



List of Off-the-Shelf (OTS) Courses

One-half Day Classes

- A Model for Stellar Customer Service
- A Team Clinic
- Bridging Generational Gaps
- Bringing Out the Best in People: Motivational Strategies
- Coaching: Concepts and Context
- Coaching: The Application
- Communicating During Turbulent Times
- Communicating with "Difficult Customers"
- Designing Your Reputation
- Developing Resilience
- Effective Networking: Expanding Your Circle of Influence
- Emotional Cycle of Change
- Emotional Intelligence for Leaders
- Empowerment Lab
- Enhancing Employee Performance
- Focus Groups (An Introduction)
- Managing Relationships at Work
- Presentation Techniques Lab
- Preventing Harassment
- Proofreading Skills
- Revitalizing the Workplace: Behaviors to Get You There
- Situational Leadership
- Successful Teams
- Successful Transitions: Tips & Strategies for New Supervisors
- Telephone Techniques
- The Customer is Always Right
- The Manager as Facilitator
- Time Management
- Wrap-Map (An Interactive Approach to Process Mapping)
- Writing Effective E-mail

One-Day Classes

- Breakthrough Problem Solving
- Building Coalitions and Influencing Others
- Communicating with Difficult Customers
- Communication Techniques for the Investigative Professional
- Effective Oral Communication
- Focus Groups (Introduction)
- Grammar Refresher
- Integrating Organizations
- Interpersonal Skills for Supervisors and Team Leaders
- Preventing Harassment While Managing Performance Excellence
- Situational Leadership
- Stellar Customer Service: Turning Customers into Raving Fans
- Time Management
- Valuing Diversity
- Writing Effective Performance Appraisals

Two-Day Classes

- Building Labor-Management Partnerships
- Communication and Conflict Management
- Customer-Focused Writing for Experienced Writers
- Effective Interviewing Techniques
- Effective Personal Communication
- Effective Presentation Techniques
- Empowerment Workshop
- Focus Groups (Skills Building Workshop)
- Introduction to Facilitation
- Managing Diversity
- Problem Solving & Decision-Making
- Process Mapping
- Project Management for Non-IT Professionals
- Skills for New Supervisors
- Strategies for Practical Negotiations
- Using MS PowerPoint to Complement Your Presentations
- Working in Teams
- Writing Performance Appraisals & Conducting Appraisal Discussions
- Writing in Plain English for Beginning Writers

Three-Day Classes

- Management and Leadership