module Six: Advanced Calendar Tasks**

- Creating a Recurring Appointment
- Creating a Meeting Request
- Tracking Meeting Responses
- Color-Coding Appointments
- Changing Calendar Options
- About Calendar Groups
- Module Six: Review Questions

**Module Seven: Doing More with Tasks**

- Create a Recurring Task
- Assigning a Task
- Using the Details Tab
- Setting Task Options
- Module Seven: Review Questions

**Module Eight: Using Notes**

- Opening the Notes Folder
- Create a Note
- Editing a Note
- Color-Coding a Note
- Changing Note Views
- Module Eight: Review Questions

**Module Nine: Viewing RSS Feeds**

- Adding an RSS Feed
- Modifying or Deleting RSS Feeds
- Viewing a Feed
- Working with Feed Items
- Module Nine: Review Questions

**Module Ten: Managing Outlook Data (I)**

- Cleaning Up Folders
- Using Mailbox Cleanup
- Understanding Data Configurations
- Archiving Data
- Module Ten: Review Questions

**Module Eleven: Managing Outlook Data (II)**

- Backing Up Data
- Adding a New PST File
- Closing a PST File
- Opening a PST File
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2013 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Outlook 2013. This workshop is designed to provide a good understanding of Outlook 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Outlook 2013.

Outlook 2013 helps you manage your busy life through its calendar and social connectors. With Outlook 2013 you are given a sleeker more efficient way to organize and communicate. With a new and improved user interface and a more powerful search tool your participants will increase their productivity as they will be able to manage their information more efficiently!



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Opening and Closing Outlook

- Opening Outlook
- Setting up an E-mail Account
- Understanding the Ribbon and the Status Bar
- Using Backstage View
- About Your Office Account
- Closing Outlook
- Module Two: Review Questions

#### Module Three: Understanding the Interface

- About the Folders Pane
- About the Reading Pane
- About the To-Do Bar Pane
- About the People Pane
- Peeking at Other Modes
- About the View Tab
- Module Three: Review Questions

**Module Four: Working with the Message List and the Reading Pane**

- Previewing Messages
- About the Reading Pane
- Opening or Saving Attachments
- Filtering and Sorting Messages
- Using Inline Replies
- Module Four: Review Questions

**Module Five: Using Message List Commands**

- Flagging Messages
- Deleting Messages
- Marking Messages as Read or Unread
- Ignoring E-mail
- Module Five: Review Questions

**Module Six: Creating a New E-mail**

- Creating an E-mail
- Addressing an E-mail
- Attaching a File
- Sending the Message
- Module Six: Review Questions

**Module Seven: Managing E-mail**

- Printing a Message
- About the Folder Pane
- Creating Folders
- Moving Messages to Folders
- Renaming, Moving, and Deleting Folders
- Working with Favorite Folders
- Sending and Receiving Mail
- Module Seven: Review Questions

**Module Eight: Searching for Items**

- Understanding Search Folders
- Setting Up and Using Search Folders
- Using Instant Search
- Using Advanced Search
- Using Contact Search
- Module Eight: Review Questions

**Module Nine: An Introduction to the Calendar**

- Getting Started
- Using the Weather Bar
- Creating an Appointment
- Changing Your Calendar View
- Editing an Appointment
- Managing Reminders
- Module Nine: Review Questions

**Module Ten: An Introduction to Tasks**

- Getting Started
- Creating a New Task
- Editing a Task
- Updating Task Status
- Basic Task Views
- Module Ten: Review Questions

**Module Eleven: An Introduction to Contacts**

- Getting Started
- Creating a New Contact
- Editing a Contact
- Organizing Contacts
- Basic Contact Views
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2013 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of Outlook 2013. This workshop is designed to provide an in-depth understanding of Outlook 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Outlook 2013.

Outlook 2013 helps you manage your busy life through its calendar and social connectors. With Outlook 2013 you are given a sleeker more efficient way to organize and communicate. With a new and improved user interface and a more powerful search tool your participants will increase their productivity as they will be able to manage their information more efficiently!



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Working with the Outlook Environment

- Setting Mail Options
- Setting Calendar Options
- Setting People Options
- Setting Task Options
- Setting General and Other Options
- Customizing the Ribbon and Quick Access Toolbar
- Using the People Pane
- Module Two: Review Questions

#### Module Four: Working with Quick Steps and Rules

- Creating a Quick Step
- Performing a Quick Step
- Editing or Duplicating a Quick Step
- Deleting a Quick Step
- Resetting a Quick Step to Default Settings
- Creating a Basic Rule
- Creating an Advanced Rule
- Module Four: Review Questions

**Module Five: Working with Messages**

- Resending a Message
- Recalling a Message
- Attaching an Outlook Item
- Inserting a Hyperlink
- Saving a Message in Another Format
- Module Five: Review Questions

**Module Six: Manipulating Message Properties and Options**

- The Message Properties Window
- Showing or Hiding From or BCC Fields
- Specifying a Sending Account
- Specifying a Sent Item Folder
- Setting Permissions
- Module Six: Review Questions

**Module Seven: Formatting Messages**

- Using Paste Special
- Formatting Graphics
- Adding Shapes
- Adding SmartArt
- Adding Tables
- Adding Charts
- Module Seven: Review Questions

**Module Eight: Managing Automatic Content**

- Managing Signatures
- Setting Theme and Font for New HTML Messages
- Setting Theme and Font for All HTML Messages
- Setting Reply and Forward Options
- Setting the Default Font
- Module Eight: Review Questions

**Module Nine: Working with the Calendar, Appointments, and Meetings**

- Printing Appointment Details
- Forwarding an Appointment
- Using the Scheduler
- Cancelling a Meeting or Invitation
- Proposing a New Time for a Meeting
- Changing the Calendar Color
- Displaying or Hiding Calendars
- Module Nine: Review Questions

**Module Ten: Working with Contacts and Contact Groups**

- Modifying a Business Card
- Forwarding a Contact
- Creating a Contact Group
- Managing Contact Group Members
- Sending an Email or a Message Invitation to a Contact Group
- Forwarding a Contact Group
- Viewing Group Properties
- Module Ten: Review Questions

**Module Eleven: Working with Tasks**

- Managing Task Details
- Sending a Status Report
- Moving or Copying a Task to Another Folder
- Accept or Decline a Task Assignment
- Save Current Task View
- Automatically Record Entries and Files
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Outlook 2016 Essentials – Fee \$499.00

Learners will be able to use Outlook to enhance professional correspondence, create calendars, and schedule appointments. Participants will create and edit professional-looking email messages, maintain calendars across time zones, and schedule tasks for a variety of purposes and situations including sending email for marketing campaigns, planning staff meetings, and assigning action items from those meetings.



### Module One: Manage the Outlook Environment for Productivity

#### Customize Settings

- Customize reply messages
- Change text formats for all outgoing messages
- Customize the Navigation Pane
- Configure reviews
- Manage multiple accounts
- Add an account

#### Print and Save Information

- Print message, calendar, contact, or task information
- Save message attachments
- Preview attachments
- Save messages in alternate formats
- Export messages to a data file

#### Perform Search Operations in Outlook

- Create new search folders
- Search for items in messages, tasks, contacts, or calendars
- Search by using advanced find; search by folder

### Module Two: Manage Messages

#### Configure Mail Settings

- Set fonts for new messages and responses
- Create, assign, and modify signatures
- Create and manage rules
- Create automatic replies
- Create messages by using Quick Parts
- Configure Junk Email and Clutter settings

**Create Messages**

- Create a message
- Add or remove message attachments
- Add cc and bcc to messages
- Add tracking and voting options
- Forward and reply to messages
- Request a delivery or read receipt
- Redirect replies
- Flag outgoing messages for follow up, importance, and sensitivity
- Recall a message

**Format a Message**

- Format text
- Insert hyperlinks
- Apply themes and styles
- Insert messages
- Add a signature to specific messages

**Organize and Manage Messages**

- Sort messages
- Move messages between folders
- Add new local folders
- Apply categories
- Clean up messages
- Mark a message as read or unread
- Flag received messages, ignore messages
- Sort messages by conversation
- Delete messages
- Automate repetitive tasks by using Quick Steps
- Configure basic Auto Archive settings
- Delegate access

**Module Three: Manage Schedules****Create and Manage Calendars**

- Create and add calendars
- Adjust viewing details for calendars
- Modify calendar time zones
- Delete calendars
- Set calendar work times
- Manage multiple calendars
- Manage calendar groups
- Display multiple calendars
- Share calendars

**Create Appointments, Meetings, and Events**

- Create calendar items
- Create recurring calendar items
- Cancel calendar items
- Create calendar items from messages
- Set calendar item times
- Set up meetings by using the scheduling assistant
- Set free or busy status for calendar items
- Schedule resources
- Set up meeting location by using Room Finder

**Organize and Manage Appointments, Meetings, and Events**

- Set calendar item importance
- Forward calendar items
- Configure reminders
- Add participants
- Respond to invitations
- Update individual or recurring calendar items
- Share meeting notes
- Categorize calendar items

**Create and Manage Notes and Tasks**

- Create and manage tasks
- Create and organize notes

**Module Four: Manage Contacts and Groups****Create and Manage Contacts**

- Create a new contact
- Delete contacts
- Import contacts from external sources
- Edit contact information
- Attach an image to a contact
- Add tags to contacts
- Share contacts
- Create and manage address books

**Create and Manage Contact Groups**

- Create new contact groups
- Add contacts to existing contact groups
- Add notes to a contact group
- Update contacts within contact groups
- Delete contact groups
- Delete contact group members

## Outlook 365 Essentials – Fee \$499.00

Welcome to the Office 365 Outlook Essentials workshop. With Office 365, you can access your inbox anywhere from any computer that has an internet connection and a web browser. In the Office 365 Outlook web app, you can collaborate and keep up to date with built in tools that Outlook is known for.

The Office 365 experience is designed to render your documents and emails to look exactly like they would when printed, from nearly anywhere in the world. This tool provides its users the freedom to work from anywhere.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Welcome to Office 365 Outlook

- The Home Page
- Opening Outlook
- Understanding the Outlook 365 Interface
- About IM
- Selecting a Theme
- Closing Outlook
- Module Two: Review Questions

#### Module Three: Working with Your Inbox (I)

- Viewing Your Inbox
- Filtering Messages
- Checking Messages
- Marking an Item Read or Unread
- Replying to or Forwarding a Message from the Inbox
- Ignoring Conversations
- Module Three: Review Questions

**Module Four: Working with Your Inbox (II)**

- Changing the View
- Creating Folders
- Moving Messages to Folders
- Renaming, Moving and Deleting Folders
- Adding to Favorites
- About Junk Mail
- Module Four: Review Questions

**Module Five: Creating a New E-Mail**

- Creating an E-mail
- About the Address Book
- Finishing Your Message
- Attaching a File
- Inserting a Picture
- Sending the Message
- Module Five: Review Questions

**Module Six: Managing E-Mail Messages**

- The Received Message Window
- Opening a Chat Message
- Viewing Message Details
- Printing a Message
- Deleting an E-Mail
- Module Six: Review Questions

**Module Seven: Using Outlook's Organizational Tools**

- Flagging an Item for Follow-up
- Using Categories
- Performing a Simple Search
- Performing a Complex Search
- Creating a Basic Rule
- Creating an Advanced Rule
- Module Seven: Review Questions

**Module Eight: Outlook Options**

- About the Outlook Options
- Setting Automatic Replies
- Creating a Group
- Creating a Signature
- Module Eight: Review Questions

**Module Nine: An Introduction to the Calendar**

- Getting Started
- Creating an Appointment
- Changing Your Calendar View
- Creating a Meeting Request and Using the Scheduling Assistant
- Editing an Appointment
- Managing Reminders
- Sharing Your Calendar
- Module Nine: Review Questions

**Module Ten: An Introduction to Contacts**

- Getting Started
- About Importing Contacts
- Creating a New Contact
- Working with Contacts
- Creating a New Group
- Working with Groups
- Module Ten: Review Questions

**Module Eleven: An Introduction to Tasks**

- Getting Started
- Creating a New Task
- Setting a Date and Reminder
- Setting a Repeating Task
- Forwarding a Task
- Updating a Task Status
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2007 Advanced – Fee \$499.00

PowerPoint is the world's premier presentation software. You can use PowerPoint to create and edit slides, and then to run the slide show while you deliver your presentation. Slides can have a variety of information on them, and you can add interest to your slides using formatting and animation.



If you develop presentations or visuals for any reason, the skills included in this course will help your participants maximize their use of many robust PowerPoint 2007 features to create effective, visually attractive, and useful presentations. Taking the time to learn about the features of PowerPoint 2007 will increase their presentation skills.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Adding Pictures

- Inserting a Picture from a File
- Inserting ClipArt
- Using the Picture Tools Tab
- Resizing, Moving or Deleting a Picture

#### Module Three: Working with Text Boxes

- Inserting A Text Box
- Adding Text
- Using the Text Box Tools Tab
- Resizing, Moving and Deleting a Text Box
- Formatting a Text Box

#### Module Four: Adding SmartArt

- Inserting SmartArt
- Using the SmartArt Tools Tab
- Adding Text to SmartArt
- Resizing, Moving and Deleting SmartArt

**Module Five: Adding Tables**

- Inserting a Table
- Adding Text
- Using the Table Tools Tab
- Modifying Rows and Columns

**Module Six: Inserting Advanced Objects**

- Adding a Movie
- Adding a Sound Clip
- Creating WordArt
- Drawing Shapes
- About the Drawing Tools Tab

**Module Seven: Advanced Drawing Tasks**

- Using the Grid and Guides
- Rotating and Flipping Objects
- Aligning and Distributing Objects
- Ordering Objects
- Grouping Objects

**Module Eight: PowerPoint's Research Tools**

- Checking Spelling
- Using the Research Task Pane
- Using the Translation Tool
- Setting the Language

**Module Nine: Creating Notes and Handouts**

- Adding Notes to a Slide
- Creating a Notes Master
- Creating a Handout Master
- Printing Notes and Handouts

**Module Ten: Using Slide Masters**

- Switching to Slide Master View
- Using the Slide Master Tab
- Creating a Slide Master
- Applying a Slide Master
- Editing a Slide Master

**Module Eleven: Advanced Presentation Tasks**

- Inserting Slides from Other Presentations
- Creating a Custom Show
- Packaging Your Presentation for CD
- About the PowerPoint Viewer

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2007 Essentials – Fee \$499.00

PowerPoint is the world's premier presentation software. You can use PowerPoint to create and edit slides, and then to run the slide show while you deliver your presentation. Slides can have a variety of information on them, and you can add interest to your slides using formatting and animation.

