



**TriOpus Group**

**Programs**



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## 360° Feedback That Counts *1 Day*

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### Workshop Overview

Everyone sees the value of meaningful specific feedback. Many people think of it as a top down process. The reality is that feedback is good for and vital to all members of a company including management and executives. This program outlines the components and processes that must be in place if your program is to be a success. In addition, the pitfalls inherent in a 360° Feedback program and the challenges you will face in utilizing one will be examined. A typical 360° Feedback format will be reviewed. The option to utilize our 360° Feedback process and reports is available to clients interested in making the 360° commitment. Generally this process involves strategic planning, staff roll-out and follow up sessions and is customized to the client's needs.

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### Who Should Attend?

This program is designed for all officers within an organization that are considering 360° Feedback. This audience would include Executives, Managers, Supervisors, and Human Resource Specialists.

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### What You Will Learn

Participants will:

- Learn that 360° Feedback is the beginning of a process that has no end.
- Appreciate the roles that privacy and trust play in effective 360° Feedback.
- Understand the full 360° Feedback process from start to finish.
- Estimate the time, effort and cost of implementing a 360° Feedback process within an organization.

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### After The Workshop, You'll Be Able To:

1. Analyze the investment needed for your company to adopt a 360° Feedback environment.
2. Outline the advantages and disadvantages of the process to others members of your company.
3. Understand the 360° Feedback process thoroughly.
4. Embrace the need for independence and anonymity in the process.

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### Other Features

Maximum class size is 20.

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.



## Behavioural Interviewing That Counts *1 Day*

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### Workshop Overview

One of the reasons that companies have to let people go is that they hired them in the first place! Retaining the best talent for our organizations is a major challenge facing leaders in today's world. Hiring the right people for the right jobs is essential. Unfortunately this doesn't always happen. Poor or non-existent behavioural interviewing can have serious consequences to your company where sales and productivity fall short, morale is negatively impacted and the costs associated with hiring, training, re-training and replacing individuals adds up. This program hones your behavioural interviewing skills and gives you the tools you need to adequately assess and hire the best candidates for your organization.

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### Who Should Attend?

This program is designed for people that have the responsibility of ensuring the best people are hired. This will include Executives, Managers, Supervisors, and Human Resource Specialists.

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### What You Will Learn

Participants will:

- Understand what 'Behavioural Interviewing' is.
- Understand the steps in the behavioural interview model.
- Identify the benefits of using the behavioural interview process.
- Examine the advantages of a team approach in behavioural interviewing.
- Practice the model in a real life hiring situation.
- Develop a plan to use the skills back in the workplace.

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### After The Workshop, You'll Be Able To:

1. Assess the needs of the vacant job.
2. Fully prepare for the interview.
3. Effectively lead and conduct a behavioural interview.
4. Clearly evaluate the interviewees.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of eight participants.



## Building Customer Relationships That Count *2 Days*

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### Workshop Overview

The primary goal of this program is to provide the necessary skill sets to effectively build solid customer relationships. This is achieved by enabling the participants to have value added conversations with their customers, ask more effective questions, build rapport and trust, and increase their comfort in having productive discussions with decision makers. This, in turn, will be a contributing factor to increased customer retention and sales. This course is targeted to individuals who have regular contact with clients but are not necessarily in a customer care or sales function such as delivery personnel, service technicians, janitorial staff etc.

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### Who Should Attend?

This program is designed for people who have the responsibility of selling the company's products and services and of building profitable relationships. This will include Sales Representatives, Customer Service Representatives, Senior Management and Middle Management.

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### What You Will Learn

Participants will:

- Differentiate between a satisfied customer and a loyal customer.
- Establish common ground with the customer to enhance the relationship, they will like you, trust you and continue to be loyal to you.
- Define what 'value added' conversations mean.
- Define what it means to take a 'consultative' approach in order to proactively understand the needs of the customer and to match the needs with the right product offering.
- Understand the differences between open-ended and closed-ended questions and identify effective questions that engage your customer in conversation beyond the 'friendly chats'.
- Discuss how to turn a customer complaint into a productive situation and a satisfied customer through the use of 'Relationship Responses'.

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### After The Workshop, You'll Be Able To:

1. Effectively and proactively build profitable and loyal relationships with your customers.
2. Engage customers in meaningful and value added conversations.

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### Other Features

Maximum class size is 15.

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.



