



Apollostraat 6
Oranjestad, Aruba Dutch Caribbean
Website: www.pswever.com
Email: info@pswever.com
Tel: +(297) – 583 – 7722
Fax: +(297) – 583 – 6111
Cell: +(297) – 594- 7722

Overview of Training Programs that we offer:

List of some custom made training programs

- 1) Vliegen Zonder Angst
- 2) Psychische klachten signaleren op de werkvloer
- 3) Assertiviteit voor studenten
- 4) Con pa maneha cambio
- 5) Teambuilding
- 6) Conflicthantering
- 7) Gesprekstechnieken
- 8) Training voor jonge werkzoekenden

Human Resources Training programs

- 1) Anger Management: Understanding Anger- Yours and others
- 2) Change Management: Change and how to deal with it
- 3) Conducting Effective Performance Reviews
- 4) Conflict Resolution: Getting along in the Workplace
- 5) Customer Service Training: Managing Customer Service
- 6) Hiring Smart: Behavioral & Performance Based Techniques
- 7) Orientation Handbook: Getting Employees Off to a Good Start
- 8) Performance Management: Managing Employee Performance
- 9) Problem Solving and Decision Making
- 10) Stress Management Training
- 11) Teamwork: Building Better Teams
- 12) Employee Dispute Resolution: Mediation through Peer review

Supervisor and Manager training programs

- 1) Budgets and Managing Money
- 2) Business Leadership: Becoming Management Material
- 3) Coaching: A Leadership Skill
- 4) Delegation: The Art of Delegating Effectively
- 5) Human Resources Training: HR for the non-HR-manager
- 6) Inventory Management: The Nuts and Bolts
- 7) Marketing and Sales
- 8) Meeting Management: The Art of Making Meetings Work
- 9) Motivation Training: Motivating your Workforce

- 10) Negotiating for Results
- 11) Project Management Training: Understanding Project Management
- 12) The ABC's of Supervising Others
- 13) Teambuilding: Developing High Performance Teams
- 14) The professional Supervisor

Career Development Training programs

- 1) Advanced Writing Skills
- 2) Building Self-Esteem and Assertiveness Skills
- 3) Business Etiquette: Gaining That Extra Edge
- 4) Business Writing that Works
- 5) Communication Strategies
- 6) Conflict Resolution: Dealing with Difficult People
- 7) Customer Service: Critical Elements of Customer Service
- 8) Public Speaking: Speaking Under Pressure
- 9) Skills for the Administrative Assistant
- 10) Speak Easy: Conquering Your Fear of Speaking in Public
- 11) The Minute-Taker's Workshop
- 12) Time Management: Get organized for Peak Performance
- 13) Writing Reports and Proposals
- 14) Working Smarter Using Technology to Your Advantage

Sales and Marketing Training programs

- 1) Building Relationships for Success in Sales
- 2) Dynamite Sales Presentations
- 3) Overcoming Objections to Nail the Sale
- 4) Selling Smarter
- 5) Prospecting for Leads like a Pro
- 6) Telemarketing: Using The telephone as a Sales Tool

Workplace Essentials Training programs

- 1) Diversity Training: Celebrating Diversity in the Workplace
- 2) Safety in the Workplace
- 3) Workplace Harassment: What it is and What to do about it
- 4) Workplace Violence: How to Manage Anger and Violence in the Workplace
- 5) Business ethics for the office

Abovementioned training programs can be tailored to the needs of your organization. If the need arises to further discuss these tailored options, please do not hesitate to contact us,

Hoping to have informed you accordingly, I remain,

Drs. Lilah Maduro Wever
Psychologist NIP