Microsoft's PowerPoint 2007 uses the new ribbon interface, and offers significant improvement to its graphical capability. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the features of PowerPoint 2007 will increase their presentation skills.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing PowerPoint

- Opening PowerPoint
- Understanding the Interface
- Creating a Blank Presentation
- Closing PowerPoint

#### Module Three: Working with Presentations

- Creating a Presentation from a Template
- Saving Files
- Opening Files
- Closing Files

#### Module Four: Your First Presentation

- Adding Text to a Slide
- Adding a Slide
- Adding Text to the Content Placeholder
- Using the Slides Tab
- Checking Your Spelling

**Module Five: Formatting Text**

- Changing Font Face and Size
- Changing the Font Color
- Changing Character Spacing
- Adding Font Enhancements
- Clearing Formatting
- Using the Font Dialog

**Module Six: Formatting Paragraphs**

- Modifying Bullets and Numbering
- Changing Alignment
- Adjusting the Indent
- Using Tabs
- Changing Line Spacing

**Module Seven: Working with Text**

- Using Cut, Copy, and Paste
- Using the Outline Tab
- Using Undo and Redo
- Finding and Replacing Text

**Module Eight: Advanced Formatting Tasks**

- Using the Format Painter
- Changing the Slide Background
- Applying a Theme
- Changing the Color Scheme
- Changing the Slide Layout

**Module Nine: Customizing Slide Elements**

- Adding a Header or Footer
- Applying a Standard Animation
- Creating a Custom Animation
- Adding a Slide Transition
- Setting Slide Advance Options

**Module Ten: Setting up Your Slide Show**

- Using the Set Up Show Dialog
- Recording a Narration
- Timing your Show
- Hiding Slides

**Module Eleven: Showtime!**

- Our Top Five PowerPoint Tips
- Starting a Show
- Navigating through the Show
- Changing Your Pointer
- Switching to a Blank Screen

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of PowerPoint 2010. This workshop is designed to teach you a basic understanding of PowerPoint 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

PowerPoint 2010 is a powerful presentation for the presentation of visual and graphical items. You can do everything from creating simple handouts to developing an animated presentation with audio.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Adding Pictures

- Inserting a Picture from a File
- Adding Screenshots
- Inserting Clip Art
- Using the Picture Tools Tab
- Resizing, Moving, and Deleting a Picture
- Removing a Picture's Background

#### Module Three: Working with Text Boxes

- Inserting a Text Box
- Adding Text
- Using the Drawing Tools Tab
- Resizing, Moving, and Deleting a Text Box
- Formatting a Text Box

#### Module Four: Adding SmartArt

- Inserting SmartArt
- Using the SmartArt Tools Tabs
- Adding Text to SmartArt
- Resizing, Moving, and Deleting SmartArt

**Module Five: Adding Tables**

- Inserting a Table
- Adding Text to a Table
- Using the Table Tools Tab
- Modifying Rows and Columns
- Formatting a Table

**Module Six: Inserting Advanced Objects**

- Adding a Movie
- Adding a Sound Clip
- Creating Word Art
- Drawing Shapes
- About the Drawing Tools Tab

**Module Seven: Advanced Drawing Tasks**

- Using the Grid and Guides
- Rotating and Flipping Objects
- Aligning and Distributing Objects
- Ordering Objects
- Grouping Objects

**Module Eight: PowerPoint's Research Tools**

- Checking Spelling
- Using the Research Task Pane
- Using Translation ScreenTips
- Setting the Language

**Module Nine: Creating Notes and Handouts**

- Adding Notes to Slides
- Creating a Notes Master
- Creating a Handout Master
- Printing Notes and Handouts

**Module Ten: Using Slide Masters**

- Switching to Slide Master View
- Using the Slide Master Tab
- Creating a Slide Master
- Applying a Slide Master
- Editing a Slide Master

**Module Eleven: Advanced Presentation Tasks**

- Inserting Slides from Other Presentations
- Creating a Custom Show
- Recording Your Show as a Video
- Packaging Your Presentation for CD
- About the PowerPoint Viewer

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2010 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of PowerPoint 2010. This workshop is designed to teach you a basic understanding of PowerPoint 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

PowerPoint 2010 is a powerful presentation for the presentation of visual and graphical items. You can do everything from creating simple handouts to developing an animated presentation with audio.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing PowerPoint

- Opening PowerPoint
- Understanding the Interface
- Using Backstage View
- Creating a Blank Presentation
- Closing PowerPoint

#### Module Three: Working with Presentations

- Saving Files
- Opening Files
- Closing Files
- Creating a Presentation from a Template
- Using the Recent List

#### Module Four: Your First Presentation

- Adding Text to a Slide
- Adding Slides
- Using a Content Placeholder
- Using the Slides Tab

**Module Five: Working with Text**

- Using Cut, Copy, and Paste
- Using the Office Clipboard
- Using Undo and Redo
- Finding and Replacing Text

**Module Six: Formatting Text**

- Changing Font Face and Size
- Changing the Font Color
- Changing Character Spacing
- Adding Font Enhancements
- Clearing Formatting
- Using the Font Dialog

**Module Seven: Formatting Paragraphs**

- Adding Bullets and Numbering
- Changing Alignment
- Adjusting the Indent
- Using Indents and Tabs
- Changing Line Spacing

**Module Eight: Advanced Formatting Tasks**

- Using the Format Painter
- Changing Slide Layout
- Changing Slide Design
- Changing the Theme
- Changing the Background Design

**Module Nine: Customizing Slide Elements**

- Adding a Header or Footer
- Creating a Standard Animation
- Creating a Custom Animation
- Using the Animation Painter
- Adding a Slide Transition
- Setting Slide Advance Options

**Module Ten: Setting Up Your Slide Show**

- Working with Sections
- Using the Set Up Show Dialog
- Recording a Narration
- Timing Your Show
- Hiding Slides

**Module Eleven: Showtime!**

- Our Top Five PowerPoint Tips
- Starting a Show
- Navigating Through the Show
- Changing Your Pointer
- Switching to a Blank Screen

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2010 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of PowerPoint 2010. This workshop is designed to go beyond a basic understanding and to explore the more advanced features of PowerPoint 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

PowerPoint 2010 is a powerful presentation for the presentation of visual and graphical items. You can do everything from creating simple handouts to developing an animated presentation with audio.



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans and Evaluation Forms

#### Module Two: Working with PowerPoint

- About PowerPoint Views
- Adjusting the View
- Working with Multiple Presentation Windows
- Adding a Command to the Ribbon
- Adding a Command to the Quick Access Toolbar
- Configuring the PowerPoint Options
- Module Two: Review Questions

#### Module Three: Working with Presentations

- Using Custom Slide Sizes
- Changing the Orientation
- Inserting an Outline
- Reusing Slides from the Slide Library
- Reorganizing Slides
- Module Three: Review Questions

**Module Four: Formatting Presentations**

- Formatting Sections
- Modifying the Theme
- Switching to a Different Slide Layout
- Using Footers
- Working with Slide Fills
- Module Four: Review Questions

**Module Five: Formatting Text Boxes**

- Working with Text Box Fills
- Working with Shapes and Effects
- Setting Text Box Alignment, Internal Margins, and Wrapping
- Creating a Default Text Box
- Using Autofit
- Module Five: Review Questions

**Module Six: Creating a Photo Album**

- Adding Captions to Pictures
- Inserting an Image as Black and White
- Reordering Pictures
- Adjusting Image Rotation, Brightness, and Contrast
- Cropping a Picture
- Changing and Resetting a Picture
- Compressing Pictures (selected or all)
- Module Six: Review Questions

**Module Seven: Working with Graphical and Multimedia Elements**

- Manipulating Graphical Elements
- Using Styles, Effects and Borders
- Adding Hyperlinks
- Manipulating Images
- Manipulating Audio and Video Content
- Module Seven: Review Questions

**Module Eight: Working with SmartArt, Tables and Charts**

- Working with Word Art
- Manipulating SmartArt
- Working with Tables
- Working with Charts
- Module Eight: Review Questions

**Module Nine: Working with Transitions and Animations**

- Working with Effects
- Working with Paths
- Working with Transitions
- Manipulating Animations
- Module Nine: Review Questions

**Module Ten: Collaborating on Presentations**

- Working with Comments (insert, edit, and delete)
- Showing or Hiding Markup
- Navigating Comments
- Comparing and Combining Presentations
- Module Ten: Review Questions

**Module Eleven: Delivering Presentations**

- Saving a Presentation as a Picture Presentation, PDF, XPS or OpenDocument
- Saving a Slide or Object as a Picture File
- Marking a Presentation as Final
- Using Password
- Using Annotations
- Setting up Presenter View
- Showing Media Controls
- Rehearsing Timings
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot

## PowerPoint 2013 Advanced – Fee \$499.00

Your participants will learn how to use the improved features of PowerPoint 2013. This workshop is designed to get into the advanced features of PowerPoint 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in PowerPoint 2013.



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Working with Shapes

- Inserting a Shape
- Using the Drawing Tools Tab
- Using Shape Fill and Outline
- Using Shape Effects
- Using Smart Guides
- Module Two: Review Questions

#### Module Three: Working with Text Boxes and Pictures

- Inserting a Text Box
- Resizing, Moving, and Deleting an Object
- Using Picture Styles
- Using Text Fill and Outline
- Using the Color-Matching Eyedropper
- Adding Text Effects
- Module Three: Review Questions

#### Module Four: Adding SmartArt

- Inserting SmartArt
- Using the SmartArt Tools Tabs
- Adding Text to SmartArt
- Resizing, Moving, and Deleting SmartArt
- Module Four: Review Questions

**Module Five: Advanced Drawing Tasks**

- Using Alignment Guides
- Rotating and Flipping Objects
- Aligning and Distributing Objects
- Ordering Objects
- Grouping Objects
- Module Five: Review Questions

**Module Six: Adding Tables**

- Inserting a Table
- Adding Text to a Table
- Using the Table Tools Tabs
- Modifying Rows and Columns
- Formatting a Table
- Module Six: Review Questions

**Module Seven: Inserting Audio and Video**

- Adding a Sound Clip
- Recording Audio
- Adding a Video Clip
- Module Seven: Review Questions

**Module Eight: PowerPoint's Research Tools**

- Checking Spelling
- Using the Research Task Pane
- Using the Thesaurus
- Using Translation ScreenTips
- Setting the Language
- Module Eight: Review Questions

**Module Nine: Preparing to Use Presenter View**

- About Presenter View
- Adding Notes to Slides
- Viewing the Notes Page
- Printing Notes
- Creating Handouts
- Module Nine: Review Questions

**Module Ten: Using Slide Masters**

- Switching to Slide Master View
- Using the Slide Master Tab
- Creating a Slide Master
- Applying a Slide Master
- Editing a Slide Master
- Using Master Guides
- Module Ten: Review Questions

**Module Eleven: Advanced Presentation Tasks**

- Inviting People
- Presenting Online
- Creating a Custom Show
- Recording Your Show as a Video
- Packaging Your Presentation for CD
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2013 Essentials – Fee \$499.00

Your participants will learn how to use the standard features of PowerPoint 2013. This workshop is designed to get into the basic features of PowerPoint 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in PowerPoint 2013.



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Opening PowerPoint

- Opening PowerPoint
- Opening Recent and Other Files
- Creating a New Presentation Using a Template
- Creating a New Presentation Using a Theme
- Creating a New Blank Presentation
- Module Two: Review Questions

#### Module Three: Working with the Interface

- Understanding the Ribbon and the Status Bar
- About Your Account
- Using Backstage View
- Saving Files
- Closing Files vs. Closing PowerPoint
- Module Three: Review Questions

#### Module Four: Your First Presentation

- About Slide Types
- Adding Slides
- Using the Slides Tab
- About Types of Content
- Using a Content Placeholder
- Module Four: Review Questions

**Module Five: Working with Text**

- Adding Text
- Selecting, Editing, and Deleting Text
- Using Cut, Copy, and Paste
- Using the Office Clipboard
- Using Undo and Redo
- Finding and Replacing Text
- Module Five: Review Questions

**Module Six: Formatting Text and Paragraphs**

- Formatting Fonts
- Clearing Formatting
- Using the Font Dialog
- Adding Bullets and Numbering
- Using the Paragraph Dialog
- Module Six: Review Questions

**Module Seven: Adding Pictures**

- Inserting a Picture from a File or Online
- Adding Screenshots
- An Introduction to the Picture Tools Tab
- Resizing, Moving, and Deleting a Picture
- Module Seven: Review Questions

**Module Eight: Advanced Formatting Tasks**

- Using the Format Painter
- Changing Slide Layout
- Changing the Theme and Variants
- About Slide Sizes
- Changing to Standard or Widescreen Slide Size
- Module Eight: Review Questions

**Module Nine: Working with Transitions and Animations**

- Adding a Slide Transition
- Setting Slide Advance Options
- Add a Basic Animation
- Using the Animation Painter
- Module Nine: Review Questions

**Module Ten: Setting Up Your Slide Show**

- Previewing Your Slide Show
- Using the Set Up Show Dialog
- Recording a Narration
- Timing Your Show
- Hiding Slides
- Module Ten: Review Questions

**Module Eleven: Showtime!**

- Our Top Five PowerPoint Tips
- Starting a Show
- About the In Show Tools
- Changing Your Pointer
- Switching to a Blank Screen
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2013 Expert – Fee \$499.00

Your participants will learn how to use the in-depth features of PowerPoint 2013. This workshop is designed to get into the more advanced features of PowerPoint 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in PowerPoint 2013.