## Call Centre Customer Care *1 Day*

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### Workshop Overview

Providing superior customer service over the telephone is non-negotiable in a Call Centre. This program places a strong emphasis on the role that excellent (and proactive) customer service plays in retaining your customers and contributing to the success of your company. The vital aspects of telephone communication and the skills associated with diffusing upset customers are examined. You will leave the program confident in delivering superior customer service over the telephone to all your internal and external clients.

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### Who Should Attend?

Inbound and Outbound Call Centre Representatives, Managers, and Supervisors.

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### What You Will Learn

Participants will:

- Learn the benefits of providing superior customer service.
- Review the top ten qualities of the best telephone customer care professionals.
- Discuss and practice active listening and how to diffuse customer emotion.
- Discuss how to turn a customer complaint into a productive situation and a satisfied customer through the use of 'Relationship Responses'.
- Examine the impact tone and word choice has on communication over the phone.
- Practice using open-ended questions to uncover customer needs.
- Identify ways in which one can 'wow' a customer - every interaction is a moment of truth.
- Understand how to build relationships over the phone within the expected call-handle-time parameters.

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### After The Workshop, You'll Be Able To:

1. Confidently deliver superior customer service over the telephone to all your internal and external clients.
2. Ensure customer complaints and concerns are dealt with in a positive and professional manner.
3. Proactively build relationships and earn customer loyalty.

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### Other Features

Maximum class size is 15.

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.



## Coaching That Counts *2 Days*

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### Workshop Overview

You can't do it alone. As a leader, this has never been truer than it is right now. Today's best leaders are also excellent coaches. They realize that they must get the most out of their teams by creating a safe coaching environment in their workplaces. They also understand that improvements in results occur only by focusing effort on building and reinforcing the skills necessary to complete the activities which drive results. This exciting interactive program gives leaders the understanding, tools, and practice to make them effective coaches in today's workplace. In the program, participants will learn our effective Coaching Model, establish its uses, and practice its use before planning how to implement a coaching culture in the workplace.

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### Who Should Attend?

All officers responsible for Coaching, Mentoring, and Leadership within your company including Senior Executives, Management, and Supervisors.

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### What You Will Learn

Participants will:

- Understand their roles as coaches.
- Compare the differences between Motivation and Inspiration.
- Identify what motivates them and those they lead.
- Discuss what great coaches do.
- Understand the Coaching Model.
- Practice the Coaching Model.
- Understand the importance of coaching to results.
- Learn how to coach through conflicts.
- Plan to use the coaching skills in the workplace.

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### After The Workshop, You'll Be Able To:

1. Coach effectively using the Coaching Model.
2. Help your company establish a coaching culture.
3. Teach coaching techniques to co-workers using the Coaching Model.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of twelve participants.



## Conflict Resolution *1 Day*

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### Workshop Overview

Conflict in the workplace can and does negatively affect your business, your employees and most importantly your customers. As a result, targets can be missed, sales lost, and budgets overrun. This fun interactive one-day program will show you how to resolve conflict quickly and effectively, thus minimizing the impact to the organization and its results. You will learn that, as a leader, it is your responsibility to resolve conflict. Your employees will be watching you to see how you deal with the problem. This program gives you the essential skills you need to do so.

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### Who Should Attend?

All employees responsible for Conflict Resolution including Executives, Managers, Supervisors, and Frontline workers.

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### What You Will Learn

Participants will:

- Understand both the negative and positive impacts that conflict can have on the effectiveness of the business.
- Differentiate between healthy and unhealthy conflict.
- Understand that, as a leader, you are responsible for facilitating conflict resolution.
- Discuss the importance of hearing all perspectives and reaching common ground the problem or conflict.
- Practice techniques and use a seven step process to effectively resolve conflict.

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### After The Workshop, You'll Be Able To:

1. Advise those involved in conflict how it is affecting performance and the possible consequences of unresolved conflict.
2. Use a seven step process to effectively deal with conflict:
  - i. Identify conflict and act immediately.
  - ii. Clearly express what conflict you are observing and its impact.
  - iii. Involve team members to describe the conflict.
  - iv. Effectively summarize what has been said, identifying points of agreement and disagreement.
  - v. Encourage team members to suggest solutions.
  - vi. Get agreement and commitment.
  - vii. Conduct follow-up discussions.
3. Encourage healthy conflict to stretch the team's thinking and performance.

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### Other Features

This program emphasizes hands-on skills practice to give participants significant opportunity to become comfortable with conflict resolution. Therefore, class size is limited to a maximum of 14 participants.



