



CORPORATE TRAINING & SERVICES

TRAINING

7-STEPS TO PROVIDING EFFECTIVE CUSTOMER SERVICE

Attendees will learn how to provide excellent customer service, retain clients and gain promotion within an organization through the following methods: Empowering Listening Skills, Team Muscle, Customer Retention, and Tremendous Telecommunication. Who should attend: All workforce

DIVERSITY AND INCLUSION TRAINING

Learn and understand the pros and cons of Diversity and Inclusion: Why is it prevalent and who needs the training. Understand how diversity can affect your bottom line/profit. Who should attend: HR employees, Directors and Hiring Managers

ESSENTIAL MANAGEMENT SKILLS AND CUSTOMER SERVICE

Provide customized essential management skills and customer service training to onsite or virtually. Training covers but not limited to the following: Conflict Resolution, Understanding the role and responsibility of a manager, How to provide effective customer service internally and externally, basic and intermediate management skills. Who should attend: Managers and Supervisors

EFFECTIVE LEADERSHIP IN THE WORKFORCE

In this two-day workshop, attendees will learn individual and team leadership strengths and challenges; conflict resolution tools; identifying the next leader; setting leadership goals. Who should attend: Directors, VP's, Team Leaders, C-Suite Executives. Maximum attendance: 20 people.

HUMAN RESOURCES STRATEGIC MANAGEMENT

Attendees will learn an in-depth scope of how to close the revolving door with your organization; focusing on employee relation, retention, a manager's role, workplace security, and social communication/media in the workplace. Who should attend: HR employees and hiring managers.

TITLE IX TRAINING

Offering required Title IX Training for all faculty, staff, and students. Training covers harassment laws and policies; sexual harassment and violence; identifying the various types of harassment; how to report sexual harassment; responding accurately and effectively to complaints; how to maintain a safe and professional environment; and, how to uphold a respectful student environment.



CORPORATE TRAINING & SERVICES

OTHER TRAINING

COORDINATING AND FACILITATING EFFICIENT MEETINGS

STRESS MANAGEMENT

TIME MANAGEMENT

SERVICES

EMPLOYMENT ASSISTANCE AND RECRUITING SERVICES

Provide full cycle recruiting or sourcing, employment prescreening, background verification, and professional/personal reference authentication. Will provide service onsite or virtually.

EMPLOYEE EMPOWERMENT

Eat while being empowered! This lunchtime or after hours (happy hour) session is filled with empowerment to boost employee morale and increase productivity. Empowerment topics are based upon company need.

HUMAN RESOURCES TRAINING AND CURRICULUM DEVELOPMENT

Provide human resources and training curriculum development consulting to organizations of all sizes. Services provided onsite and virtually.