PowerPoint 2013 is the world's premier presentation software. With PowerPoint 2013 you are provided a new landing screen which makes launching and creating documents easier than previous versions. There is also an improved Presentation View with gives your presentations that extra focus. PowerPoint 2013 also has an improved user interface with an array of powerful tools to help you share your presentations through SkyDrive!



### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

#### Module Two: Working with the PowerPoint Environment

- About PowerPoint Views
- Adjusting the View
- Configuring the PowerPoint Options
- Adding a Command to the Ribbon
- Adding a Command to the Quick Access Toolbar
- Working with Multiple Presentation Windows
- Module Two: Review Questions

#### Module Three: Working with Presentations

- Using Custom Slide Sizes
- Changing the Orientation
- Creating Slides from an Outline
- Reusing Slides from the Slide Library
- Reorganizing Slides
- Module Three: Review Questions

**Module Four: Formatting Presentations**

- Working with Sections
- Using Headers and Footers
- Formatting the Slide Background (Fill)
- Formatting the Slide Background (Effects)
- Formatting the Slide Background (Picture)
- Module Four: Review Questions

**Module Five: Formatting Shapes and Text Boxes**

- About the Format Shape Pane
- Formatting Shape Options
- Formatting Text Options
- Creating a Default Text Box
- Module Five: Review Questions

**Module Six: Creating a Photo Album**

- Inserting a Photo Album
- Editing Photo Albums
- Cropping a Picture
- Changing and Resetting a Picture
- Compressing Pictures
- Removing a Picture Background
- Module Six: Review Questions

**Module Seven: Working with Graphical Elements**

- Using the Selection Pane
- Positioning Shapes
- Merging Shapes
- Applying a Shape Style
- Editing Shape Points
- Adding Hyperlinks
- Module Seven: Review Questions

**Module Eight: Working with Audio and Video Content**

- Changing the Audio Icon Picture
- Using the Audio Tools Format Tab
- Adjusting Audio Playback Options
- Using the Video Tools Format Tab
- Adjusting Video Playback Options
- Module Eight: Review Questions

**Module Nine: Working with Transitions and Animations**

- Working with Effects
- Working with Transitions
- Working with Paths
- Manipulating Animations
- Module Nine: Review Questions

**Module Ten: Collaborating on Presentations Working on the Same Presentation with Multiple Authors**

- Working with the Comments Pane
- Showing or Hiding Markup
- Navigating Comments
- Comparing and Combining Presentations
- Module Ten: Review Questions

**Module Eleven: Working with Presentation Info and Other Formats**

- Saving a Presentation as Another Format
- Saving a Slide or Object as a Picture File
- Protecting a Presentation
- Inspecting a Presentation
- Managing Versions
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## PowerPoint 2016 Essentials – Fee \$499.00

Participants will learn to create, edit, and enhance slideshow presentations to create professional-looking sales presentations, employee training, instructional materials, and kiosk slideshows. Learners will gain a fundamental understanding of the PowerPoint 2016 environment and the correct use of key features of this application.



### Module One: Create and manage presentations

#### Create a presentation

- Create a new presentation
- Create a presentation based on a template
- Import Word document outlines

#### Insert and format slides

- Insert specific slide layouts
- Duplicate existing slides
- Hide and unhide slides
- Delete slides
- Apply a different slide layout
- Modify individual slide backgrounds
- Insert slide headers, footers, and page numbers

#### Modify slides, handouts, and notes

- Change the slide master theme or background
- Modify slide master content
- Create a slide layout
- Modify a slide layout
- Modify the handout master
- Modify the notes master

#### Order and group slides

- Create sections
- Modify slide order
- Rename sections

#### Change presentation options and views

- Change slide size
- Change views of a presentation
- Set file properties

**Configure a presentation for print**

- Print all or part of a presentation
- Print notes pages; print handouts
- Print in color, grayscale, or black and white

**Configure and present a slide show**

- Create custom slide shows
- Configure slide show options
- Rehearse slide show timing
- Present a slide show by using Presenter View

**Module Two: Insert and Format Text, Shapes, and Images****Insert and format text**

- Insert text on a slide
- Apply formatting and styles to text
- Apply WordArt styles to text
- Format text in multiple columns
- Create bulleted and numbered lists
- Insert hyperlinks

**Insert and Format Shapes and Text Boxes**

- Insert or replace shapes
- Insert text boxes, resize shapes and text boxes
- Format shapes and text boxes
- Apply styles to shapes and text boxes

**Insert and format images**

- Insert images
- Resize and crop images
- Apply styles and effects

**Order and group objects**

- Order objects
- Align objects
- Group objects
- Display alignment tools

**Module Three: Insert Tables, Charts, SmartArt, and Media****Insert and Format Tables**

- Create a table
- Insert and delete table rows and columns
- Apply table styles
- Import a table

**Insert and Format Charts**

- Create a chart
- Import a chart
- Change the Chart Type
- Add a legend to a chart
- Change the chart style of a chart

**Insert and Format SmartArt Graphics**

- Create SmartArt graphics
- Convert lists to SmartArt graphics
- Add shapes to SmartArt graphics
- Reorder shapes in SmartArt graphics
- Change the color of SmartArt graphics

**Insert and manage media**

- Insert audio and video clips
- Configure media playback options
- Adjust media window size
- Set the video start and stop time
- Set media timing options

**Module Four: Apply transitions and animations****Apply slide transitions**

- Insert Slide Transitions
- Set transition effect options

**Animate Slide Content**

- Apply animations to objects
- Apply animations to text
- Set animation effect options
- Set animation paths

**Set Timing for Transitions and Animations**

- Set transition effect duration
- Configure transition start and finish options
- Reorder animations on a slide

**Module Five: Manage Multiple Presentations****Merge Content From Multiple Presentations**

- Insert slides from another presentation
- compare two presentations
- insert comments, review comments

**Finalize Presentations**

- Protect a presentation
- Inspect a presentation

## PowerPoint 365 Essentials – Fee \$499.00

While the Office 365 Web Apps are available to anyone who has either a Windows SkyDrive account or a SharePoint site, in this course, we will assume that your organization is using the SharePoint site. In this module, we'll introduce the web apps by discussing the Home Page, the Team Site, and the Shared Documents list. We'll also explain how to upload one of your existing PowerPoint presentations to the site.



With Office 365 PowerPoint, you (or any of your viewers) can access your presentations anywhere. You can even make a few basic changes right on the same website where you presentation is located.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Welcome to Office 365 PowerPoint

- The Home Page
- The Team Site
- Shared Documents
- Uploading a Document
- Module Two: Review Questions

#### Module Three: Viewing Web App Presentations (I)

- Opening a Presentation
- Overview of the Reading View
- Paging Through Documents
- Notes
- Closing Presentations
- Module Three: Review Questions

#### Module Four: Viewing Web App Presentations (II)

- Using the Pop Out
- Using the Outline View
- Editing in Browser
- Opening in PowerPoint
- Printing From the Reading View
- Module Four: Review Questions

**Module Five: Working with Slides**

- A New File
- Adding Slides
- The PowerPoint Web App Interface
- Using the Slide Organizer
- Hiding Slides
- Module Five: Review Questions

**Module Six: Editing in the Browser**

- About Saving
- Typing Text
- Selecting and Editing Text with the Mouse or Keyboard
- Using Cut, Copy, and Paste
- Using Undo and Redo
- Module Six: Review Questions

**Module Seven: Formatting Text**

- Understanding Levels of Formatting
- Changing Font Face and Size
- Changing the Font Color
- Adding Font Enhancements
- Module Seven: Review Questions

**Module Eight: Formatting Paragraphs**

- Adding Bullets and Numbering
- Changing Alignment
- Using Indents and Tabs
- Text Direction
- Model Eight: Review Questions

**Module Nine: The Insert Tools**

- Inserting Pictures
- Inserting Clip Art
- Working with Pictures
- Using Smart Art
- Inserting Links
- Model Nine: Review Questions

**Module Ten: The Finishing Touches**

- Working with Notes
- Printing from the Editing View
- Accessing the Reading View
- Starting a Slide Show in the Browser
- Module Ten: Review Questions

**Module Eleven: Broadcasting Presentations on the Web**

- About Broadcasting Presentations on the Web
- Preparing Your Presentation for Broadcast
- Broadcasting Your Presentation
- Viewing a Broadcast Presentation
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of the Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

## Project 2007 Advanced – Fee \$499.00

The participants will learn how to use the advanced features of Project 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the advanced features of Project 2007 will increase their organization and management skills.



Project 2007 is a sophisticated project management software that can help project managers with planning, assigning resources, tracking progress, managing budgets, and analyzing workloads for projects. Project also makes their job easier by providing an easy to use interface, and an array of powerful tools to help them turn their data into usable information.

### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Viewing the Project

Using Split Views  
Sorting Information  
Grouping Information  
Filtering Information  
Using AutoFilters  
Using Zoom

#### Module Three: Working with Tasks (I)

Overlapping Tasks  
Delaying Tasks  
Setting Task Deadlines  
Setting Task Constraints  
Splitting Tasks

#### Module Four: Working with Tasks (II)

Understanding Task Type  
Assigning a Task Calendar  
Understanding Task Indicators

**Module Five: Working with Resources**

Assigning a Resource Calendar  
Delaying Resource Start Time  
Applying Predefined Resource Contours  
Specifying Resource Availability Dates  
Grouping Resources

**Module Six: Working with Costs**

Adding Pay Rates for a Resource Specifying Pay Rates for Different Dates  
Applying a Different Pay Rate to an Assignment  
Using Material Resource Consumption Rates  
Entering Task Fixed Costs

**Module Seven: Balancing the Project**

Scheduling Resource Overtime  
Identifying Resource Overallocation  
Balancing Resource Overallocations Manually  
Balancing Resource Overallocations Automatically

**Module Eight: Updating Project Progress**

Saving a Baseline Plan  
Updating the Entire Project  
Updating Task Actual Values  
Updating Task Completion Percentage  
Updating Actual Work  
Updating Actual Costs

**Module Nine: Checking Project Progress**

Viewing Project Statistics  
Viewing Project Costs  
Viewing the Project's Critical Path  
Checking Duration Variance  
Checking Work Variance  
Checking Cost Variance  
Identifying Slipped Tasks  
Saving an Interim Plan

**Module Ten: Working with Reports**

Opening a Report  
Adding Page Elements to a Report  
Sorting a Report  
Defining Report Contents  
Creating a Visual Report

**Module Eleven: Working with Multiple Projects**

Creating Links Between Projects

Consolidating Projects

Viewing Multiple Project Critical Paths

Viewing Consolidated Project Statistics

Creating a Resource Pool

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Project 2007 Essentials – Fee \$499.00

Project is the world's premier spreadsheet software. You can use Project to analyze numbers, keep track of data, and graphically represent information. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the features of Project 2007 will increase their project management skills.



With Project 2007, participants can manage more data than ever, with increased worksheet and project sizes. Project also makes their job easier by providing an easy to use interface, and an array of powerful tools to help them turn their data into usable information – and better information leads to better decision making!

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Project

- Opening Project
- Understanding the Interface
- Creating a Project
- Saving a Project
- Opening and Closing Project Files
- Closing Project

#### Module Three: Your First Project

- About the Project Guide
- Entering the Start Date for your Project
- Setting the Project Calendar
- Setting Holidays and Days Off
- Defining the Units of Time (Days and Weeks)

#### Module Four: Adding Tasks

- Understanding Key Terms
- Entering Tasks
- Viewing Task Information
- Adding Notes to Tasks
- Understanding Task Indicators

**Module Five: Advanced Task Operations**

Creating Summary Tasks  
Creating Recurring Tasks  
Changing the Order of Tasks  
Deleting Tasks  
Splitting a Task

**Module Six: Scheduling your Tasks**

Linking Tasks  
Unlinking Tasks  
Adding Lags and Leads to Task Relationships  
Setting Deadlines  
Setting Constraints

**Module Seven: Adding Resources**

Understanding Resources  
Creating a Work Resource  
Creating a Material Resource  
Viewing Resource Information  
Modifying the Resource Calendar

**Module Eight: Assigning Resources**

Understanding the Relationship between Work, Duration and Units  
Assigning a Single Resource  
Assigning Multiple Resources  
Changing a Resource Assignment  
Leveling Resources

**Module Nine: Customizing Your Project View**

Important Task Views  
Important Resource Views  
Customizing the Gantt Chart with the Wizard  
Customizing the Gantt Chart Manually  
Formatting the Time Scale

**Module Ten: Creating Project Reports**

Creating Basic Reports  
Creating a Visual Report  
Copying a Picture  
Adding a Text Box and Shapes

**Module Eleven: Finishing Your Project**

Checking your Spelling  
Using the Page Setup Dialog Box  
Printing a Project View  
E-mailing a Project

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Project 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Project 2010. This workshop is designed to teach you a basic understanding of Project 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



Project 2010 has been completely redesigned, and we must say, we're pretty excited! Whether you've been using Project for years, or haven't opened it yet, you'll appreciate this course's information on using the new interface. Of course, we'll also work through the basics, including how to create projects, add tasks and resources, and customize your view.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Viewing the Project

- Using Split Views
- Sorting Information
- Grouping Information
- Filtering Information
- Using AutoFilters
- Using Zoom

#### Module Three: Working with Tasks (I)

- Overlapping Tasks
- Delaying Tasks
- Setting Task Deadlines
- Setting Task Constraints
- Splitting Tasks

#### Module Four: Working with Tasks (II)

- Understanding Task Type
- Assigning a Task Calendar
- Understanding Task Indicators

**Module Five: Working with Resources**

Assigning a Resource Calendar  
Customizing a Resource Calendar  
Applying Predefined Resource Contours  
Specifying Resource Availability Dates  
Grouping Resources