## Consultative Selling That Counts *2 Days*

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### Workshop Overview

Given the choice, customers and potential customers prefer to deal with people they know, like and trust. This fun, interactive program places a strong emphasis upon the importance of building a relationship with the client before discovering the client's needs and providing solutions. After understanding the importance of the relationship, you will be introduced to a sales model that will form the backbone of the workshop. The bulk of the session will include practicing the aspects of the model including how to deal with customer objections and how to confidently close the sale.

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### Who Should Attend?

This program is designed for people who have the responsibility of selling the company's products and services and of building profitable relationships. This will include Sales Representatives, Customer Service Representatives, Senior Management and Middle Management.

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### What You Will Learn

Participants will:

- Understand the significance that sales play in their organization's success.
- Determine what the company sales goals are; where they are today; where they need to be and by when.
- Define relationship selling: make a friend, make a customer.
- Describe the characteristics of effective sales people.
- Understand an ideal Sales Model.
- Practice using the Sales Model in realistic situations.
- Plan the use of the Sales Model in the workplace.

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### After The Workshop, You'll Be Able To:

1. Effectively build relationships with your clients and sell them exactly what they need.
2. Demonstrate confidence in using the 'Sales Model'.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of twelve participants.



## Customer Care That Counts *2 Days*

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### Workshop Overview

The customer may not always be right but the customer is always the customer. One of the biggest challenges facing organizations today is keeping customers happy, or at a minimum, just keeping customers. This program also places a strong emphasis on the role that excellent customer service plays in retaining your customers and contributing to the success of your company. You will learn to have value added dealings with your customers, create customer loyalty, how to diffuse customer emotion, and how to deal with difficult interactions. You will leave the program confident in delivering superior customer service to all your internal and external clients.

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### Who Should Attend?

All officers responsible for internal and external customer care within your company including Senior Executives, Management, Supervisors, and Frontline employees.

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### What You Will Learn

Participants will:

- Learn the benefits of providing superior customer service.
- Investigate the intricacies of human behaviour and how to adapt and connect with others more effectively.
- Understand 'Relationship/Needs Based Selling'.
- Develop their listening skills and learn how to avoid making assumptions.
- Explore how to provide customer care over the telephone.
- Understand how to deal with complaints effectively.

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### After The Workshop, You'll Be Able To:

1. Provide quality customer care.
2. Lead value added conversations.
3. Proactively uncover customer needs.
4. Create customer loyalty.
5. Ensure customer pleasure.
6. Provide customer care over the telephone.
7. Effectively handle the gift of customer complaints.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of twelve participants.



## Facilitation Skills That Count *2 Days*

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### Workshop Overview

Have you ever said that someone is a "natural facilitator?" As natural as it may have seemed, effective facilitation is a craft that must be learned like any other. This program is designed for both the novice and more experienced Facilitator or Trainer. It is also of great value for those required to facilitate effective meetings. The session focuses on three main areas: understanding how adults learn; learning and practicing effective facilitation techniques; and understanding and practicing how to deal with difficult participants. You will also learn to deal with your facilitation fears, how to involve the whole group, and how to use media effectively. This fun, interactive program will give you the skills to immediately facilitate effectively. Once you complete the program, you'll be on your way to being a 'natural.'

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### Who Should Attend?

This program is designed for all individuals involved in facilitating training sessions, interventions and meetings.

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### What You Will Learn

Participants will:

- Understand the basic 'Adult Learning Process'.
- Understand the preparation essential to conducting effective meetings and training sessions.
- Learn and practice effective facilitation techniques.
- Understand and practice dealing with difficult participants.

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### After The Workshop, You'll Be Able To:

1. Define adult learning.
2. Motivate learners and handle unmotivated learners.
3. Link learning to the business needs/issues.
4. Create an enjoyable learning setting.
5. Use techniques to encourage participation.
6. Employ effective questioning techniques.
7. Give specific and clear direction.
8. Give positive and developmental feedback.
9. Create useful flipcharts and use media effectively.
10. Deal with unproductive behaviours.
11. Deal effectively with over and under-participation.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of eight participants.



## Insights® Into Leadership 2 Days

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### Workshop Overview

"Leadership" is not a job title. It is not restricted to those with a Manager's badge. It begins with leading our lives to achieve our goals and ambitions within the context of our values. In this course, we will examine ways that one can enhance personal leadership skills using the Insights Discovery® colour energies. You will, working in partnership with others, begin seeing yourself as the leader of your life professionally and personally.

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### Who Should Attend?

This program is designed for people who have the responsibility of leading and motivating others. This will include, but is not limited to, Executives, Managers, Supervisors, Project Leaders, and Human Resource Specialists.

