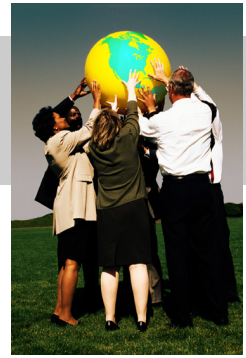


2014: **HOT** Training/Keynote Topics



Business Communications: Email

- 2 hour Training Session

More and more businesses are LOSING business due to misuse of one of our largest communication tools—email. Email is a fantastic business tool, when used correctly! This session focuses on helping participants understand the link between clear communication and using email, Email 101 (when to use, when NOT to use, etc.), email etiquette, and how to stay out of trouble when using this critical tool (understand tone, etc.)!

Employee Engagement: Top 10 Things You Need to Know

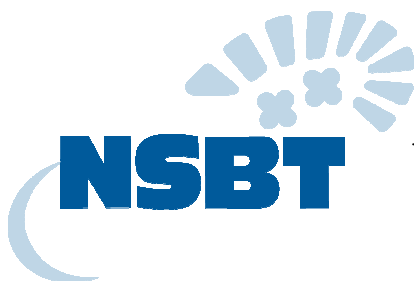
- 1 hour Keynote
- 2.5 hour Training Session

If you think 'employee engagement' is one of those flavor of the month programs, touchy-feely mumbo jumbo, you might want to think again. If you are not putting effort into this critical area, it might already be a problem in your department/organization. According to the 2013 Gallup Employee Engagement Study: 30% of employees are engaged, 52% disengaged, 18% ACTIVELY disengaged. This session helps participants understand the importance of making employee engagement a top business goal and how to go about it.

When Customer Service Goes Viral

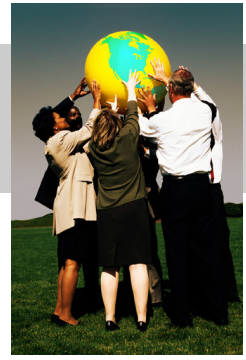
- 1 hour Keynote
- 2 hour Training Session

The only thing more damaging than a bad review.....is a bad review that is seen OVER & OVER! Gone are the days where a person will tell 10 others if they have a bad experience. Now, customers make videos that go viral (seen by a high number of people in a short period of time) to tell everyone how bad their encounter was (according to a recent Nielsen survey, more than half of all U.S. consumers now turn to social media to air questions and complaints about products and services). More than ever before, we have to have the entire organization focused on the customer experience and make this EVERYONE'S job. This session is geared to help participants not only understand how damaging this event can be, but set up practices so this does not happen to them!



*Contact us today to see how we can
customize this session for you!*

2014: **HOT** Training/Keynote Topics



Strategic Selling

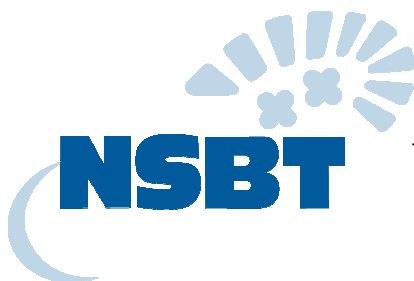
- 1 hour Keynote
- 3 hour Training Session

Your phone isn't ringing. Your pipeline is dwindling. You need to generate some new prospects, but you don't like making cold calls. Sound familiar? In this session, participants will learn tips and techniques to increase their customer base by becoming a "valued partner", not just another salesperson. Goal setting, time management, smart call planning, and relationship building skills will be emphasized. Participants will leave with an engagement plan and strategy to increase their prospects and build their referral base.

Millennial Motivation

- 1 hour Keynote
- 2.5 hour Training Session

Chances are very good that the **next** group of leaders in your company will be Millennial's (if they aren't already). There are over 70 million members of Gen Y, and they are shaking up our workplace in unusual ways. Creative, demanding, global, social, and sometimes "entitled", this generation has a very unique set of expectations. How do you turn their ambitions and energy into productivity for your company? In this session, participants will learn how to engage and coach Gen Y in order to develop their leadership potential.



*Contact us today to see how we can
customize this session for you!*