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Popular Programs

Succession Planning

Do you have the right employees ready for key positions as they open? Do you have a system for capturing and transferring knowledge before it leaves the organization? Learn about the elements of a succession plan.

Length: 1-2 hours or 1 day

Top 10 Dos & Don'ts for Employee Complaints & Investigations

Incorrectly conducted employee investigations or mishandled complaints can be costly to your organizations in not only dollars but in the loss of morale or even valuable employees. Learn the *Dos* and *Don'ts* of handling internal complaints and investigations.

Length: 1-2 hours

Hire Right or Fire Often

Bad interviewing and the resultant poor employee selection are the root cause of the majority of people problems in an organization. Your employees are the cornerstone of your company's foundation. Learn quickly how to pick out the winners.

Length: 1-2 hours or 1 day

Scheduling

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Troubleshooting Incentive Plans- Where Did We Go Wrong?

Incentive plans always start with good intentions but plans often don't reward employees or work as intended. Learn the *Ins* and *Outs* of good incentive plan design.

Length: 1-2 hours or ½ day

The Performance Review Process

Dread performance review time. You're not alone. Most managers would rather go to the dentist than do performance reviews. Learn how to set and monitor expectations and goals. Plan your process, including the language and the setting for useful communication and maximum participation from your employees.

Length: 1-2 hours or ½ day

To discuss one of these programs or to schedule training, please contact Teri Morning, at (317) 566-1282, teri@terimorning.com or www.terimorning.com

Myers-Briggs Personality Inventory for Teams

The Myers-Briggs Personality Inventory has long been a benchmark tool used by companies the world over. Take the Myers-Briggs Personality Inventory yourself. Begin to understand why you interact with team members the way you do, and more importantly, how to motivate others according to what really is important to them.

Length: 2-4 hours

Conflict Resolution Skills

This program examines the basis for conflict in the workplace, and the variety of factors responsible for conflict in the workplace. Learn your own conflict style! Options are presented for conflict resolution, as well as methods of clarifying expectations, work rules and policies.

Length: 4-8 hours

HR Policy & Processes Pitfalls

No one has time to make every mistake and learn from them. When it comes to your employees you certainly don't have that luxury. Most managers make the same HR mistakes over and over. Save yourself the time, headaches, money or even loss of good employees that accompanies do it yourself learning.

Length: 1 day

Diversity Is Good Business

Demographics show us that the workplace of the future will be extremely diverse. Strong organizations will learn to advance not obstruct diversity to meet the needs of their workplace. This workshop discusses both the facts and the skills needed to lead a diverse staff.

Length: 2-4 hours

Challenges of Change

What impact will a fast changing world have on your business? Join us as we take a look at change and successful models to deal with the challenges of change.

Length: 1-2 hours

Business Development

Facilitation and Panel Discussions

Facilitation, guided discussion and panel discussion facilitation services available. Call me to discuss how we can best serve your event.

Developing Sales Cultures

Help staff create a sales culture - no longer a luxury for businesses. Learn what each person and level in the organization needs to do to help a business develop and maintain a sales culture.

Length: 2-4 hours

Scheduling

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Do It Yourself SWOT Analysis

SWOT analysis is a framework for analyzing your **S**trengths, **W**eaknesses, **O**pportunities and **T**hreats. Learn a framework to identify strengths to maximize opportunities, view honestly your weaknesses, and assess objectively your threats.

Length: 4 hours- 1 day

Business 2015

What will your business look like in the future? Join us as we take a futuristic look at the year 2015. We'll cover new social mores, employee trends, demographics, and ideas for the future.

Length : 2-4 hours

Management & Supervisory Development

Developing Exceptional Leadership

Leadership is not the same as management. Learn how to encourage commitment, change leadership patterns, and achieve success with integrity.

Length: 2-4 hours

Successful Teamwork

There are teams and then there are TEAMS! Learn how to work better as a team, by examining team dynamics and leadership skills for teams.

Length: ½ -1 day

Delegating For Results

Trying to do it all and accomplishing nothing? Successful managers delegate everything they can, but there's a difference between delegating and just pushing work at someone else. This workshop will show you how to organize and clarify tasks, speak-up, follow-up and evaluate the results.

Length: 1-2 hours

Understanding Generational Differences

The Entitlement Generation, Gen X, Y, and Baby Boomers - 4 generations in the workforce! What is a generational difference? Learn how we can capitalize on the uniqueness amongst generations, while minimizing our weaknesses.

Length: 1-2 hours

Scheduling

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The Front Line Manager

Give your front line and new managers the basic tools they need to be successful as a new manager.

Length: 4-8 hours

Front Line Answers

Dealing With Difficult Customers

Difficult customers are a fact of life. Learn how to tame those tigers into pussycats and make those difficult customers; customers for life.

Length: 2-4 hours

Interpersonal Skills: Understanding Your Impact on Others

Recognize your contributions to interpersonal relationships (and problems). This workshop provides the tools to enhance critical interpersonal skills. Covers impact of interpersonal styles on communications and how to deal positively with problem customers and co-workers.

Length : 2-4 hours

Customer Relations

To your customers your front-line personnel are the business, so good customer relations are the foundation of your business. This workshop covers professional customer service and image, telephone transactions and resolving conflicts.

Length: 2-4 hours

I HATE Sales!

This session emphasizes increasing employee confidence so sales presentations are viewed as benefits to customers rather than punishments to employees.

Length: 2-4 hours

Assertive Communication

Learn how to say what you mean and get what you want without being mean. Also, how to communicate more successfully by practicing some behavioral and grammar modifications.

Length: 1-2 hours

Scheduling

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Manage Your Time/Manage Your Stress

Not enough hours in the day? Do the things that used to bring you pleasure don't anymore because you have no time to enjoy them? Then fit this short workshop into your schedule and learn how to get a grip on your time and consequently your stress.

Length :1-2 hours

The Front Line Professional

Dress, image, professionalism and basic customer service skills are taught at this class that teaches your front line staff the basics to be successful in those all important front line jobs.

Length: 2-4 hours

HR Solutions

Orientating Employees.

Get the most from your training dollar. How to plan employee training, orientate new employees and choose methods of how to train new and veteran employees.

Length: 2-4 hours

How To Write Job Descriptions

How to write effective job descriptions that clearly outline job expectation and essential functions to use in your performance planning & review process.

Length: 2-4 hours

HR Compliance for Managers and Non HR Professionals

Managers don't need to be HR experts but they do need to have a basic understanding of fundamental HR laws to know how they affect supervising their employees. We'll cover the basics in this short program.

Length: ½ -1 day

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<http://www.myersbriggs.org/>

Length: 2-4 hours

DISC Profile Personality Test

Offering DiSC Profile System test assessment for behavior profiling, and team building.

<http://www.discprofile.com/>

Length: 2-4 hours

Scheduling

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