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### What You Will Learn

Participants will:

- Learn about their preferred work style, how they communicate with others and how it impacts their relationships.
- Understand the concept that once you better understand your own interaction style and learn about others' styles, you can adapt and connect with others more effectively.
- Identify trust builders and destroyers. Trust is your most essential tool as a leader and without it you will not be successful.
- Discuss how to create a safe environment and a sense of employee loyalty. Participants will ask themselves the question, "Would you work for you?"
- Enhance coaching effectiveness by adapting coaching styles to meet the needs of others to get the most out of each employee.

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### After The Workshop, You'll Be Able To:

1. Adapt and connect more effectively with those you lead and manage.
2. Effectively motivate and inspire others.
3. Enhance your inter-personal skills thereby improving your own performance, the team's performance and ultimately create a more positive and productive environment.

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### Other Features

Class size is limited to a maximum of twenty participants

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Includes a Personal Insights Discovery® Profile.

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## Insights® Into Personal Effectiveness 1 Day

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### Workshop Overview

Being the best you can be starts by understanding who you are, including your strengths and your opportunities for improvement. This begins the journey of leading our lives to achieve our goals and ambitions within the context of our values. In this course, we will examine ways that one can enhance personal effectiveness using the Insights Discovery® colour energies. You will, working in partnership with others, begin understanding yourself as an individual. You will then learn about the gifts of those who are different from you and enhance your ability to connect more effectively with others, ultimately improving relationships, personally and professionally.

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### Who Should Attend?

This program is an excellent foundational day for teams looking to enhance their interpersonal communication and build understanding and trust among team members.

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### What You Will Learn

Participants will:

- Learn about their preferred work style, how they communicate with others and how it impacts their relationships with co-workers and customers.
- Understand the concept that once you better understand your own interaction style and learn about others' styles, you can adapt and connect with others more effectively.
- Define the communication 'do's and don'ts for each of the colour energies. Understand that successful teams and individual relationships come from understanding the value of others and respecting their differences and contributions.
- Review the team dynamics of the colour energies, highlighting the value that each of the colour energies offer. Participants will develop ideas on what to do 'more of' and 'less of' to adapt their style and connect more effectively with others.

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### After The Workshop, You'll Be Able To:

1. Adapt and connect more effectively with co-workers and customers.
2. Communicate more effectively with others.
3. Enhance your inter-personal skills thereby improving your own performance, the team's performance and ultimately create a more positive and productive environment.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Class size is limited to a maximum of twenty participants and includes a Personal Insights Discovery® Profile.

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## Insights® Team Effectiveness *2 Days*

### Workshop Overview

This program analyzes the effectiveness of new and existing teams to uncover the unit's strengths and developmental areas. The program uses a sophisticated state of the art diagnostic tool called the Insights Team Effectiveness System®. We will benchmark your team's performance against 16 critical elements, then work with you to develop a team action plan to increase the performance of your team, ultimately increasing the effectiveness and/or profits of your company.

### Who Should Attend?

Designed for intact teams within any type of organization.

### What You Will Learn

Participants will:

- Measure how well their team is doing against 16 critical success elements:

#### The 16 Elements

- |                             |                              |
|-----------------------------|------------------------------|
| • Decision Making           | • Valuing Differences        |
| • Accountability/Commitment | • Trust                      |
| • Vision                    | • Meetings                   |
| • Communication             | • Review of Processes        |
| • Creativity                | • Roles and Responsibilities |
| • Involvement               | • Problem Solving            |
| • Atmosphere                | • Approach to Task           |
| • Feelings                  | • Objectives                 |
- Analyze the team's effectiveness and uncover its strengths and opportunities to achieve desired goals and objectives.
  - Establish team action plans for performance improvement.
  - Benchmark team performance against other teams both inside and outside the company.

### After The Workshop, You'll Be Able To:

1. Implement an action plan that will enable the team to develop into a high performing team.
2. Review the team's performance over time and identify continued opportunities to improve and/or capitalize on its strengths.
3. Work together toward increasing performance and mutual satisfaction.

### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Includes an Insights® Team Effectiveness Profile.

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## Leadership That Counts *1 Day*

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### Workshop Overview

In the past, leaders were often hired for their technical expertise or they inherited the post due to seniority. Today's leaders have responsibilities and require skills far different from yesterday's leaders. Tomorrow's leaders will require even more varied skills and talents. Are you ready? This session is an excellent one-day introduction to a variety of essential leadership topics including how to build trust and the importance of effective coaching.

