Training, Consulting, and Organization Development Services Portfolio

**Leadership**
- Bringing Out the Best in Others
- Building Leaders at Every Level
- Coaching for Results
- Delegate as Directed
- Emotional Intelligence
- Ethical Decision Making
- Executive Presence
- Investing in People
- Leadership Communication
- Leading a Multi-Generational Workforce
- Leading Yourself and Others Through Change
- Manager’s Engagement Playbook
- Manager’s/Supervisor’s Toolkit
- Managing Conflict
- Managing Virtual Teams
- Mentoring for Success
- Motivating High Performance Teams
- Servant Leadership
- Strategic Planning for Superior Results
- Succession Planning using the 9-Box Grid Tool
- Thought Leadership: Three Critical Skills
- Time Management for Managers

**Business Skills**
- Communicating for Success
- Cross-Cultural Communication
- Dealing with Challenging People and Situations
- ESL for the Workplace
- Essentials of Project Management
- Influencing Without Formal Authority
- Managing E-mail and Not Letting it Manage You
- Managing Stress
- Meetings that Drive Results
- Multi-Tasking and Juggling Multiple Priorities
- Personally Speaking
- Software Systems Training and Documentation
- The Write Approach (Business Writing)
- Working as a High Performance Team
- Working as a Multi-Generational Workforce

**HR and Compliance**
- Common Decency® (Employee Relations)
- Diversity Without Adversity
- “Hire” Standards™ (Behavioral Interviewing)
- Honest Appraisal (Performance Management)
- Integrity at Work® (Business Ethics)
- Safe and Sound® (Workplace Violence)
- Sexual Harassment Prevention
- Social Media Usage and Etiquette in the Workplace

**Bank-Specific Programs and Services**
- Coaching for Universal Banker Excellence
- Investing in People – Banking
- Mystery Shopping
- Stepping Up to Universal Banker Excellence
- Strategic Financial Outlook
- Supervisor’s Toolkit – Banking

**OD/Management Consulting Services**
- 360° Surveys
- Call Center Assessments
- Employee Surveys
- Executive, Supervisory and Individual Contributor Coaching
- Focus Group and Meeting Facilitation
- Leadership Assessment Centers
- Onboarding Programs
- Outplacement Services (Respect & Support™)
- Strategic Planning
- Succession Planning
- Team Building/Development

**Delivery Options:** Instructor-Led sessions ranging from half-day to two-third’s day to full-day, Train-the-Trainer Certifications, Lunch & Learn, Webinars, e-Learning, and Skills Sharpeners

Over 35 Years of Training Excellence

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