



2014 Training Topics

Title	Main Topic Area	Length	Target Audience
Learning to Love Change	Change	1 Hour	Anyone
Riding the Roller Coaster of Change-Staff	Change	Half Day	Anyone
Executive Briefing on Change and Follow up	Change	1 Hour	Executives
HR's Role in Leading Change	Change	1 Hour	HR
Facilitating Change	Change	Full or Half Day	Management
Riding the Roller Coaster of Change-Leaders	Change	Half Day	Management
Clear and Concise Business Writing	Communication	Full or Half Day	Anyone
Classic Communication also called Power Communication	Communication	Full or Half Day	Anyone
Assertive Communication	Communication	Half Day	Anyone
Communicating with Your Manager	Communication	Half Day	Anyone
Creative Writing or Jazz Up Your Writing	Communication	Half Day	Anyone
Grammar	Communication	Half Day	Anyone
Speaking with Confidence	Communication	Full Day	Anyone
Write, Speak and Listen	Communication	Full Day	Anyone
Team Communication and Feedback	Communication	Full Day	Management
Team Facilitation	Communication	Full Day	Management
Team Conflict	Communication	Full Day	Management
Value Added Customer Interactions	Customer Service	1 Hour or Half Day	Anyone
Tips and Tricks - Diversity and Customer Service	Customer Service	1 Hour or Half Day	Anyone
Survival Skills for Stressful Times	Customer Service	1 Hour or Half Day	Anyone
Handle Customers with CLASS not SASS	Customer Service	1 Hour or Half Day	Anyone
Conflict Resolution with CLASS	Customer Service	Full or Half Day	Anyone
Unbeatable Customer Service	Customer Service	Half Day	Anyone
Serving the Invisible Customer	Customer Service	Half Day	Anyone
Commitment vs. Compliance	Customer Service	Half Day	Anyone
Customers From \$#@!	Customer Service	Half Day	Anyone
Fantastic Fixers	Customer Service	Half Day	Anyone

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It's All about the Guests (PBPN)	Customer Service	Full Day	Anyone
Teaming Up for Service (Village Shalom)	Customer Service	Full Day	Anyone
Building a Customer Friendly Business	Customer Service	1 Hour or Half Day	Business Owners
Gen Xers vs. Boomers	Diversity	1 Hour	Anyone
Gender Differences	Diversity	1 Hour or Half Day	Anyone
Generations and Relationships	Diversity	1 Hour or Half Day	Anyone
Boundaries in the Workplace	Diversity	Half Day	Anyone
Diversity in Customer Service	Diversity	Full Day	Anyone
HIPAA (Health Insurance Portability and Accountability Act)	Employment Law	Half Day	Anyone
FLSA (Fair Labor Standards Act)	Employment Law	Half Day	Management
Understanding Anger	Employee Relations	1 Hour	Anyone
Maximizing Work Relationships	Employee Relations	Half Day	Anyone
Orient, Coach and Manage	Employee Relations	1 Hour to Half Day	HR and Management
Retention also called Keeping the Stars in Your Heaven	Employee Relations	1 Hour to Half Day	HR or Management
Rewards and Recognition	Employee Relations		Management
101 Ways to Energize Employees	Employee Relations	1 Hour	Management
Good to Great Motivators	Employee Relations	1 Hour	Management
Reward and Recognize on a Shoestring Budget	Employee Relations	1 Hour to Half Day	Management
Coaching for Improved Performance or Developing Star Performers	Employee Relations	Half Day	Management
Counseling and Discipline Done Right	Employee Relations	Half Day	Management
Diffusing Negative Attitudes in the Workplace	Employee Relations	Half Day	Management
Sticky Employees	Employee Relations	Half Day	Management
Prevent Workplace Violence	Employee Relations	Half Day	Management
Motivational Management	Employee Relations	Half Day	Management
Hiring and Firing	HR	1-2 Hours	Management
Top 10 HR Issues Identified and Resolved	HR	2 Hours	Management
HR Metrics - Proving What you Are Worth or Selling the Value of HR	HR	1 Hour to Half Day	HR
Balanced Scorecard	HR	1 Hour	HR and Management
Overcome the Fear of Flextime and Telecommuting	HR	1 Hour	HR and Management
Top Tens HR Trends	HR	1 Hour	HR and Management
Behavioral Interviewing	HR	1 Hour to Half Day	HR and Management
HR and the Law	HR	1 Hour to Half Day	HR or Management
Selecting Superior Staff	HR	Full or Half Day	HR or Management
Building and Retaining a Productive Workplace	HR	Half Day	HR or Management
Finding the Perfect Candidate	HR	Half Day	HR or Management