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### Who Should Attend?

This program is ideal for Executives, Managers or Supervisors who may be new to their role or who need to refocus on the vital aspects of their jobs.

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### What You Will Learn

Participants will have an understanding of:

- Leadership vs. Management – what's the difference?
- Responsibility to the bottom line.
- Trust – The most essential leadership tool.
- Effective decision making – who makes the decisions?
- How to create a safe environment – would you work for you?
- How to motivate themselves and their team.
- The importance of continuous learning.
- Why we prepare people to move on.
- Coaching for performance
- Forward Planning

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### After The Workshop, You'll Be Able To:

1. Understand clearly the role and challenges of the Leader in the 21<sup>st</sup> Century.
2. Determine exactly where you need to be and what your knowledge and skill gaps are.
3. Identify what you need to be able to do if you are to get the most from the teams you lead.

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### Other Features

This enjoyable, valuable, interactive day is facilitated using large and small group activities, discussions and individual work. This program is intended to bring focus and meaning to the leaders in attendance. Discussions and interactive activities are used to help them get a clear understanding of what leaders need to do. **It is not intended to be a skills-based learning session.**

In addition, it ideally sets the stage for other TriOpus Group programs such as Success Through Innovation, Managing Change, Coaching That Counts, Selling That Counts, Customer Service That Counts, and Problem Solving.



## Managing Change That Counts *1 Day*

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### Workshop Overview

How do you deal with change in your workplace? You know change is all around you, you have to lead your team through change, and you believe in innovation. But what do you do and when do you do it? This workshop will help you move your team through change. You will learn an effective process that will lead you and your team through the role of planning in managing change, determining the specific changes, anticipating and dealing with your team's reaction to the changes, the team's ideas, the support of the team, and the need for following up.

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### Who Should Attend?

This program is ideal for employees of all levels who are experiencing and have to deal with exponential change in the workplace.

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### What You Will Learn

Participants will:

- Understand the impact of change on the business, employees, and customers.
- Know why and how people resist change.
- Understand the different phases we go through when experiencing change.
- Appreciate the role of planning in managing change.
- Understand the importance of monitoring and following up.
- Create a plan to manage change back in the workplace.
- Learn ways to foster creativity and innovation.

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### After The Workshop, You'll Be Able To:

1. Manage the change process effectively.
2. Help leaders and non-leaders alike understand the impact change has upon them and the people they lead and/or work with.
3. Develop and practice processes to manage change in the short and long term.
4. Build trust by creating a workplace that encourages innovation.
5. Encourage team members to identify innovative opportunities.
6. Be fully supportive by creating a safe learning environment.
7. Encourage creativity in problem solving.

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### Other Features

Ideally, this program is an excellent follow-up to the TriOpus Group program Success Through Innovation.



## Meetings That Count *2 Days*

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### Workshop Overview

How many meetings do you attend that feel like a waste of time? How many meetings do you lead yourself that are equally ineffective? If this is a concern to you or your organization, this program is for you. This workshop will help you change your meetings from 'time wasters' into productive, efficient, and timely sessions that add value to your organization. You will learn when to have meetings, the work you need to do before, during, and after your meetings, as well as how to keep the participants totally engaged throughout. You will also practice the skills you learn as well as plan how you will immediately change your meetings when you return to the workplace.

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### Who Should Attend?

This program is designed for all employees involved in leading meetings and for those who eventually will lead meetings.

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### What You Will Learn

Participants will:

- Understand what preparation is essential to conducting effective meetings.
- Demonstrate effective meeting facilitation techniques.
- Demonstrate dealing with disruptive behaviours.
- Understand the importance of post meeting follow up.

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### After The Workshop, You'll Be Able To:

1. Prepare for an effective meeting.
2. Set expectations prior to the meetings.
3. Create ground rules/team norms.
4. Set the stage at the beginning of the meeting.
5. Use techniques to encourage participation.
6. Employ effective questioning techniques.
7. Give specific and clear direction.
8. Encourage diverse points of view.
9. Deal effectively with disruptive behaviours.
10. Resolve differences in a 'win-win' way.
11. Keep everyone focused and moving forward.
12. Create action plans that are specific and meaningful.
13. Evaluate the effectiveness of your meetings.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of eight participants.



## Outbound Calling That Counts *2 Days*

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### Workshop Overview

Outbound calling can be one of the most challenging functions in an organization - callers have a very small window of opportunity to make a positive impression on the client. It can, however, be the most intrinsically rewarding position for people with a positive understanding of the importance of their role in forming and reinforcing client relationships. An outbound calling team in a customer contact centre can be your most energetic and influential of groups, provided the foundation is strong. This course provides the tools to build that foundation.

