

## Overview of training programs that we offer:

### Example of 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