

## 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 Yourself and Others Through Change
- Manager's Engagement Playbook
- Manager's/Supervisor's Toolkit
- Managing Conflict
- Managing Virtual Teams
- Motivating High Performance Teams
- Servant Leadership
- Strategic Planning for Superior Results
- Thought Leadership: Three Critical Skills
- Time Management for Managers
- Understanding and Leading 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

### **Sales and Service**

- Building Customer Relationships
- Business Development Techniques
- Coaching for Sales and Service Excellence
- Delivering Persuasive Sales Presentations
- Exceeding Customer Expectations
- Mastering Difficult Customer Conversations
- Maximizing Sales through Consultative Selling
- Powerful Time Management Techniques for Sales Professionals
- Sales Negotiation Skills

### **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

### **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