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### Who Should Attend?

All employees involved in a customer care centre's outbound calling/selling area, including all leaders and frontline officers.

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### What You Will Learn

Participants will:

- Understand the importance of the outbound call.
- Overcome facing the challenges inherent in the outbound call.
- Identify the challenges of supporting a national client base.
- Learn how to engage customers quickly.
- Practice grabbing listener interest quickly.
- Getting conversation commitments from the contact.
- Learn the power of scripting in an effective outbound call.
- Practice dealing with objections and running 'objection clinics'.
- Practice questioning strategies and building 'Yes Momentum'.
- Understand the value of client segmentation.
- Understand the impact of volume, inflection, tone, articulation, language and speed on telephone communication.
- Appreciate the power of the pipeline – understanding the equation between "quantity" and "quality" conversations.

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### After The Workshop, You'll Be Able To:

1. Communicate effectively using the telephone.
2. Alter your approach for demographic & geographical differences.
3. Capture a contact's attention in the first 10 seconds.
4. Use effective benefits and value statements.
5. Gain permission to ask questions.
6. Script an effective outbound call.
7. Deal effectively with objections.
8. Ask valuable questions and build "Yes Momentum".
9. Maintain motivation through ups and downs of outbound calling.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Because of the emphasis on hands-on skills practice with the program, class size is limited to a maximum of 14 participants.



## Performance Management That Counts *1 Day*

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### Workshop Overview

The 'Performance Management Cycle' is one of the simpler concepts of leadership but at the same time, one of the least understood and most poorly applied. Often applied as an afterthought or considered simply as paperwork, performance management is a highly valued process that will help companies achieve their goals, allow leaders to get the most from their team players, and keeps the frontline workers focused on their goals and development plans.

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### Who Should Attend?

All officers responsible for performance management within their companies including Senior Executives, Management, Supervisors, and Human Resources Specialists.

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### What You Will Learn

Participants will:

- Identify with the role that performance management plays in the success of the organization, the leader, and the worker.
- Relate performance management to the overall concept of coaching and mentoring.
- Understand all aspects of the 'Performance Management Cycle'.
- Plan for and practice performance management one-on-one meetings.

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### After The Workshop, You'll Be Able To:

1. Assess the performance of all employees.
2. Fully prepare for performance management one-on-one meetings.
3. Effectively lead and conduct a performance management one-on-one meeting.
4. Build performance management into all your coaching and mentoring.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of eight participants.



## Problem Solving *1 Day*

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### Workshop Overview

What's Your Problem? We know, as a leader or team player, that you have workplace problems and that you have to fix them. Easier said than done! The session will teach you an effective process to evaluate the team's workplace problems. In addition, together we will use this process to solve one of your workplace problems. The benefits are twofold: your problem is resolved and your team builds confidence in solving workplace problems.

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### Who Should Attend?

This program is designed for an intact team. A real life problem that the team is facing will be utilized in the training.

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### What You Will Learn

Participants will:

- Identify current problems the team is facing.
- Establish a process to prioritize the problems.
- Examine methods to spark the team's energy; get unstuck, sort the known facts, focus efforts, generate solutions, find obstacles, notice trends, find the best solutions; establish action plans.
- Build confidence in problem solving.
- Get to the root cause of problems.
- Avoid putting 'Band-aids' on problems.
- Learn and practice the following problem solving tools:
  - Brainstorming
  - Double Reversal Analysis
  - Interviewing
  - Flow Charts
  - Fishbone Diagrams
  - Rating
  - Ranking
  - Force Field Analysis
  - Pareto Charts
  - Run Charts
  - Control Charts

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### After The Workshop, You'll Be Able To:

1. Solve complex or difficult problems.
2. Lead or participate effectively in a problem solving team.
3. Overcome obstacles in problem solving.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.



## Sales Coaching That Counts *2 Days*

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### Workshop Overview

As a Sales Manager or Sales Leader, your goal is crystal clear: meet or exceed the company's sales targets for the year through the successful leadership of your Sales Team. Your challenge is to coach, mentor, and motivate the Sales Team either locally or from a distance. Although you meet regularly, for the most part you are not together during the sales process. In this program, we introduce you to, and have you practice, our Coaching Model. Once learned, we apply the model to your sales leadership challenges. We conclude by planning how you will use your new skills with your Sales Team.