**Module Six: Working with Costs**

Adding Pay Rates for a Resource Specifying Pay Rates for Different Dates  
Applying a Different Pay Rate to an Assignment  
Using Material Resource Consumption Rates  
Entering Task Fixed Costs

**Module Seven: Balancing the Project**

Scheduling Resource Overtime  
Identifying Resource Overallocation  
Setting Leveling Options  
Balancing Resource Overallocations Automatically  
Balancing Resource Overallocations Manually

**Module Eight: Updating Project Progress**

Saving a Baseline Plan  
Updating the Entire Project  
Updating Task Actual Values  
Updating Actual Work  
Updating Actual Costs

**Module Nine: Checking Project Progress**

Viewing Project Statistics  
Viewing Project Costs  
Checking Duration Variance  
Checking Work Variance  
Checking Cost Variance  
Identifying Slipped Tasks  
Saving an Interim Plan

**Module Ten: Working with Reports**

Customizing a Basic Report  
Creating a Custom Report  
Customizing a Visual Report  
Sorting a Report

**Module Eleven: Working with Multiple Projects**

Inserting a Sub-project

Consolidating Projects

Viewing Multiple Project Critical Paths

Viewing Consolidated Project Statistics

Creating a Resource Pool

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Project 2010 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Project 2010. This workshop is designed to teach you a basic understanding of Project 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

Project 2010 is a sophisticated project management software that can help project managers with planning, assigning resources, tracking progress, managing budgets, and analyzing workloads for projects.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Project

- Opening Project
- Understanding the Interface
- Creating a Blank Project
- Creating a Project from a Template
- Opening and Closing Files
- Closing Project

#### Module Three: Your First Project

- Creating a Basic Project
- Adding Tasks to Your Project
- Setting Constraints on Tasks

#### Module Four: Adding Tasks

- Understanding Key Terms
- Viewing Task Information
- Sorting and Filtering Tasks
- Understanding Task Indicators

#### Module Five: Advanced Task Operations

- Splitting Tasks
- Linking and Unlinking Tasks
- Creating Summary and Sub Tasks
- Creating Recurring Tasks

**Module Six: Adding Resources**

Understanding Resources  
Adding Resources  
Viewing Resource Information  
Assigning Resources to Tasks  
Leveling Resources

**Module Seven: Other Ways to View Project Information**

The Team Planner  
Important Task Views  
Important Resource Views  
Using the Tools Tabs  
Formatting the Timescale

**Module Eight: Managing Your Project Status**

Creating a Baseline  
Updating Tasks  
Updating the Project  
About the Project Status Date

**Module Nine: Updating and Tracking Your Progress**

Viewing the Critical Path Using  
Change Highlighting Using the  
Task Inspector Pane

**Module Ten: Creating Reports**

Creating Basic Reports  
Creating a Visual Report  
Comparing Projects

**Module Eleven: Adding the Finishing Touches**

Checking Your Spelling  
Using the Page Setup Dialog  
Printing a Project  
E-mailing a Project  
Creating a PDF

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Project 2010 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of Project 2010. This workshop is designed to go beyond a basic understanding and to explore the more advanced features of Project 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



Project 2010 has been completely redesigned, and we must say, we're pretty excited! You will be covering some of the more advanced tasks like working with custom fields, in-depth resource management, and performance measurement.

### Course Outline

#### Module One: Getting Started

Housekeeping Items  
The Parking Lot  
Workshop Objectives  
Pre-Assignment  
Action Plans and Evaluation Forms

#### Module Two: Working with the Project Environment (I)

Setting Project General and Display Options  
Setting Calendar and Schedule Options  
Setting Proofing, Saving, and Language Options  
Module Two: Review Questions

#### Module Three: Working with the Project Environment (II)

Customizing the Ribbon  
Customizing the Quick Access Toolbar  
Setting Default Task Types  
Changing the Default Assignment Unit Format  
Module Three: Review Questions

#### Module Four: Templates and Other New Project Time Savers

Creating a Template from a Completed Project  
Creating a Project from an Existing Project  
Creating a Project from a Microsoft SharePoint Task List  
Creating a Project from a Microsoft Excel Workbook  
Module Four: Review Questions

**Module Five: Working with Custom Fields**

About Custom Field Types  
Creating a Custom Task Field  
Creating a Custom Resource Field  
Creating a Custom Project Field  
Using a Lookup Table  
Creating Basic Formulas  
Indicating Graphical Indicator Criteria  
Module Five: Review Questions

**Module Six: Working with Tasks**

Displaying the Project Summary Task on a New Project  
Rearranging Tasks  
Creating Milestones  
Creating Manually Scheduled Tasks  
Using the Task Form View to Create Multiple Tasks  
Creating a Recurring Task  
Cancelling an Unneeded Task  
Module Six: Review Questions

**Module Seven: Working with Resources (I)**

Removing a Resource Assignment  
Managing Unassigned Tasks  
Resolving Resource Conflicts  
Moving Task Assignments from One Resource to Another  
Printing a View or Report of Resource Information  
Module Seven: Review Questions

**Module Eight: Working with Resources (II)**

Add Resources to the Enterprise Resource Pool  
Export Resource Data  
Import Resource Data  
Modifying Resource Information in the Resource Center  
Viewing Availability Across Multiple Projects  
Module Eight: Review Questions

**Module Nine: Using the Team Planner**

Rolling Up Tasks  
Formatting  
Using Styles  
Preventing Allocations  
Showing and Hiding Information  
Module Nine: Review Questions

**Module Ten: Managing Risks and Measuring Performance**

Review Differences Between Planned, Scheduled and Actual Work

Find Slack in the Schedule

Comparing Two Versions of a Project

Calculating Earned Value Analysis

Module Ten: Review Questions

**Module Eleven: Communicating Project Information**

About Sharing Information Copying a

.GIF Image of Your Plan Publish a

Project to a SharePoint List Attaching

Documents

Linking Hyperlinks

Printing Based on a Date Range

Module Eleven: Review Questions

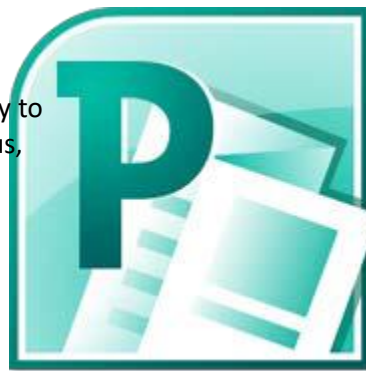
**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

## **Publisher 2007 Advanced – Fee \$499.00**

Publisher is one of the Office suite's hidden gems, offering you the ability to easily create any kind of publication – newsletters, business cards, menus, invitations, and much more! The participants will learn how to use the advanced features of Publisher 2007. Taking the time to learn about the advanced features of Publisher 2007 will increase their publication and document creation skills.



This course will take your participants through the basics of using Microsoft Publisher 2007. Highlights include setting up business information, working with color and font schemes, using the new Getting Started Window, and using page masters. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.

### **Course Outline**

#### **Module One: Getting Started**

Icebreaker Housekeeping  
Items The Parking Lot  
Workshop Objectives

#### **Module Two: Publisher Tasks**

Personalizing Your Publication Tracking  
Effectiveness  
Preparing for Commercial Printing  
Working with Images

#### **Module Three: Graphics and Objects**

Graphics Manager Task Pane  
Using Design Gallery  
Adding Text to a Shape  
Graphic File Formats and Filters

#### **Module Four: Moving and Grouping Objects**

Moving an Object  
Group and Ungroup Objects Align or  
Distribute Objects Send an Object to  
the Back

#### **Module Five: File Management**

Save Files in Other Formats  
Save as an XPS File  
View or Change Properties  
Set or Rename a Default Working Folder

#### **Module Six: Designing and Creating Websites**

Planning Your Website  
Adding Pages  
Converting Print to Web  
Compressing Graphic File Sizes for Websites

**Module Seven: Page Layout** Change

the Paper Size Changing Page Size  
Scratch Area  
Add or Remove Headers and Footers  
Make an Object Appear on Multiple Pages

**Module Eight: Working with Pictures**

Wrapping Text Around a Picture Cropping  
Pictures  
Inserting a Picture into an AutoShape  
Converting Pictures to Watermarks Make  
Pictures Transparent

**Module Nine: Media Files**

About Media Files  
Adding a File to Microsoft Clip Organizer Add,  
Change, or Delete Keywords for a Clip Sound and  
Motion Clips  
Animated GIFs

**Module Ten: Working With Text**

Import Text from a File  
Working with Text Box Overflow  
Inserting Symbols, Fractions, or Special Characters  
Set or Change Tab Stops  
Insert Date and Time

**Module Eleven: Mail, E-mail, and Catalog**

Create a Mail Merge  
Creating an Address List for a Mail Merge  
Creating a Data Source for a Mail Merge  
Add Postal Bar Codes to Labels or Envelopes in Publisher

**Module Twelve: Wrapping Up**

Words from the Wise Review of  
Parking Lot Lessons Learned  
Completion of Action Plans and Evaluations

## Publisher 2007 Essentials – Fee \$499.00

In this course, the participants will learn the basic functionality and editing essentials that will allow them to produce high quality publications for both personal and business use. Microsoft Publisher 2007 is a flexible and powerful authoring tool. This course will teach them how to begin, edit, format and produce a publication in Microsoft Publisher 2007.

Once the participants gain a basic understanding of Microsoft Publisher 2007, they will be able to produce a wide variety of documents for publication. This course is a hands-on class that will have them producing documents today.



### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Opening and Closing Publisher

Opening Publisher  
Using the Getting Started Window  
Interface Overview  
Creating a Blank Publication  
Closing Publisher

#### Module Three: Working with Publications

Saving Files  
Opening Files  
Closing Files  
Using the Recent List

#### Module Four: Your First Publication

Setting up Your Business Information  
Adding Text  
Navigating Through the Publication  
Adding a New Page  
Working with Pages

#### Module Five: Basic Editing Tasks

Using Cut, Copy and Paste  
Using the Office Clipboard  
Using Undo and Redo  
Finding and Replacing Text

**Module Six: Using the Format Publication Task Pane**

Viewing the Pane Setting  
Page Options Choosing a  
Color Scheme Choosing a  
Font Scheme Setting  
Publication Options

**Module Seven: Basic Formatting Tasks**

Changing Font Face and Size  
Changing the Font Color  
Adding Font Enhancements  
Applying Styles

**Module Eight: Formatting Paragraphs (I)**

Changing Spacing  
Setting the Alignment  
Indenting Text

**Module Nine: Formatting Paragraphs (II)**

Adding Bullets and Numbering  
Adding Borders  
Adding Shading  
Using the Paragraph Dialog

**Module Ten: Formatting the Page**

Creating Columns  
Changing the Background  
Adding Page Numbers  
Applying a Page Master

**Module Eleven: Adding the Finishing Touches**

Checking Your Spelling  
Previewing Your Publication  
Printing Your Publication  
E-Mailing Your Publication

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Publisher 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Publisher 2010. This workshop is designed to teach you a basic understanding of Publisher 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.



Publisher is one of the Office suite's hidden gems, offering you the ability to easily create any kind of publication – newsletters, business cards, menus, invitations, and much more! This course will take your participants through the basics of using Microsoft Publisher 2010. Highlights include using the new ribbon interface, setting up your business information, working with color and font schemes, using the new Getting Started Window, and using page masters.

### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Working With Text

Import Text from a File  
Working with Text Box Overflow  
Inserting Symbols, Fractions, or Special Characters  
Set or Change Tab Stops  
Insert Date and Time

#### Module Three: Working with Pictures

Wrapping Text Around a Picture  
Cropping Pictures  
Inserting a Picture into an AutoShape  
Converting Pictures to Watermarks  
Make Pictures Transparent

#### Module Four: Graphics and Objects

Graphics Manager Task Pane  
Using the Building Blocks Library  
Adding Text to a Shape  
Graphic File Formats and Filters

#### Module Five: Moving and Grouping Objects

Moving an Object  
Group and Ungroup Objects  
Align or Distribute Objects  
Send an Object to the Back

**Module Six: Page Layout**

Change the Paper Size  
Changing Page Size  
Scratch Area  
Add or Remove Headers and Footers  
Make an Object Appear on Multiple Pages

**Module Seven: Media Files**

About Media Files  
Adding a File to Microsoft Clip Organizer  
Add, Change, or Delete Keywords for a Clip  
Sound and Motion Clips  
Animated GIFs

**Module Eight: Mail and E-mail Merges**

Creating a Data Source for a Mail Merge  
The Mail Merge Wizard  
Tracking Effectiveness  
Creating an Address List for a Mail Merge  
Add Postal Bar Codes to Labels or Envelopes in Publisher

**Module Nine: Creating a Catalog**

Insert Catalog Pages Create a  
Product List Choosing a  
Catalog Layout Finishing Your  
Catalog Merge

**Module Ten: Publication Information**

Personalizing Your Publication  
Using the Design Checker  
Setting Commercial Print Information  
View or Change Properties

**Module Eleven: Save and Send Files**

Send Using Email  
Save Files in Other Formats  
Save as an XPS File  
Using the Pack and Go Wizard for Commercial Printing

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## **Publisher 2010 Essentials – Fee \$499.00**

Your participants will learn how to use the basic features of Publisher 2010. This workshop is designed to teach you a basic understanding of Publisher 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.



Publisher is a desktop publishing tool and flexible and powerful authoring software. It goes well beyond what you can produce with word processing software like Word. Publisher 2010 will help your participants learn to produce high-quality publications for both personal and business use.