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Employment Law Course	HR	Half Day	HR or Management
Job Performance	HR-BLR	1-2 Hours	HR and Management
Grounds for Termination	HR-BLR	1-2 Hours	HR and Management
Progressive Discipline	HR-BLR	1-2 Hours	HR and Management
Challenging Employees	HR-BLR	1-2 Hours	HR and Management
Interviewing Skills	HR-BLR	1-2 Hours	HR and Management
New Employee Orientation	HR-BLR	1-2 Hours	HR and Management
Substance Abuse	HR-BLR	1-2 Hours	HR and Management
Employee Theft	HR-BLR	1-2 Hours	HR and Management
Job Descriptions	HR-BLR	1-2 Hours	HR and Management
Non-Discriminatory Hiring Practices	HR-BLR	1-2 Hours	HR and Management
Supervisory Alternative Work Schedules	HR-BLR	1-2 Hours	HR and Management
Turnover	HR-BLR	1-2 Hours	HR and Management
Time Mastery	Organizational Skills	Half Day	Anyone
Work-Life Balance	Organizational Skills	Half Day	Anyone
Making the Most of Meetings	Organizational Skills	Half Day	Anyone
Planning	Organizational Skills	Half Day	Anyone
Goal Accomplishment	Organizational Skills	Half Day	Anyone
Decision Making	Organizational Skills	Half Day	Anyone
Problem Solving and Decision Making	Organizational Skills	Half Day	Anyone
180 Creative Business Solutions for Time and Stress	Organizational Skills	Full Day	Anyone
Time Mastery for CS Professionals	Organizational Skills	Half Day	CS professionals
Advanced Delegation	Organizational Skills	Half Day	Management
Managing Up	Professional Development	1 Hour and Half Day	Anyone
Launch Your Own PR Campaign	Professional Development	1 Hour and Half Day	Anyone
Take Charge of Your Career	Professional Development	Half Day	Anyone
Creativity Power	Professional Development	Half Day	Anyone
Maximizing Your Potential	Professional Development	Half Day	Anyone
7 Habits for Success	Professional Development	Full Day	Anyone
Understand Yourself and Others	Professional Development	Full Day	Anyone
Attitude Adjustments for Advancement	Professional Development	Full Day	Anyone
Managing a RIF or Downsizing with Dignity	Professional Development	1 Hour and Half Day	HR and Management
Managers and Training	Professional Development	1 Hour	Management
Selling to Seniors	Sales	Half Day	Sales staff in Long term care
DISC Sales Strategies	Sales	Unsure	Sales staff in Long term care

Title	Main Topic Area	Length	Target Audience
Situational Leadership	Supervisory/Management	Full Day	Management
Guiding Principles of Leadership	Supervisory/Management		City-County Management
Superior Staff Selection	Supervisory/Management	1 Hour to Half Day	Management
Dynamic Delegation	Supervisory/Management	Half Day	Management
Teamwork in Action	Supervisory/Management	Half Day	Management
Lost Art of Listening	Supervisory/Management	Half Day	Management
Motivational Management	Supervisory/Management	Half Day	Management
Conflict Resolution Managing Yourself and Others	Supervisory/Management	Half Day	Management
Constructive Conflict	Supervisory/Management	Half Day	Management
Personal Strengths (SDI)	Supervisory/Management	Half Day	Management
Put the Functional into Dysfunctional Boards	Teams	Half Day	Board Members
Empowerment wasn't a Passing Fad	Teams	Half Day	Management
Develop Leaders via 360s	Teams	1 Hour	Team Leads
Put the Functional into Dysfunctional Teams	Teams	Full or Half Day	Team Leads
Virtual Teams	Teams	Half Day	Team Leads
Developing Super Team Players	Teams	Full Day	Team Leads
Team Leadership Essentials	Teams	Full Day	Team Leads
Team Structure and Transition	Teams	Full Day	Team Leads
Teams - Why Have Them?	Teams	Full Day	Team Leads
Facilitating Meetings	Teams	Full Day	Team Leads
Developing Content for Adult Learners	Train Trainers	Half Day	Trainers
Powerful Presentation Skills	Train Trainers	Half Day	Trainers
Program Development	Train Trainers	Half Day	Trainers
Survival Skills for Technical Trainers	Train Trainers	Half Day	Trainers
2-day Train the Trainer	Train Trainers	2 Days	Trainers
3-day Train the Trainer	Train Trainers	3 Days	Trainers