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### Who Should Attend?

All those responsible for leading or coaching sales teams. That includes Sales Directors, Sales Managers, and Sales Leaders.

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### What You Will Learn

Participants will:

- Understand the primary principals of sales coaching.
- Establish how to integrate coaching into the sales management process.
- Define what needs to happen in your workplace to use the tool of coaching for maximum effectiveness.
- Learn the differences between performance management and coaching for sales skill development.
- Learn how to effectively coach to sales results.
- Identify sales skill gaps and coach to skill mastery.
- Address your current communication skills with respect to coaching.
- Practice coaching to sales performance following a 7-step sales coaching model.

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### After The Workshop, You'll Be Able To:

1. Understand your changing role as a Sales Coach.
2. Understand the importance of effective coaching to your success as a leader.
3. Effectively utilize the Sales Coaching Model.
4. Create a Coaching Culture in your organization.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Given the significant emphasis on skills practice in this program, class size is limited to a maximum of twelve participants.



## Success Through Innovation 1 Day

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### Workshop Overview

As an entrepreneur, business leader, or team player, do you face the challenges of re-inventing the way you do business, redesigning procedures or systems, continually exceeding customer expectations, anticipating change, and diminishing obstacles to success? You are not alone. This session provides you with the diagnostic tools to determine where you and your organization sit on the continuum of change and innovation and what you need to do to be more effective at being innovative. This fun, interactive program gives you the focus you need to be innovative in your organization.

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### Who Should Attend?

All those within an organization who are responsible for change and innovation. The audience could include Entrepreneurs, Executives, Managers, Supervisors, and Frontline Workers.

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### What You Will Learn

Participants will:

- Understand the impact of change, what it does to us all, and how it influences our business.
- Define innovation and identify what is needed in your business.
- Know who in your company should be involved in innovation and why.
- Understand how to create an innovative environment.
- Determine if your business is product driven or market driven.
- Self-diagnose if you are an open thinker or a closed thinker.
- Realize what obstacles you face in being innovative.
- Know what to do to address these obstacles.

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### After The Workshop, You'll Be Able To:

1. Re-invent the way you do business because of market, regulatory, or technological challenges.
2. Re-design procedures or systems to support your business.
3. Exceed customer expectations and outpace the competition.
4. Anticipate rapidly changing customer needs.
5. Command a wider perspective of your business world.
6. Diminish obstacles to your success.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, self-discovery, individual work, and innovation fun activities that will force you to think laterally and be creative and inventive.



## Succession Planning That Counts 2 Days

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### Workshop Overview

As a leader, you know that forward planning is an important responsibility. One aspect of forward thinking that is often overlooked or deferred is the challenge and responsibility of succession planning. How prepared are we as organizations, not only for the short and mid-term manpower needs, but also for the long-term growth of talent? How prepared are you as one of your organization's leaders? This course is designed to provide you and your organization with the tools and results needed to ensure smooth human resource transitions through the short to long timeframes.

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### Who Should Attend?

This program is designed for all leaders responsible for their organization's succession planning, including Executives, Middle Managers, and Human Resource Specialists.

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### What You Will Learn

Participants will:

- Understand the importance that succession planning plays in the success of any organization.
- Understand the essential stages of succession planning and the role of each.
- Learn and practice effective succession planning techniques.
- Plan to use the techniques in the workplace.

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### After The Workshop, You'll Be Able To:

1. Determine where your organization is now relative to succession planning, and where you want and need to be.
2. Identify competencies.
3. Establish a Human Resources Inventory.
4. Create individual Career Paths.
5. Work with employees to customize Individual Development Plans.
6. Link succession planning to performance management.
7. Link succession planning to effective on-going coaching.
8. Understand the significance of documentation.
9. Plan for continuous monitoring.

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### Other Features

This program as outlined is a two-day classroom seminar that provides the knowledge and skills for Succession Planning. As an alternative, we offer the program in two additional formats:

- A Facilitation service in which we work with your leaders to create a detailed succession planning roadmap (a mutually agreed upon predetermined period of time).
- A combination of classroom seminar and facilitation service in which your leaders learn the skills of succession planning and produce a detailed succession planning roadmap (involves a mutually agreed upon predetermined period of time)



## Time Management That Counts *1 Day*

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### Workshop Overview

Stephen Covey put it best when he said, "The Challenge is not to manage time, but to manage ourselves." Time Management That Counts looks at both 'The Time Of Our Lives' and 'The Time Of Our Work Lives'. The challenges we face with time management in the workplace are often the same issues we face in our personal lives as well. This program will look at how you are currently using your time, what you do to make the best use of your time, and analyze the role that procrastination plays in your time management.