### **Course Outline**

#### **Module One: Getting Started**

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### **Module Two: Opening and Closing Publisher**

Opening Publisher  
Creating a Blank Publication  
Understanding the Interface  
Using Backstage View  
Creating a Publication from a Template  
Closing Publisher

#### **Module Three: Working with Publications**

Saving Files  
Opening Files  
Using the Recent List  
Using the Pages Pane  
Closing Files

#### **Module Four: Your First Publication**

Setting Up Your Business Information  
Adding Text  
Adding Building Blocks  
Adding a New Page  
Working with Pages

#### **Module Five: Basic Editing Tasks**

Using Cut, Copy, and Paste  
Using the Office Clipboard  
Using Undo and Redo  
Finding and Replacing Text

**Module Six: Using the Page Design Tab**

Choosing a Color Scheme  
Choosing a Font Scheme  
Choosing a Background  
Using the Template Group

**Module Seven: Basic Font Formatting**

Changing Font Face and Size  
Changing the Font Color  
Adding Font Enhancements  
Using the Font Dialog

**Module Eight: Formatting Paragraphs**

Changing Spacing  
Setting the  
Indenting Text  
Adding Bullets and Numbering  
Using the Paragraph Dialog  
Applying Styles

**Module Nine: Working with Objects**

Inserting Pictures and Shapes  
Inserting Tables  
Linking Text Boxes  
Moving, Resizing, and Arranging Objects  
Formatting Objects

**Module Ten: Formatting the Page**

Creating Columns Adding  
Page Numbers  
Understanding Master Pages  
Adding Headers or Footers

**Module Eleven: Adding the Finishing Touches**

Checking Your Spelling  
Previewing Your Publication  
Printing Your Publication  
E-Mailing Your Publication

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## **Publisher 2013 Advanced – Fee \$499.00**

Your participants will learn how to use the in-depth features of Publisher 2013. This workshop is designed to get into the more advanced features of Publisher 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Publisher 2013.

Publisher 2013 gives you the ability to create any type of publication. With Publisher 2013 you are provided a new landing screen which makes launching and creating documents easier than previous versions. A new set of templates along with improved graphic editing tools are included with Publisher 2013. Users are also given an improved interface with an array of powerful tools to help you share your publications through SkyDrive!



### **Course Outline**

#### **Module One: Getting Started**

Housekeeping Items  
Pre-Assignment Review  
Workshop Objectives  
The Parking Lot  
Action Plan

#### **Module Two: Advanced Content Options**

Importing Text from a File  
Embedding an Object  
Creating Word Art  
Working with Building Blocks  
Module Two: Review Questions

#### **Module Three: Working with Text**

Wrapping Text Around a Picture  
Adding Text to a Shape  
Working with Word Art Styles  
Working with Typography  
Module Three: Review Questions

#### **Module Four: Working with Picture**

Finding the Picture Resolution  
Cropping Pictures  
Inserting Pictures into a Shape  
Making a Picture Transparent  
Using the Format Picture Dialog Box  
Resetting a Picture  
Module Four: Review Questions

**Module Five: Working with Shapes**

Changing a Shape  
Editing a Shape  
Adding Shape Effects  
Working with Shape Measurements  
Using the Format Shape Dialog Box  
Module Five: Review Questions

**Module Six: Working with Graphics and Objects**

Layering Objects  
Grouping Objects  
Rotating and Flipping Objects  
Snapping Objects to Other Objects on the Page  
Using the Graphics Manager Task Pane  
Using the Building Blocks Library  
Module Six: Review Questions

**Module Seven: Working with Page Layout**

Changing the Template  
Using the Page Setup Dialog Box  
Using a Built-in Ruler Guide  
Adding a Ruler Guide  
Using Grid and Baseline Guides  
Module Seven: Review Questions

**Module Eight: Using Master Pages**

Creating a Master Page  
Applying a Master Page  
Editing a Master Page  
Managing Master Pages  
Closing the Master Page View  
Module Eight: Review Questions

**Module Nine: Working with Merges**

Creating a Data Source for a Merge  
Using the Email or Mail Merge Wizard  
Working with Recipients  
Creating Labels with Postal Code Bars  
Tracking Effectiveness  
Module Nine: Review Questions

**Module Ten: Creating a Catalog**

Inserting Catalog Pages  
Creating a Product list  
Choosing a Catalog Layout  
Finishing Your Catalog Merge  
Module Ten: Review Questions

**Module Eleven: Working with Publication Information**

Using the Design Checker

Managing Embedded Fonts

Setting Publisher Options

Customizing the Ribbon or the Quick Access Toolbar

Reducing Publication File Size by Compressing Pictures

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Publisher 2013 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Publisher 2013. This workshop is designed to get into the more standard features of Publisher 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Publisher 2013.

Publisher 2013 gives you the ability to create any type of publication. With Publisher 2013 you are provided a new landing screen which makes launching and creating documents easier than previous versions. A new set of templates along with improved graphic editing tools are included with Publisher 2013. Users are also given an improved interface with an array of powerful tools to help you share your publications through SkyDrive!



### Course Outline

#### Module One: Getting Started

Housekeeping Items  
Pre-Assignment Review  
Workshop Objectives  
The Parking Lot  
Action Plan

#### Module Two: Opening Publisher

Opening Publisher  
Opening Recent and Other Files  
Creating a New Publication Using a Template  
Creating a New Blank Publication  
Module Two: Review Questions

#### Module Three: Working with the Interface

Understanding the Ribbon and the Status Bar  
About Your Account  
Editing Your Business Information  
Saving Files  
Using the Pages Pane  
Closing Files vs. Closing Publisher  
Module Three: Review Questions

**Module Four: Your First Publication**

Adding Pictures  
Adding Text  
Adding Hyperlinks  
Adding Page Parts  
Adding Business Information  
Adding a New Page  
Module Four: Review Questions

**Module Five: Working with Pictures**

Adding More Than One Picture at a Time  
Inserting a Picture Placeholder  
Swapping Pictures  
An Introduction to the Picture Tools Tab  
Adding a Picture Caption  
Resizing, Moving, and Deleting a Picture  
Module Five: Review Questions

**Module Six: Basic Editing Tasks**

Selecting, Editing, and Deleting Text  
Using Cut, Copy, and Paste  
Using the Office Clipboard  
Using Undo and Redo  
Finding and Replacing Text  
Module Six: Review Questions

**Module Seven: Formatting Fonts**

Changing Font Face and Size  
Changing Font Color  
Adding Font Enhancements  
Using the Font Dialog  
Clearing Formatting  
Module Seven: Review Questions

**Module Eight: Formatting Paragraphs**

Changing Line Spacing and Paragraph Spacing  
Setting the Alignment  
Indenting Text  
Adding Bullets and Numbering  
Using the Paragraph Dialog  
Applying Styles  
Module Eight: Review Questions

**Module Nine: Working with Objects**

Drawing Shapes  
An Introduction to the Drawing Tools Tab  
Inserting Tables  
Linking Text Boxes  
Formatting Objects  
Aligning and Distributing Objects  
Module Nine: Review Questions

**Module Ten: Working with Pages**

Using Color and Font Schemes  
Working with Page Backgrounds and Picture Backgrounds  
Changing the Page Setup  
Working with the Header & Footer Options  
Deleting, Moving, and Renaming Pages  
Module Ten: Review Questions

**Module Eleven: Publishing Your Work**

Proofing Your Publication  
Printing or Previewing Your Publication  
Sharing Your Publication  
Saving for Photo Printing or a Commercial Printer  
Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## SharePoint 365 Essentials – Fee \$499.00

In this workshop your participants will learn how to sign on to the Microsoft Office 365 portal, and see where their SharePoint content will be stored. They will learn about the home page of the portal, where to sign into the Team Site and the Office 365 web apps, including Outlook.



Through SharePoint Essentials your participants will take a look at the Team Site and how to navigate around and view the SharePoint site. SharePoint Online is the Office 365 answer to collaboration.

SharePoint Online will let your participants manage documents and information in one place that customers and colleagues can access from virtually anywhere.

### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Basic SharePoint Concepts

The Home Page  
The Team Site  
About Permissions  
Changing Site Theme  
Module Two: Review Questions

#### Module Three: Working with My Site

View Your Profile  
Update Your Profile  
Follow Colleagues  
Share Information  
Follow Newsfeed and Status Updates  
Module Three: Review Questions

#### Module Four: Working with SharePoint Content

About Content Types  
Adding an Item to a List  
Uploading a File to a Library  
Checking Items In and Out  
Tracking Versions  
Module Four: Review Questions

**Module Five: Working with Libraries**

Types of Libraries  
Viewing Library Items  
Creating a New Document in Your Library  
Editing or Deleting a Library Item  
Understanding the Library Tools  
Create a Library  
Module Five: Review Questions

**Module Six: Working with Lists**

Types of Lists  
The List Tool Bars  
Viewing Items  
Editing or Deleting a List Item  
Creating a New List  
Module Six: Review Questions

**Module Seven: Working with Other Types of Lists**

Viewing and Adding Announcements  
Working with an Issues List  
Adding a Link  
Adding a Task  
Searching List Items  
Module Seven: Review Questions

**Module Eight: Working with Calendars**

Viewing and Navigating Calendars  
Adding a New Event  
Managing Events  
Connecting to Outlook  
Creating a New Calendar  
Module Eight: Review Questions

**Module Nine: Working with Sites and Pages**

Editing a Page Understanding  
Web Parts Editing and Deleting  
Web Parts Creating a Site  
Module Nine: Review Questions

**Module Ten: Working with Views**

Sorting and Filtering Lists and Libraries  
Creating a Column  
Creating a Private View  
Selecting a View  
Modifying a View  
Module Ten: Review Questions

**Module Eleven: Using Workflows**

About Workflows

Types of Workflows

Add a Three-State Workflow to a List

Start a Workflow

Monitor a Workflow

Review a Workflow

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of the Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## SharePoint Designer 2007 Essentials – Fee \$499.00

SharePoint Designer is a reincarnation of the previous Microsoft FrontPage product. In this workshop, you'll learn how to create dynamic websites with custom development. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer.



With SharePoint Designer 2007 you are able to edit HTML, create, and modify webpages that run SharePoint Foundation and SharePoint Server. SharePoint Designer a great tool and this Essentials course will provide your participants with a solid foundation to start building their SharePoint skill set.

### Course Outlines

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Opening and Closing SharePoint Designer

Opening SharePoint Designer  
Interface Overview Creating  
a Web Page Creating a New  
Web Site Closing SharePoint  
Designer  
Module Two: Review Questions

#### Module Three: Working with Web Pages

Saving Web Pages  
Closing Web Pages  
Opening Web Pages  
Creating a Web Page from a Template  
Using the Recent Lists  
Module Three: Review Questions

#### Module Four: Your First Web Page

Understanding Design and Code Views  
Setting Page Properties  
Laying out Your Page  
Adding Text  
Checking Your Spelling  
Module Four: Review Questions

**Module Five: Working with Tables**

Creating a Table

Adding Text

Modifying Rows and Columns

Formatting the Table

Module Five: Review Questions

**Module Six: Working with Images**

Adding a Picture from a File

Inserting ClipArt

Modifying Images

About Resampling

Deleting Images

Module Six: Review Questions

**Module Seven: Formatting Tools**

Basic Formatting Tools

Using Styles

Using the Format Painter

Adding Borders

Adding Shading

Module Seven: Review Questions

**Module Eight: Linking Pages**

Adding Hyperlinks

Adding Bookmark Links

Creating Hotspots

Adding Interactive Buttons

Module Eight: Review Questions

**Module Nine: Creating a Navigation Scheme**

Using Navigation View

Creating a Link Bar

Editing a Link Bar

About Custom Link Bars

Removing an Element

Module Nine: Review Questions

**Module Ten: Using the Toolbox**

Showing and Hiding the Toolbox

Showing Names or Icons or Both

Adding an Element

Modifying an Element

Removing an Element

Module Ten: Review Questions

**Module Eleven: Finishing Your Site**

Previewing a Page

Changing Preview Settings

Publishing the Site

Backing Up Your Site

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Parking Lot

Action Plans and Evaluations

## SharePoint Designer 2010 Essentials – Fee \$499.00

Welcome to the SharePoint Designer 2010 Essentials workshop. You can use SharePoint Designer 2010 to design, build, and customize Web sites running on SharePoint Foundation 2010 and Microsoft SharePoint Server 2010.



With SharePoint Designer 2010 you'll learn how to create data-rich Web pages, build powerful workflow-enabled solutions, and design the look and feel of your site. SharePoint Designer a great tool and this Essentials course will provide your participants with a solid foundation to start building their SharePoint skill set.

### Course Outline

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Pre-Assignment Review
- Workshop Objectives
- Action Plans and Evaluations

#### Module Two: Opening and Closing SharePoint Designer

- About SharePoint Designer 2010
- Opening SharePoint Designer
- Understanding the Interface
- Using Backstage View
- Closing SharePoint Designer
- Module Two: Review Questions

#### Module Three: Creating and Opening Sites

- Opening a Site
- Creating a New Blank Web Site
- Creating a Site from a Template
- Saving Sites
- Closing a Site
- Module Three: Review Questions

#### Module Four: Working with Sites

- Understanding the Site Tab
- Understanding the Site Summary Page
- Adding Users or Groups to Your Site
- Changing Site Permissions
- Editing or Deleting a Site
- Module Four: Review Questions

**Module Five: Working with Lists and Libraries**

About Lists and Libraries  
Working with Lists and Libraries  
Creating a New List or Library  
Working with Columns in Lists and Libraries  
Module Five: Review Questions

**Module Six: Working with Site Pages and Master Pages**

Working with Site Pages  
Working with Version History  
About Master Pages and Content Placeholders  
Working with Master Pages  
Editing a Page  
Module Six: Review Questions

**Module Seven: Working with Content Types**

Understanding Content Types  
Working with Content Types  
Creating a Content Type  
Editing a Content Type  
Delete a Content Type  
Adding Columns to a Content Type  
Module Seven: Review Questions

**Module Eight: Connecting to Data**

Understanding the Data Sources Tab  
Understanding the Data Sources Summary Page  
Adding a Database as a Data Source  
Copying and Modifying a Data Source  
Deleting a Data Source Connection  
Module Eight: Review Questions

**Module Nine: Working with Templates**

About Templates  
Saving a Site as a Template  
Activating a Site Template in the Solution Gallery  
Module Nine: Review Questions

**Module Ten: Working with Data Views and Forms**

Creating a Data View  
Adding or Removing Columns  
Creating a Data Form  
Editing a List Form  
About Data View/Form Web Parts  
Customizing Data Views and Forms  
Module Ten: Review Questions

**Module Eleven: Working with Workflows**

About Workflows

Understanding the Workflow Tab and Summary Page

Editing a Workflow

Copying and Modifying a Workflow

Deleting a Workflow

Changing Workflow Settings

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of the Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Visio 2007 Advanced – Fee \$499.00

The participants will learn how to use the advanced features of Visio 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the advanced features of Visio 2007 will increase their creative skills.



