



INSTRUCTOR LED TRAINING PACKAGES EXCLUSIVELY FOR E-UNIVERSITY MEMEBERS

LEADERSHIP TRAINING	SALES TRAINING	SERVICE TRAINING	CORE SKILLS TRAINING
BUSINESS PLANNING Getting Started Creating a Plan Your Business Plan CHANGE MANAGEMENT Why Manage Change? The Stress of Change Ready for Change CHANGE READINESS It Is a Matter of Choice Processing Change Is an Individual Journey What to Do During Times of Change Assessing Organizational Change Performance COACHING AND MENTORING The Different Roles Focus on the Coach Focus on the Mentor DEALING WITH DIFFICULT PEOPLE Addressing Difficult Behaviors Specific People and Situations What's the Problem? EMOTIONAL INTELLIGENCE (EQ) What Is EQ and Why Does It Matter? Why EQ Matters in Business The Case for EQ in Your Workplace ENGAGING EMPLOYEES Level of Engagement What Leaders Can Do Strategies of Engagement	BE YOUR COMPANY'S BEST ASSET How Things Occur to Others Change Starts with Language Demonstrate Your Commitment to the Future CONSULTATIVE SALES CALL PROCESS Overview of Process and Stages Pre-Call Planning Greeting and Discovery Solutions-Based Presentations Call to Action — Close Follow-up Stages of Commitment EFFECTIVE NEGOTIATIONS Advantages of Preparation Steps and Styles Approaches and Tactics ENTREPRENEURIALISM IN SALES Applying Entrepreneurial Characteristics Prospecting and Qualifying Discovery and Solution Presentation FACILITATION SKILLS Examining Facilitation Versus Presentation Sharpening Your Facilitation Skills Different Facilitation Activities GOING BEYOND BUYING MOTIVES Matching and Mirroring for Sales Success Sharpen Your Sales Communication The Buying Decision Process	BUILDING RELATIONSHIPS Defining Customer Relationships Key Components of Customer Relationships Mastering Ongoing Customer Relationships CREATIVE PROBLEM SOLVING Developing Creativity Questions and Processes Approaches for Creative Solutions CUSTOMER SERVICE How to Better Serve Today's Customer Improve Customer-Interaction Skills Service Recovery CUSTOMER SERVICE MODEL Start with Service Supporting Your Clients Repeat Service — Repeat Customers MASTERING CONVERSATION Elements of Great Conversation Build an Environment that Supports Dialogue Facts Articulate Core Themes (F.A.C.T.) RELATIONSHIPS THAT WORK AT WORK Learning Your Personal Behavioral Profile Diagnosing Others' Behavior Style How to Modify Our Behaviors to Work Better with Others	ACHIEVE TEAM RESULTS Building an Effective Team Fundamentals of Successful Teams The Power of Teams ATTITUDES AND ACTIONS It Starts with You It's a Choice What Your Actions Say About You CREATING A PROACTIVE MINDSET Choose Your Own Path Create a Bigger Picture EFFECTIVE COMMUNICATIONS Communicate to Build Relationships The Art of Asking Questions Increase the Power of Your Email Communications GENERATIONAL DIVERSITY Leading the Multi-Generational Workforce Learning from the Multi-Generational Workforce GENERATIONS IN-DEPTH A Baby Boomer Perspective A Generation X Perspective A Generation Y Perspective INTERVIEWING FOR ADVANCEMENT Preparing for an Interview Self-Promotion Interviewing Process and Follow-up INFLUENCE AND PERSUASION Using Influence to Grow Relationships Creating Influence Likeability, Trust and Allies

FACILITATION SKILLS

Examining Facilitation
Versus Presentation
Sharpening Your
Facilitation Skills
Different Facilitation
Activities

INNOVATE NOW

Four Types of Innovation
People Make Innovation
Possible
Reinvent Partnerships
Through Innovation

LEADING CHANGE

The Impact of Change
Processing Change
Communicating Change

**MOTIVATE YOUR TEAM,
GET MOTIVATED**

Self-Motivation
Team Motivation to
Achieve Success

PRESENTATION SKILLS

Develop Your Platform
Skills
Apply Presentation Skills
Create Memorable
Presentations
Apply Presentation Skills
with Added Value

STRATEGIC THINKING

Defining Strategic Thinking
Tools to Facilitate Strategic
Thinking
Putting Strategic Thinking
into Action

SUCCEED IN ANY**ECONOMY**

Clarity and Standards
Commitment and
Responsibility
Recognition and Teamwork

HANDLING OBJECTIONS

Objections as
Opportunities
A Model for Handling
Objections
Objection Handling
Techniques

PRESENTATION SKILLS

Develop Your Platform
Skills
Apply Presentation Skills
Create Memorable
Presentations
Apply Presentation Skills
with Added Value

PSYCHOLOGY OF THE**SALES PROCESS**

Identifying the Real
Competition
Actions Throughout the
Sales Process
Why Our Customers Buy
from Us

TIME MANAGEMENT

Prioritization and Planning
Develop Effective
Strategies

USE QUESTIONS FOR**SALES EXCELLENCE**

Ask Great Questions
Discover More with
Questions
Remove Sales Barriers with
Questions

VALUE MESSAGING

The Value of Features and
Benefits
Create Customer-Focused
Sales Messages

**THE POWER OF
COLLABORATION**

Together We Succeed
Chart a New Course

TIME MANAGEMENT

Prioritization and Planning
Develop Effective
Strategies

LISTENING SKILLS

Become an Involved
Listener
Understand the Message
Complete Understanding

**MAKING THE RIGHT
DECISIONS**

Refine Your Process
Big-Picture Decision
Making

MANAGING CONFLICT

The Impact of Conflict on
Relationships
Strategies and Specific
Methods of Persuasion for
Managing Conflict
Improve Abilities to
Resolve Conflict

MOVING BEYOND YOUR**COMFORT ZONE**

Defining Your Comfort
Zone
What Are the Risks and
Rewards?
Reinvention

PERSONAL LEADERSHIP**AND ACCOUNTABILITY**

Leadership Characteristics
Set Expectations and Be
Accountable
Your Main Thing

RELATIONSHIPS THAT**WORK AT WORK**

Learning Your Personal
Behavioral Profile
Diagnosing Others'
Behavior Style
How to Modify Our
Behaviors to Work Better
with Others

TEAM BUILDING

Team Identity
Team Effectiveness
Creating Successful Teams

TIME MANAGEMENT

Prioritization and Planning
Develop Effective
Strategies

TALENT MANAGEMENT

Defining Management Styles

Leader Characteristics

Team Engagement

TRUST 101

Trust Starts with You

Building Trust

Become a Trusted Adviser

TURNING KNOWLEDGE INTO ACTION

Planning Leads to the Right Actions

Negative Thinking Acts as a Barrier to Progress

Be Accountable

LEADERSHIP TRAINING	SALES TRAINING	SERVICE TRAINING	CORE SKILLS TRAINING
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