

Administrative Support

Proven Skills for Administrative Professionals
Supervisory Skills for Administrative Staff
Communicating with Style
Assertive Communication
Working with Difficult and Challenging People
Coaching Skills-Teaching Others What You Know
Time Management
Life Balance

Business Management Skills

Math Skills for the Workplace
Introduction to Project Management
Microsoft Project Standard 2003 Workshop
Project Management Certificate Program
Project Risk Management
Smart Project Management
Hardball Planning and Budgeting
Multiple Project Management
Project Management Executive Overview
Integrated Project Management
Project Procurement Management
Help Me Help You!
Project Risk Management
Project Management Executive Overview
Smart Project Management
Integrated Project Management
Sustainable Business Advantage
Introduction to Green IT

Business Writing and Presentation Skills

Public Speaking
Effective Presentation Skills
Core Writing
Intermediate Writing
Report Writing
Grammar and Proofreading
Audit Report Writing
Perfect E-Mail
Write That Letter! - Sharpen Your Business Writing Skills
Write vs. Wrong - Sharpen Your Writing Skills
Speed Reading Skills
Presentation Zen - The Art & Science of PowerPoint
Communicating with Confidence

Communication and Interpersonal Skill Development

Assertive Communication
Communication Skills
Myers-Briggs Communication
Preventing Professional Burnout
Stress Management
Advanced Stress Management and Relaxation Skills
EI: Emotional Intelligence In The Workplace
Lateral Mentoring
Staff Development Retreat
Team Etiquette
Resilience
Dealing With Transition
A Common Vision: Creating A More Spiritual (Not Religious) Work Ethic And Work Environment
Creating Balance In The Workplace
POSITIVE THINKING: Techniques for Getting the Most out of Life and Work
Working Here is Killing Me
Harnessing the Power of Social Networking
LinkedIn.com: Online Networking for Professionals

Customer Service

Directors of First Impressions
Effective Telephone Techniques
Internal and External Customer Service
Positive Customer Service
Managers Focused on Customers
Customer Service Training
Managing Everyday Hassles in the Workplace

Employee Development

Communication Skills
Working With Leadership
Myers-Briggs Work Relations
Critical Thinking, Problem Solving and Decision Making
Conflict Resolution
Challenging People
Workplace Conflicts: Successful Managing Interpersonal Conflict
Who Moved My Cheese?
Coping with Organizational Change
EI: Dealing With Difficulty
Time Management: Leveraging Time At Work
Facilitating Meeting Effectiveness as a Participant
Building Teams
Intact Team Development: Becoming a High Performing Intact Team
Myers-Briggs Team Development
Balancing Work and Family
Aspiring Supervisor Program
Managing Your Caseload: Time Management within Human Services
Ethics for Counselors and Social Workers

Young Professional Women's Workshop
Attention, Boundaries and Choices: The ABCs of Sustainable Time Management
Managing Up
Working Here is Killing Me
Delivering Outstanding Customer Service During Challenging Times
POSITIVE THINKING: Techniques for Getting the Most out of Life and Work

Human Resource Management

Human Resources: Dealing with Personnel Issues
Hiring the Best
Interview Skills
EPRS Training for Supervisors and Managers
Employee Recognition and Rewards
Engaging in Performance Evaluation -Effective EPRS Communication Skills for Employees
Understanding and Preventing Sexual Harassment For Managers
Understanding and Preventing Sexual Harassment for Staff
Career Development -Introductory
Career Development -Advanced
Developing Cost-Effective Systematic Career Guidance for an Agency, School or College Setting
Training for Trainers; Instructional Design
Ethics: Doing The Right Thing
Professional Boundaries
Balancing Work And Family
Smoking Cessation
Worker Safety: Defusing Tense Situation and Violence

Management/Supervisory Skills

Making the Transition to Manager
Techniques of Supervision
Managing in the 21st Century
Supervisor Development
Results-Driven Supervision Seminar
Performance Training For Managers and Supervisors
Supervisor Seminar For Experienced Supervisors and Managers
Leading and Motivating Your Staff to Success
Leadership Skills For Experienced Managers and Supervisors
Situational Leadership Skills
Decision-Making Strategies
Supervisor Communication
Communicating for Influence and Impact
Effective Constructive Criticism and Feedback
Continuous Performance Feedback
The Manager as Coach
Coaching Skills for Leaders
Consulting Skills for Leaders: Achieving Results with Influence Instead of Authority
Increasing Productivity and Fulfillment
Managing Change
Leading Cynics, Victims and Bystanders through Change
Conflict Management
Constructive Disagreement

Collaborative Problem-Solving
Building High Performance Teams
Team Building: Together We Can Make a Difference
Effective Group Facilitation Skills
Strategic Planning
Introduction to Project Management
Leading Effective Group Planning Sessions
Effective Meetings
Ethics: Doing The Right Thing
Time Management for Supervisors and Managers
Career Resiliency
GENERATION Y - How to Manage Digital Natives
Bringing Out the Best in Your People
Emotional Intelligence
Effectively Managing Challenging Employee Behavior

Strategic Communication

Communicating with Special Populations - Half-Day Class
Crisis Communications Training
Media/Spokesperson Training
Planning for Public Meetings - Half-Day Class
Risk Communication - Basic Level
Risk Communication - Advanced Level
Convening Breakthrough Public Conversations
Facilitation & Consensus Building - Half-Day Course
Leading Skillfully in Permanent White Water
Navigating Organizational Politics
Appreciating & Leveraging Our Differences Using the MBTI
Systems Thinking
Leading Through Conflict

Diversity, Culture and Language Training

Managing A Diverse Workforce
Diversity In The Workplace
Thriving In A Diverse Workplace
Respect In The Workplace
Occupational Spanish
Cross Cultural Training In the Workplace Series
ESL English As A Second Language -Speaking
ESL English As A Second Language -Writing
The Generations: The New Diversity In The Workplace
Occupational Portuguese
American Sign Language

Webinars

Leadership
Change Management
Leader as Coach
Effective Delegation
Conflict Resolution
Effective Listening
Harnessing the Power of Social Networking
LinkedIn.com: Online Networking for Professionals

Coaching

Coaching Tools for Leaders
Team Coaching: Understanding and Improving the Dynamic Interplay Among Team Members
Taking Your Team To The Next Level: A Team Coaching Experience
Personal Strategic Planning: A Successful Leader's Tool For Achieving Work-Life Balance
Be Your Best - Goal-Focused Individual Coaching Designed to Bring You To The Next Level As A Leader
Leading With Impact: A Coaching Group For Experienced Leaders Wanting To Be The Best They Can Be
Emerging Leaders: A Coaching Group For Leaders On The Rise