You may already be creating some basic drawing in Visio 2007. Now it's time to unleash the full potential of this powerful application for creating diagrams and drawings. We'll show them how to create drawings, add shapes, customize their screen for maximum productivity, and format their drawing.

### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Exploring Advanced Diagrams (I)

Understanding Visio Definitions  
Creating Calendars  
Creating Maps  
Flowcharts  
Creating Organization Charts  
Using Perspective

#### Module Three: Exploring Advanced Diagrams (II)

Network Diagrams  
Marketing Diagrams  
Create Work Flow Diagrams  
Create Fishbone (Cause and Effect) Diagrams  
Project Management Diagrams  
Gantt Charts  
PERT Charts

#### Module Four: Working with Stencils and Shapes

Creating Custom Stencils  
Saving the Stencil  
Adding Shapes to the Stencil  
Controlling Shape Placement

**Module Five: Advanced Custom Shape Design**

Creating New Shapes Revising  
Existing Shapes Locking and  
Protecting Shapes

**Module Six: Layers (I)**

Understanding Layers  
Working with Existing Layers  
The Layer Properties Dialog Box  
Hiding or Showing a Layer  
Activating a Layer

**Module Seven: Layers (II)**

Creating Layers  
Renaming and Removing Layers  
Assigning Shapes to Layers  
Assigning Color to a Layer  
Protecting a Layer from Changes  
Printing Only the Layers You Want

**Module Eight: Multi-Page Drawings**

Adding Pages to a Drawing  
Arranging Pages  
Working with Background Pages  
Hyperlinking Between Pages

**Module Nine: Creating Technical Layouts**

Drawing with Precision  
Working with Area Measurement  
Setting a Drawing Scale  
Working with Building Plan Layouts

**Module Ten: Working with Data Graphics**

About Data Graphics  
Using the Data Selector Wizard  
Applying Data Graphics  
Editing Data Graphics

**Module Eleven: The Shape sheet**

Viewing the Shape sheet  
Modifying Shape sheet Data  
Using a Formula in the Shape sheet

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Visio 2007 Essentials – Fee \$499.00

The participants will learn how to use the basic features of Visio 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the basic features of Visio 2007 will increase their creative skills.

This course will help your participants get up and running with Visio 2007. We'll show them how to create drawings, add shapes, customize their screen for maximum productivity, and format their drawing.



### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Opening and Closing Visio

Opening Visio  
Using the Getting Started Window  
Interface Overview  
Closing Visio

#### Module Three: Working with Files

Creating a New Drawing  
Switching Between Files  
Saving Files  
Closing Files  
Opening Files

#### Module Four: Your First Drawing

Finding the Required Shape  
Placing the Shape in the Drawing  
Selecting Shapes  
Resizing, Moving, and Deleting Shapes  
Connecting Shapes  
Adding Text to a Shape

#### Module Five: Setting Up Your Drawing

Showing and Hiding Screen Elements  
Adding a Guide  
Moving or Deleting a Guide  
Changing Ruler and Grid Settings

**Module Six: Basic Editing Tasks**

Cutting, Copying, and Pasting Shapes  
Duplicating Shapes  
Using Undo and Redo  
Finding and Replacing Text  
Checking Your Spelling

**Module Seven: Formatting Shapes**

Changing a Shapes Outline Color  
Changing a Shapes Fill Color  
Modifying Corners  
Adding Shadows  
Changing Line Types and Ends

**Module Eight: Formatting Text**

Changing the Font Face and Size  
Changing Font Color  
Adding Effects  
Using the Format Text Dialog

**Module Nine: Formatting Blocks of Text**

Aligning Text  
Indenting Text  
Changing Paragraph Spacing  
Creating a Bulleted List

**Module Ten: Formatting Your Drawing**

Aligning Shapes  
Using the Format Painter  
Applying a Theme  
Centering Your Drawing

**Module Eleven: Adding the Finishing Touches**

Using the Page Setup Dialog  
Previewing Your Drawing  
Saving Your Drawing as a Picture  
Printing Your Drawing  
E-mailing Your Drawing

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Visio 2010 Advanced- Fee \$499.00

Your participants will learn how to use the advanced features of Visio 2010. This workshop is designed to teach you a basic understanding of Visio 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

This course will get your participants up and running with Visio 2010. We'll show them how to use the new interface, create drawings, add shapes, customize your screen for maximum productivity, and format their drawing.



### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Exploring Advanced Diagrams (I)

Understanding Visio Definitions  
Creating Calendars  
Creating Maps  
Flowcharts  
Creating Organization Charts  
Using Perspective

#### Module Three: Exploring Advanced Diagrams (II)

Network Diagrams  
Marketing Diagrams  
Create Work Flow Diagrams  
Create Fishbone (Cause and Effect) Diagrams  
Project Management Diagrams  
Gantt Charts  
PERT Charts

#### Module Four: Working with Stencils and Shapes

Creating Custom Stencils  
Adding Shapes to the Stencil  
Saving the Stencil  
Controlling Shape Placement

#### Module Five: Advanced Custom Shape Design

Using Quick Shapes  
Creating New Shapes  
Revising Existing Shapes  
Locking and Protecting Shapes

**Module Six: Layers (I)**

Understanding Layers  
The Layer Properties Dialog Box  
Working with Existing Layers  
Hiding or Showing a Layer  
Activating a Layer

**Module Seven: Layers (II)**

Creating Layers  
Renaming and Removing Layers  
Assigning Shapes to Layers  
Assigning Color to a Layer  
Protecting a Layer from Changes  
Printing Only the Layers You Want

**Module Eight: Multi-Page Drawings**

Adding Pages to a Drawing  
Arranging Pages  
Working with Background Pages  
Hyperlinking Between Pages

**Module Nine: Creating Technical Layouts**

Drawing with Precision  
Setting a Drawing Scale  
Working with Building Plan Layouts

**Module Ten: Working with Data Graphics**

About Data Graphics  
Using the Data Selector Wizard  
Applying Data Graphics  
Editing Data Graphics  
Data Graphic Legends

**Module Eleven: The Shape Sheet**

Viewing the Shape Sheet  
Modifying Shape Sheet Data  
Using a Formula in the Shape Sheet

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Visio 2010 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Visio 2010. This workshop is designed to teach you a basic understanding of Visio 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

Visio 2007 is a drawing application that uses different shapes and stencils to help you draw different types of diagrams. You can use Visio to create simple flowcharts, complicated engineering plans, or even floor plans.



### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Opening and Closing Visio

Opening Visio  
Understanding the Interface  
Using Backstage View  
Creating a Blank Drawing  
Closing Visio

#### Module Three: Working with Files

Saving Files  
Opening Files  
Closing Files  
Switching Between Files

#### Module Four: Setting Up Your Screen

Showing and Hiding Screen Elements  
Adding a Guide  
Moving or Deleting a Guide  
Changing Ruler and Grid Settings

#### Module Five: Your First Drawing

Finding the Required Shape  
Placing the Shape in the Drawing  
Adding Text to a Shape  
Resizing, Moving, and Deleting Shapes  
Using the Tools Group

**Module Six: Basic Editing Tasks**

Using Cut, Copy, and Paste  
Duplicating Shapes  
Using Undo and Redo  
Finding and Replacing Text  
Checking Your Spelling

**Module Seven: Formatting Shapes**

Changing the Outline  
Changing the Fill  
Adding Shadows  
Changing Line Types and Ends  
Modifying Corners

**Module Eight: Formatting Text**

Changing Font Face and Size  
Changing the Font Color  
Adding Effects  
Using the Format Text Dialog

**Module Nine: Formatting Blocks of Text**

Setting the Alignment  
Changing the Indent  
Changing Paragraph Spacing  
Adding Bullets  
Rotating Text

**Module Ten: Formatting Your Drawing**

Selecting Multiple Objects  
Using the Format Painter  
Applying a Theme  
Using Backgrounds  
Using Borders and Titles  
Changing Your Layout

**Module Eleven: Adding the Finishing Touches!**

Validating Your Drawing Using  
the Page Setup Group Saving  
Your Drawing as a Picture  
Printing Your Drawing  
E-mailing Your Drawing

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Windows 7 Essentials – Fee \$499.00

Welcome to the Windows 7 Essentials workshop. This workshop will help you unlock the power of the tools available in Windows 7. By the end of this workshop, your new desktop will have you rocketing through your tasks like a pro!

Windows 7 Essentials will show your participants the great new features of Windows 7 and provide them with a great base to further their Windows 7 experiences. With Windows 7 you are able to better manage your time by providing new and more efficient tools and applications.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Welcome to Windows 7

- Windows 7 Upgrade Advisor
- Upgrading from Windows Vista?
- Upgrading from Windows XP?
- User State Migration Tool
- Windows Easy Transfer
- Module Two: Review Questions

#### Module Three: Start Menu

- Log In and Out of Windows
- All Programs
- Search Box
- Pin to Start Menu Customizing the Start Menu
- Module Three: Review Questions

#### Module Four: The Taskbar

- Jump Lists
- Live Taskbar Preview
- Pin to Taskbar
- Notification Area
- Action Center
- Module Four: Review Questions

**Module Five: Control Panel (I)**

System and Security

Network and Internet

Hardware and Sound

Programs

Module Five: Review Questions

**Module Six: Control Panel (II)**

User Accounts and Family Safety

Appearance and Personalization

Clock, Language, and Region

Ease of Access

Module Six: Review Questions

**Module Seven: Gadgets and Tools**

Desktop and Sideshow Gadgets

Themes

Sticky Notes

Snipping Tool

Get More Gadgets Online

Module Seven: Review Questions

**Module Eight: Productivity Tools**

Drag and Drop Files

Aero Shake and Snap

Libraries

Windows Key Shortcuts

Module Eight: Review Questions

**Module Nine: Networking and Sharing**

Homegroup

View Available Networks

Sharing Files

Remote Media Streaming

Location Aware Printing

Module Nine: Review Questions

**Module Ten: Built-in Applications**

Windows Mail Windows

Defender Windows

Firewall Backup and

Restore Windows

Media Center

Module Ten: Review Questions

**Module Eleven: Troubleshooting Tools**

Program Compatibility

Problem Steps Recorder

System Restore

XP Mode

Startup Repair

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review from the Parking Lot

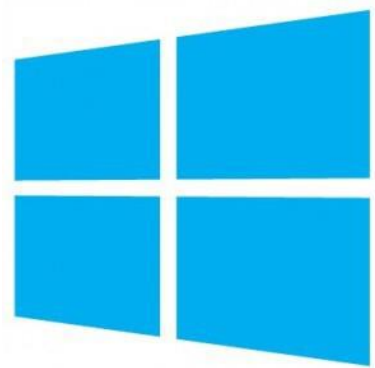
Lessons Learned

Completion of Action Plans and Evaluations

## Windows 8 Essentials – Fee \$499.00

Welcome to the Windows 8 Essentials workshop. This workshop will give your participants an introduction into the new world of Windows 8. With Windows 8 Microsoft has introduced a different environment with its new user interface and ways of navigating through your apps.

Windows 8 Essentials will show your participants the great new features of Windows 8 and provide them with a great base to further their Windows 8 experiences. With Windows 8 you are able to better manage your time by providing new and more efficient tools and applications.



### Course Outline

#### Module One: Getting Started

Housekeeping Items  
The Parking Lot  
Workshop Objectives  
Action Plans and Evaluations

#### Module Two: Welcome to Windows 8

About Windows 8  
Installing Windows 8 (upgrade vs. clean)  
Setting up Windows 8 (including about your Microsoft Account)  
Exploring the Start Screen  
Using Windows 8 with a Touch Screen  
Logging In and Shutting Down  
Module Two: Review Questions

#### Module Three: Using Apps

Opening and Closing an App  
Navigating Apps  
About the Built-In Apps  
Using All Apps  
Updating and Downloading Apps from the Windows Store  
Module Three: Review Questions

#### Module Four: Working with the Desktop

Opening the Desktop  
About the Desktop Interface  
Switching Between the Start Screen and the Desktop  
Opening Desktop Apps  
Using Desktop Effects (snap, peek, shake and flip)  
Opening Files with Different Apps  
Module Four: Review Questions

**Module Five: Using the Task Bar**

About the Task Bar  
Pinning Apps to the Task Bar  
Using Jump Lists  
Minimizing All Open Windows  
Module Five: Review Questions

**Module Six: Working with the Charms Bar**

Displaying the Charms  
Using the Search Charm  
Using the Share Charm  
Using the Start Charm  
Using the Device Charm  
Module Six: Review Questions

**Module Seven: Managing Your Files and Folders**

Working with File Explorer  
Changing File Explorer View  
Sorting Files  
Searching for Files  
Working with Libraries  
About SkyDrive  
Module Seven: Review Questions

**Module Eight: Devices, Networking and Sharing**

View Available Networks  
Using a Homegroup Using  
Remote Desktop Selecting  
Sharing Options Adding and  
Removing Devices  
Module Eight: Review Questions

**Module Nine: Working with Settings and the Control Panel**

Using the Settings Charm  
Opening the Control Panel  
Managing User Accounts and Parental Controls  
Setting Default Programs  
Removing Unwanted Programs  
Module Nine: Review Questions

**Module Ten: Personalizing Windows 8**

Customizing the Lock Screen  
Customizing the Start Screen  
Customizing Tiles on the Start Screen  
Customizing the Desktop  
Accessing the User Screen  
Module Ten: Review Questions

**Module Eleven: Understanding Security and Maintenance**

Understanding Security Features

Using Windows Update

Using the Action Center

Troubleshooting Problems

Using System Restore

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Word 2007 Advanced – Fee \$499.00

The participants will learn how to use the advanced features of Word 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the advanced features of Word 2007 will increase their document creation skills.