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### Who Should Attend?

All employees, from Senior Executives to the Frontline, who need to find the best way to use their time in both their personal and business lives.

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### What You Will Learn

Participants will:

- Understand the role managing time plays in our lives and in our success.
- Examine where we are spending our time.
- Identify the tangible cost of lost time.
- Acknowledge and understand the role of procrastination in time management.
- Create a plan to make the best use of our time.

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### After The Workshop, You'll Be Able To:

1. Effectively plan your time to achieve the results you desire in your personal and professional lives.
2. Use the 13 essential skills, techniques, and tips.

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### Other Features

This enjoyable, valuable, interactive seminar is facilitated using large and small group exercises, fun activities, skills practices, and individual work.

Maximum class size is 20. Participants should bring with them what they use daily to plan their days (e.g. Day timers, Blackberry, etc).



## Turning Managers Into Visionary Leaders *1 Day*

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### Workshop Overview

It is no doubt the responsibility of every business leader to grow their company, no matter how large or small, from a reactive organization to an innovative and forward thinking business. Managing Change, Innovation, and Forward Thinking are all major challenges on the same continuum. This exciting program will help people determine where they are on this continuum through self-diagnostic exercises. They will then begin to create a path for success for themselves and the people that they lead.

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### Who Should Attend?

This one-day program is designed for those business leaders, including Executives, Managers, and Supervisors who must:

- Re-invent the way they do business because of market, regulatory, or technological challenges.
- Re-design procedures or systems to support the business.
- Exceed customer expectations and outpace the competition.
- Anticipate rapidly changing customer needs.
- Command a wider perspective of their business world.
- Diminish obstacles to success.

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### What You Will Learn

Participants will:

- Understand the need for innovative and forward thinking leaders in effective organizations.
- Determine who in our companies should be involved in future planning and why.
- Learn how to create an innovative forward thinking environment.
- Determine what innovation and forward thinking is being done now and whether it is taking you where you want to go.
- Identify whether your business is product or market driven.
- Learn the difference between 'Open Thinking' and 'Closed Thinking' by using a self-diagnostic tool.
- Identify the obstacles we face in being innovative and forward thinking and what can be done about them.

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### After The Workshop, You'll Be Able To:

1. Understand the difference between managing change, innovation, and forward thinking through innovation.
2. Know, through practice, the value of lateral thinking.
3. Understand, through the self-diagnostic tool, the issues that your company must address and monitor at all times.
4. Have at hand, essential questions that must be answered as part of the innovation and forward thinking process.
5. Understand the obstacles that are preventing innovation and forward thinking and learn how to deal with these obstacles.

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### Other Features

This interactive session allows the participant to diagnose their current work environment and create an 'Innovation Action Plan' for use back in the workplace.



## Workplace Respect and Dignity *1 Day*

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### Workshop Overview

The richness of many successful organizations is the diversity of the workforce that they wholeheartedly embrace. This diversity manifests itself in many ways: experiences, background, education, skills, culture, interests, ethnicity, and so on. This one-day interactive program explores and celebrates the diversity that exists in organizations and then investigates the more serious negative behaviours, including harassment, that can invade organizations. We examine the legal definitions and implications of harassment in the workplace. Finally we focus upon what can and should be done in case negative behaviours, including harassment, occur in the workplace. Participants will leave the session with a clear understanding for the need for respect and dignity in the workplace.

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### Who Should Attend?

This program is designed for all employees from senior executives to frontline officers interested in respect and dignity in the workplace.

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### What You Will Learn

Participants will:

- Understand the importance of diversity in the workplace.
- Learn how the organization can benefit from the various talents, backgrounds, experiences, and perspectives of a diverse workforce.
- Understand the legal definitions of harassment as they pertain to your organization.
- Appreciate what is and is not acceptable behaviour in the workplace.
- Understand everyone's responsibility if harassment is encountered in the workplace.

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### After The Workshop, You'll Be Able To:

1. Promote diversity and its benefits to your organization and the workplace.
2. Help establish a positive diversity policy for your organization.
3. Define harassment from a legal perspective.
4. Establish harassment policies for your organization.
5. Define all employees' responsibilities should suspected harassment occur in the workplace.

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### Other Features

This enjoyable one-day session balances both fun interactive activities and serious discussions regarding the respect and dignity of all our employees. This program is a must for all organizations wishing to clearly focus on this important topic.