Whether you are a business writer, a marketer, or someone who uses the software for general document creation and handling, the skills included in this course will help your participants maximize their use of many powerful Word 2007 features to create effective, visually attractive, and useful documents.

### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Working with the Word Window

- Using Zoom
- An Overview of Words Views
- Arranging Windows
- Splitting a Document
- Using the Document Map

#### Module Three: Adding Pictures

- Inserting Clip Art
- Inserting a Picture from a File
- Using the Picture Tools Tab
- Moving or Deleting a Picture

#### Module Four: Adding SmartArt

- Inserting SmartArt
- Adding Text to SmartArt
- Using the SmartArt Tools Tabs
- Moving and Deleting SmartArt

#### Module Five: Adding Tables

- Inserting a Table
- About Quick Tables
- Adding Text
- About the Table Tools Tab
- Applying a Style

**Module Six: Advanced Table Tasks**

Resizing Rows and Columns  
Adding Rows and Columns  
Deleting Rows and Columns  
Moving Rows and Columns

**Module Seven: Inserting Special Objects**

Adding a Cover Page  
Adding WordArt  
Drawing Shapes  
Adding a Text Box

**Module Eight: Adding In-Document References**

Adding a Table of Contents  
Managing Sources  
Adding Footnotes, Endnotes, and Citations  
Inserting a Bibliography  
Creating an Index

**Module Nine: Advanced Research Tasks**

Viewing Synonyms  
Using the Research Task Pane  
Using Translation Screen Tips  
Setting Your Language

**Module Ten: Reviewing a Document**

Adding a Comment  
Reviewing Comments  
Tracking Changes  
Reviewing Changes  
Comparing Documents

**Module Eleven: Customizing Word**

Minimizing the Ribbon  
Customizing the Quick Access Toolbar  
Accessing Words Options  
Changing Words Color Scheme

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Word 2007 Essentials – Fee \$499.00

The participants will learn how to use the basic features of Word 2007. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the basic features right on a computer. Taking the time to learn about the basic features of Word 2007 will increase their document creation skills.



Microsoft Word is one of the most widely used applications in the world today, so it's important to have a firm grasp on the basics. To begin, your participants will learn basic word processing tasks, such as how to type, delete, and edit text. Then, we'll look at some of Word 2007 Essential features, including formatting tools, bullets and numbering, themes, and headers and footers.

### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Opening and Closing Word

Opening Word  
Interface Overview  
Creating a Blank Document  
Typing Text  
Closing Word

#### Module Three: Working with Documents

Saving Files  
Closing Files  
Opening Files  
Creating a Document from a Template  
Using the Recent List

#### Module Four: Your First Document

Selecting Text with the Mouse or Keyboard  
Dragging and Dropping Text  
Checking Your Spelling  
Starting a New Page

**Module Five: Basic Editing Tasks**

Using Cut, Copy, and Paste  
Using the Office Clipboard  
Using Undo and Redo  
Finding and Replacing Text

**Module Six: Basic Formatting Tasks**

Understanding Levels of Formatting  
Changing Font Face and Size  
Changing the Font Color  
Adding Font Enhancements  
Clearing Formatting

**Module Seven: Advanced Formatting Tasks**

Highlighting Text  
Changing Case  
Using the Format Painter  
Using the Font Dialog

**Module Eight: Formatting Paragraphs**

Changing Spacing  
Setting the Alignment  
Using Indents and Tabs  
Adding Bullets and Numbering  
Adding Borders and Shading

**Module Nine: Working with Styles**

About Styles Applying  
a Style Changing a  
Style Changing the  
Style Set Changing the  
Theme

**Module Ten: Formatting the Page**

Formatting Text as Columns  
Adding Headers and Footers  
Changing Page Orientation  
Changing the Page Color  
Adding a Page Border

**Module Eleven: Adding the Finishing Touches**

Adding a Cover Page  
Using the Page Setup Dialog  
Previewing Your Document  
Printing Your Document  
E-Mailing Your Document

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Word 2010 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Word 2010. This workshop is designed to teach you a basic understanding of Word 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

In this workshop, we'll cover some of the more advanced tasks in Word 2010, like working with pictures and other objects, using generated tables of contents and indexes, and other research and review tasks.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Working with the Word Window

- Using Zoom
- An Overview of Words Views
- Arranging Windows
- Splitting a Document
- Using the Navigation Pane

#### Module Three: Adding Pictures

- Inserting Clip Art
- Inserting a Picture from a File
- Inserting a Screenshot
- Moving or Deleting a Picture

#### Module Four: Formatting Pictures

- Using the Picture Tools Tab
- Removing a Pictures Background
- Adding Artistic Effects
- Changing Picture Layout

#### Module Five: Adding SmartArt

- Inserting SmartArt
- Adding Text to SmartArt
- Using the SmartArt Tools Tabs
- Moving and Deleting SmartArt

**Module Six: Adding Tables**

Inserting a Table Adding  
Text to a Table About the  
Table Tools Tab Altering  
Rows and Columns  
Applying a Style  
About Quick Tables

**Module Seven: Inserting Special Objects**

Adding a Cover Page  
Adding WordArt  
Drawing Shapes  
Adding a Text Box

**Module Eight: Adding In Document References**

Adding a Table of Contents  
Adding Footnotes, Endnotes, and Citations  
Managing Sources  
Inserting a Bibliography  
Creating an Index

**Module Nine: Advanced Research Tasks**

Viewing Synonyms  
Using the Research Task Pane  
Using Translation ScreenTips  
Setting the Language

**Module Ten: Reviewing a Document**

Adding a Comment  
Reviewing Comments  
Tracking Changes  
Reviewing Changes  
Comparing Documents

**Module Eleven: Customizing Word**

Minimizing the Ribbon  
Customizing the Quick Access Toolbar  
Accessing Words Options  
Changing Words Color Scheme

**Module Twelve: Wrapping Up**

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans and Evaluations

## Word 2010 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Word 2010. This workshop is designed to teach you a basic understanding of Word 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advance features right on a computer.

Word 2010 is a powerful word processing application. However, it does much more than create simple documents. It includes several desktop publishing features to make your documents look great.



### Course Outline

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Opening and Closing Word

- Opening Word
- Understanding the Interface
- Using Backstage View
- Creating a Blank Document
- Closing Word

#### Module Three: Working with Documents

- Saving Files
- Opening Files
- Closing Files
- Creating a Document from a Template
- Using the Recent List

#### Module Four: Your First Document

- Typing Text
- Selecting Text with the Mouse or Keyboard
- Dragging and Dropping Text
- Starting a New Page

**Module Five: Basic Editing Tasks**

Using Cut, Copy, and Paste  
Using the Office Clipboard  
Using Undo and Redo  
Finding and Replacing Text  
Setting Paste Options  
Using the Selection Pane

**Module Six: Basic Formatting Tasks**

Understanding Levels of Formatting  
Changing Font Face and Size  
Changing the Font Color  
Adding Font Enhancements  
Adding a Visual Effect  
Clearing Formatting

**Module Seven: Advanced Formatting Tasks**

Highlighting Text  
Changing Case  
Using the Format Painter  
Using the Font Dialog  
Setting Open Text Options

**Module Eight: Formatting Paragraphs**

Changing Spacing  
Setting the Alignment  
Adding Bullets and Numbering  
Adding Borders and Shading

**Module Nine: Working with Styles**

About Styles Applying  
a Style Changing the  
Style Set Changing the  
Theme  
Changing Theme Elements

**Module Ten: Formatting the Page**

Adding Headers and Footers  
Formatting Text as Columns  
Changing Page Orientation  
Changing the Page Color  
Adding a Page Border  
Using the Page Setup Dialog

**Module Eleven: Adding the Finishing Touches**

Checking Your Spelling

Previewing Your Document

Printing Your Document

E-Mailing Your Document

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Word 2010 Expert – Fee \$499.00

This workshop is designed to go beyond a basic understanding and to explore the more advanced features of Word 2010 in a practical way. This workshop incorporates a hands-on approach to learning. They will get a chance to practice some of the advanced features right on a computer.

In this Word 2010 Expert workshop, you will cover some of the more advanced tasks like Mail Merge, Tracking Documents, Working with Templates, Reusable and Linked Content, and other research and review tasks.



### Course Outline

#### Module One: Getting Started

- Housekeeping items
- The Parking Lot
- Workshop objectives
- Action plans and evaluation forms

#### Module Two: Working with Document Information and Word Customization

- Understanding Document Information
- Protecting a Document
- Checking for Issues
- Managing Versions
- Customizing Word Options
- Module Two: Review Questions

#### Module Three: Working with Templates

- About Templates
- Modifying an Existing Template
- Creating a New Template
- Applying a Template to an Existing Document
- Managing Templates
- Module Three: Review Questions

#### Module Four: Working with Reusable Content

- Creating Customized Building Blocks
- Saving a Selection as a Quick Part
- Saving Quick Parts after a Document is Saved
- Inserting a Quick Part
- Module Four: Review Questions

**Module Five: Working with Sections and Linked Content**

Using Sections

Customizing Page Numbers in Sections

Using Multiple Page Formats in a Document

Using Different Headers and Footers in a Document

Linking and Breaking Links for Text Boxes

Module Five: Review Questions

**Module Six: Tracking Documents**

Merging Different Versions of a Document

Tracking Comments in a Combined Document

Reviewing Comments in a Combined Document

Module Six: Review Questions

**Module Seven: Using Cross References**

Types of Cross References

Inserting a Bookmark

Inserting a Cross Reference

Updating a Cross Reference

Formatting Cross References using Fields

Module Seven: Review Questions

**Module Eight: Working with Mail Merges**

Creating a Mail Merge

Sending Personalized Email Messages to Multiple Recipients

Using Other Data Sources for Mail Merge

Creating Labels

Creating Envelope and Label Forms

Module Eight: Review Questions

**Module Nine: Working with Master Documents**

Creating a Master Document

Inserting a Subdocument

Creating a Subdocument

Expanding and Collapsing Subdocuments

Unlinking a Subdocument

Merging and Splitting Subdocuments

Locking a Master Document

Module Nine: Review Questions

**Module Ten: Working with Macros**

Recording a Macro

Running a Macro

Applying Macro Security

Assigning a Macro to a Command Button

Module Ten: Review Questions

**Module Eleven: Working with Forms**

Creating a Form

Using Form Controls

Linking a Form to a Database

Locking and Unlocking a Form

Adding and Removing Fields

Adding Help Content to Form Fields

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of the Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Word 2013 Advanced – Fee \$499.00

Your participants will learn how to use the advanced features of Word 2013. This workshop is designed to get into the more in-depth features of Word 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Word 2013.

Word 2013 now has the ability to edit PDF files without the need to convert. With Word 2013 you are also provided a new landing screen which makes launching and creating documents easier than ever. A new set of templates and design tools are included with Word 2013. Users are also given an improved interface with an array of powerful tools to help you share your documents through SkyDrive!



### Course Outline

#### Module One: Getting Started

Housekeeping Items  
Pre-Assignment Review  
Workshop Objectives  
The Parking Lot  
Action Plan

#### Module Two: Working with the Word Window

Using Zoom  
An Overview of Word's Views  
Arranging Windows  
Splitting a Document  
Using the Navigation Pane  
Customizing the Ribbon and the Quick Access Toolbar  
Module Two: Review Questions

#### Module Three: Advanced Editing and Formatting Tasks

Using the Office Clipboard and the Selection Pane  
Using the Phonetic Guide  
Using Character Borders and Shading  
Enclosing characters  
Using Text Effects  
Showing Formatting Marks  
Module Three: Review Questions

**Module Four: Working with Illustrations**

Inserting a Picture from a File  
Inserting an Online Picture  
Adding WordArt  
Drawing Shapes Inserting a  
Screenshot Moving or  
Deleting a Picture  
Module Four: Review Questions

**Module Five: Formatting Pictures**

Using the Picture tools Tab  
Adding a Border  
Removing a Picture's Background  
Adding Artistic Effects  
Positioning Pictures and Wrapping Text  
Module Five: Review Questions

**Module Six: Adding SmartArt**

Inserting SmartArt  
Adding Text to SmartArt  
Using the SmartArt Tools Tabs  
Moving and Deleting SmartArt  
Using SmartArt Layout Options  
Module Six: Review Questions

**Module Seven: Adding Tables**

Inserting a Table Adding  
Text to a Table About the  
Table Tools Tabs Altering  
Rows and Columns  
Applying a Table Style  
Module Seven: Review Questions

**Module Eight: Inserting Special Objects**

Adding a Cover Page  
Inserting a Text Box  
Inserting an App  
Inserting Online Media  
Inserting a Database  
Module Eight: Review Questions

**Module Nine: Working with Document References**

Inserting a Caption

Adding a Table of Contents

Adding Footnotes, Endnotes, and Citations

Managing Sources

Inserting a Bibliography

Creating an Index

Module Nine: Review Questions

**Module Ten: Reviewing Your Document**

Using Define, Thesaurus and Word Count

Using Translation Tools

Setting Proofing Language and Language Preferences

Module Ten: Review Questions

**Module Eleven: Using Comments and Tracking**

Adding a Comment

Reviewing Comments

Tracking Changes

Reviewing Changes

Comparing Documents

Combining Documents

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Parking Lot

Action Plans and Evaluations

## Word 2013 Essentials – Fee \$499.00

Your participants will learn how to use the basic features of Word 2013. This workshop is designed to get into the standard features of Word 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Word 2013.

Word 2013 now has the ability to edit PDF files without the need to convert. With Word 2013 you are also provided a new landing screen which makes launching and creating documents easier than ever. A new set of templates and design tools are included with Word 2013. Users are also given an improved interface with an array of powerful tools to help you share your documents through SkyDrive!



### Course Outline

#### Module One: Getting Started

Housekeeping Items  
Pre-Assignment Review  
Workshop Objectives  
The Parking Lot  
Action Plan

#### Module Two: Opening Word

Opening Word  
Using the Recent List  
Opening Files  
Creating a Blank Document  
Creating a Document from a Template  
Module Two: Review Questions

#### Module Three: Working with the Interface

Understanding the Ribbon and the Status Bar  
About Your Account  
Using Backstage View  
Saving Files  
Closing Files  
Closing Word  
Module Three: Review Questions

**Module Four: Your First Document**

Typing Text  
Selecting Text with the Mouse or Keyboard  
Editing and Deleting Text  
Dragging and Dropping Text  
Inserting a Symbol or Number  
Starting a New Page  
Module Four: Review Questions

**Module Five: Basic Editing Tasks**

Using Cut, Copy, and Paste  
Using Undo and Redo  
Finding and Replacing Text  
Setting Paste Options  
Checking Your Spelling  
Module Five: Review Questions

**Module Six: Working with Font Formatting**

Understanding Levels of Formatting  
Changing Font Face and Size  
Changing the Font Color  
Highlighting Text  
Adding Font Enhancements  
Module Six: Review Questions

**Module Seven: Advanced Formatting Tasks**

Changing Case  
Using the Format Painter  
Using the Font Dialog  
Clearing Formatting  
Module Seven: Review Questions

**Module Eight: Formatting Paragraphs**

Changing Spacing  
Setting the Alignment  
Using Indents and Tabs  
Adding Bullets, Numbering, and Multilevel Lists  
Adding Borders and Shading  
Using the Paragraph Dialog  
Module Eight: Review Questions

**Module Nine: Working with Styles**

About Styles Applying  
a Style Changing the  
Theme Changing the  
Style Set  
Changing Theme Colors and Fonts  
Module Nine: Review Questions

**Module Ten: Formatting the Page**

Formatting Text as Columns

Changing Page Orientation

Changing the Page Color

Adding a Page Border

Adding Headers and Footers

Module Ten: Review Questions

**Module Eleven: Sharing Your Document**

Previewing and Printing Your Document

Inviting People

E-Mailing Your Document

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Word 2013 Expert – Fee \$499.00

Your participants will learn how to use the advanced features of Word 2013. This workshop is designed to get into the more in-depth features of Word 2013. Participants will be shown a practical way of learning with a hands-on and customizable approach. They will get a chance to experience some of the new features that are offered in Word 2013.

Word 2013 now has the ability to edit PDF files without the need to convert. With Word 2013 you are also provided a new landing screen which makes launching and creating documents easier than ever. A new set of templates and design tools are included with Word 2013. Users are also given an improved interface with an array of powerful tools to help you share your documents through SkyDrive!



### Course Outline

#### Module One: Getting Started

Housekeeping Items  
Pre-Assignment Review  
Workshop Objectives  
The Parking Lot  
Action Plan

#### Module Two: Working with Document Information and Word Customization

Setting Word Options  
Protecting a Document  
Checking for Issues  
Managing Versions  
Working with Properties  
Module Two: Review Questions

#### Module Three: Working with Reusable Content

Saving Selection as Auto text  
Inserting a Quick Part  
Creating Customized Building Blocks  
Editing a Building Block  
Module Three: Review Questions

#### Module Four: Working with Templates

About Templates  
Modifying an Existing Template  
Creating a New Template  
Applying a Template to an Existing Document  
Managing Template Styles  
Module Four: Review Questions

**Module Five: Working with Sections and Linked Content**

Using Sections

Customizing Page Numbers in Sections

Using Multiple Page Formats in a Document

Using Different Headers and Footers in a Document

Linking and Breaking Links for Text Boxes

Module Five: Review Questions

**Module Six: Managing Versions and Tracking Documents**

Merging Different Versions of a Document

Tracking Comments in a Combined Document

Reviewing Comments in a Combined Document

Module Six: Review Questions

**Module Seven: Using Cross References**

Types of Cross References

Inserting a Bookmark

Inserting a Cross Reference

Updating a Cross Reference

Formatting Cross References using Fields

Module Seven: Review Questions

**Module Eight: Working with Mail Merges**

Creating a Mail Merge

Sending Personalized Email Messages to Multiple Recipients

Using Other Data Sources for Mail Merge

Creating Labels

Creating Envelope and Label Forms

Module Eight: Review Questions

**Module Nine: Working with Master Documents**

Creating a Master Document

Inserting a Subdocument

Creating a Subdocument

Expanding and Collapsing Subdocuments

Unlinking a Subdocument

Merging and Splitting Subdocuments

Locking a Master Document

Module Nine: Review Questions

**Module Ten: Working with Macros**

Recording a Macro

Running a Macro

Applying Macro Security

Assigning a Macro to a Button or Key

Module Ten: Review Questions

**Module Eleven: Working with Forms**

Displaying the Developer Tab

Using Form Controls

Locking and Unlocking a Form

Adding and Removing Fields

Linking a Form to a Database

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

## Word 2016 Essentials – Fee \$499.00

Participants will gain a fundamental understanding of the Microsoft Word environment and the ability to complete tasks independently. They will demonstrate the correct application of the principal features of Word 2016 by creating and editing documents for a variety of purposes and situations. Document examples include professional looking reports, multi-column newsletters, resumes, and business correspondence.



### Module One: Create And Manage Documents

#### Create A Document

- Create A Blank Document
- Create A Document Using A Template
- Open A PDF In Word For Editing
- Insert Text From A File Or External Source

#### Navigating Through A Document

- Search For Text
- Insert Hyperlinks
- Create Bookmarks
- Move To A Specific Locations Or Object In A Document

#### Formatting A Document

- Modify Page Setup
- Apply Document Themes
- Apply Document Style Sets
- Insert Headers And Footers
- Insert Page Numbers
- Format Page Background Elements

#### Customize Options and Views For A Document

- Change Document Views
- Customize Views By Using Zoom Settings
- Customize The Quick Access Toolbar
- Split The Window
- Add Document Properties
- Show Or Hide Formatting Symbols

#### Print And Save Documents

- Modify Print Settings
- Save Documents In Alternative File Formats
- Print All Or Part Of A Document
- Inspect A Document For Hidden Properties Or Personal Information
- Inspect A Document For Accessibility Issues

- Inspect A Document For Compatibility Issues

## **Module Two: Format Text, Paragraphs, And Sections**

### **Insert Text And Paragraphs**

- Find And Replace Text
  - Cut, Copy, And Paste Text
- Replace Text By Using AutoCorrect
- Insert Special Characters

### **Formatting Text And Paragraphs**

- Apply Font Formatting
- Apply Formatting By Using Format Painter
- Set Line And Paragraph Spacing And Indentation
- Clear Formatting
- Apply A Text Highlight Color To Text Selections
- Apply Built-In Styles To Text
- Change Text To WordArt

### **Order And Group Text And Paragraphs**

- Format Text In Multiple Columns
- Insert Page, Section, Or Column Breaks
- Change Page Setup Options For A Section

## **Module Three: Create Tables And Lists**

### **Create A Table**

- Convert Text To Tables
- Convert Tables To Text
- Create A Table By Specifying Rows And Columns
- Apply Table Styles

### **Modify A Table**

- Sort Table Data
- Configure Cell Margins And Set Spacing
- Merge And Split Cells
- Resize Tables, Rows, And Columns
- Split Tables
- Configure A Repeating Row Header

### **Create And Modify A List**

- Create A Numbered Or Bulleted List
- Change Bullet Characteristics Or Number Formats For A List Level
- Define A Custom Bullet Character Or Number Format
- Increase Or Decrease List Levels
- Restart Or Continue List Numbering
- Set Starting Number Values

## **Module Four: Create And Manage References**

### **Create And Manage Reference Markers**

- Insert Footnotes And Endnotes
- Modify Footnote And Endnote Properties
- Create Bibliography Citation Sources
- Modify Bibliography Citation Sources
- Insert Citations For Bibliographies
- Insert Figure And Table Captions
- Modify Caption Properties

### **Create And Manage Simple References**

- Insert Standard Table Of Contents
- Update Table Of Contents
- Insert Cover Page

## **Module Five: Insert And Format Graphic Elements**

### **Insert Graphic Elements**

- Insert Shapes
- Insert Pictures
- Insert Screen Shot Or Screen Clipping
- Insert Text Boxes

### **Format Graphic Elements**

- Apply Artistic Effects
- Apply Picture Effects
- Remove Picture Backgrounds
- Format Objects
- Apply a Picture Style
- Wrap Text Around Objects
- Position Objects
- Add Alternative Text To Objects For Accessibility

### **Insert And Format SmartArt Graphics**

- Create A SmartArt Graphic
- Format A SmartArt Graphic
- Modify A SmartArt Graphic Content

## Word 2016 Expert – Fee \$499.00

Participants will learn to proficiently use the advanced features of Microsoft Word for document content management and advanced formatting - critical skills for those in roles such as editors, project managers, business information workers, and educators. Participants will create and manage professional multi-page documents for a variety of specialized purposes and situations. They will customize their Word 2016 environments to meet project needs, and to enhance productivity. Examples of expert-level documents include a business plan, a research paper, a specialized brochure, and a mass mailing.



### Module One: Manage Document Options And Settings

#### Manage Documents And Templates

- Modify Existing Templates
- Copy Custom Styles, Macros, And Building Blocks To Other Documents Or Templates
- Manage Document Versions
- Compare And Combine Multiple Documents
- Link External Document Content
- Enable Macros In A Document
- Display Hidden Ribbon Tabs
- Change The Application Default Font

#### Prepare Documents For Review

- Restrict Editing
- Mark A Document As Final
- Protect A Document With A Password

#### Manage Document Changes

- Track Changes
- Manage Track Changes
- Lock Or Unlock Tracking
- Add Comments
- Manage Comments

### Module Two: Design Advanced Documents

#### Perform Advanced Editing And Formatting

- Find And Replace Text By Using Wildcards And Special Characters
- Find And Replace Formatting And Styles
- Set Advanced Page Setup Layout Options
- Link Text Boxes
- Set Paragraph Pagination Options

- Resolve Style Conflicts By Using Past Options

### **Create Styles**

- Create Paragraph And Character Styles
- Modify Existing Styles

## **Module Three: Create Advanced References**

### **Create And Manage Indexes**

- Mark Index Entries
- Create Indexes
- Update Indexes

### **Create And Manage References**

- Customize A Table Of Contents
- Insert And Modify Captions
- Create And Modify A Table Of Figures

### **Manage Forms, Fields, And Mail Merge Operations**

- Add Custom Fields
- Modify Field Properties
- Perform Mail Merges
- Manage Recipient Lists
- Insert Merged Fields
- Preview Merge Results

## **Module Four: Create Custom Word Elements**

### **Create And Modify Building Blocks, Macros, and Controls**

- Create Quick Parts
- Mange Building Blocks
- Create And Modify Simple Macros
- Insert And Configure Content Controls

### **Create Custom Style Sets And Templates**

- Create Custom Color Sets
- Create Custom Font Sets
- Create Custom Themes
- Create Custom Style Sets

### **Prepare A Document For Internationalization And Accessibility**

- Configure Language Options In Documents
- Add Alt Text To Document Elements
- Manage Multiple Options For +Body and +Heading Fonts
- Utilize Global Content Standards

## Word 365 Essentials – Fee \$499.00

Welcome to the Office 365 Word Web App Essentials workshop. With Office 365, you can access your documents anywhere, and make some basic changes without using a computer where your desktop Office applications are installed.

With Office 365 Word your participants will learn how to edit, share, and publish Word files using the Office 365 interface. The Office 365 experience is designed to render your documents to look exactly like they would when printed, from nearly anywhere in the world. This tool provides its users the freedom to work from anywhere.



### Course Outline

#### Module One: Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### Module Two: Welcome to Office 365 Web Apps

The Home Page  
The Team Site  
Shared Documents  
Uploading a Document  
Module Two: Review Questions

#### Module Three: Viewing Web App Documents (I)

Opening a Document Overview  
of the Reading View Paging  
Through Documents Printing  
From the Reading View Finding  
Text in Your Document Closing  
Documents  
Module Three: Review Questions

#### Module Four: Viewing Web App Documents (II)

Zooming in your Document  
Using the Pop Out  
Editing in Browser  
About Converting Documents  
Opening in Work  
Module Four: Review Questions

**Module Five: Editing in the Browser**

A New File  
Saving Files  
The Word Web App Interface  
Typing Text  
Selecting Text with the Mouse or Keyboard  
Editing and Deleting Text  
Module Five: Review Questions

**Module Six: Basic Editing Tasks**

Using Cut, Copy, and Paste  
Using Undo and Redo  
Checking Your Spelling  
Setting the Proofing Language  
Printing from the Editing View  
Accessing the Reading View  
Module Six: Review Questions

**Module Seven: Font Formatting**

Understanding Levels of Formatting  
Changing Font Face and Size  
Changing the Font Color  
Adding Font Enhancements  
Highlighting Text  
Module Seven: Review Questions

**Module Eight: Formatting Paragraphs**

Setting the Alignment  
Using Indents and Tabs  
Adding Bullets and Numbering  
Text Direction  
Module Eight: Review Questions

**Module Nine: Working with Styles**

About Styles  
Quick Styles versus the Style Gallery  
Applying a Style  
Clearing Formatting  
Module Nine: Review Questions

**Module Ten: The Insert Tools (I)**

Inserting a Table  
Adding Text to a Table  
Inserting Links  
Module Ten: Review Questions

**Module Eleven: The Insert Tools (II)**

Inserting Pictures

Inserting Clip Art

Working with Pictures

Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

Words from the Wise

Lessons Learned

Parking Lot

Completion of Action Plans and Evaluations