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PROJECT MANAGEMENT

Developing Project Management Skills

This interactive class is the logical choice for development of project management principles and tool application for all types of industry. Previous experience is not necessary to benefit from this course. Thousands have attended this course to acquire the necessary skills to successfully deliver their projects within expected parameters.

What you will cover

- Project management definition and principles — critical process elements and tool application...project charter development... successful project organization...obtaining customer and management support...critical communication requirements
- Project manager and the team—leading and coordinating... negotiation skills...developing the project team...assessment of team members' skills...differences in formal and real authority...managing and resolving conflict...obtaining team commitment
- Project planning—validation of the project mission...defining objectives ...aligning objectives with the goal...developing the plan and budget... work breakdown structure development
- Project scheduling—developing accurate estimates... resource leveling to prevent over allocation...available scheduling methods...determination of resource levels necessary to meet deadlines
- Controlling the project—managing change effectively...variance analysis and adjustment to remain on track...developing alternatives for less effective changes...risk identification, prevention and contingency analysis...reporting project status and formats...identification of lessons learned for future projects

Technical Project Management

Technical Project Management is for people involved in all forms of development work. When you are working at the edge of knowledge, doing tasks in areas that where company experience is limited, or if you are doing Research and Development, Engineering Development, New Software, Manufacturing Process Development, Scale up, or simply stretching into new areas, this is the seminar for you. When the time needed to do the work is uncertain, we use statistical methods to communicate project risk to management. This seminar helps people get control of development projects.

What you will cover

- Develop realistic input data for technical engineering projects
- Create the Work Breakdown Structure (WBS)
- Use GANNT (simple bar charts) and CPM (Critical Path Method) to plan
- Apply project control systems to cycles, finances, and earned values
- Minimize paperwork and maximize efficiency
- Take on a leadership role in the organization

You will discover

The People that grow corporations generally implement new products, processes, and ideas. Their developments grow corporations because they put the company into expanding areas. People working on these projects are often in highly visible positions, and people that play it safe can sit on the sidelines and be critical. By understanding the Technical Project Management Tools and Techniques for these projects, we can change a desperate situation into one that is predictable. The operational word is New. New Products, New Financial Tools, New IT Systems, New Processes, etc. If you and your team are responsible for new developments, this is the seminar for you.





Advanced Project Management

This course is the next step for continued development for project managers. To receive the maximum course benefit it is strongly recommended that you attend the Developing Project Management Skills or equivalent course and at least 1-year practical project management experience. The participant should review project management principles prior to attending this course. This training will insure your continued career progression and is an excellent foundation for Project Management Professional (PMP®) certification.

What you will cover

- Effective project organization and organizational structures
- Project Management Office
- Project manager selection criteria
- Customer and Management Interface
- Multi-project environments
- International project management
- Planning and Scheduling Baselines
- Time Management
- Risk Management
- Conflict Management
- Contracts, procurement and outsourcing
- Accomplishment monitoring and the earned-value concept
- Trend analysis and learning curves

Project Management Certificate Program

This program is designed to prepare participants pursuing Project Management Professional (PMP®) certification with the Project Management Institute (PMI®). All knowledge areas within the five process groups of the Guide to the Project Management Body of Knowledge (PMBOK®) are covered in depth. Previous participants have concluded that this is an excellent program for those striving for certification. This 2-session program is offered in 3-day segments during a 60-day period for a total of 6 training days.

What you will cover

- Project Management Framework
- Process Areas – Initiating, Planning, Executing, Controlling and Closing
- Integration Management
- Scope Management
- Time Management
- Cost Management
- Quality Management
- Human Resources Management
- Communication Management
- Risk Management
- Procurement Management

Program Materials Provided:

- Dr. Harold Kerzner's 7th edition text – Project management: A Systems Approach to Planning, Scheduling and Controlling
- CDI's comprehensive course book with reference information, case studies and practice examinations





Joint Application Development

If you have a project that needs to be done in the shortest possible amount of time, JAD (Joint Application Development) is a technique that will allow you to bring high quality systems up quickly. There are however, dangers with approaching development in this way, and the use of JAD must be carefully thought out. This two-day seminar will help you achieve the benefits and manage the risks of JAD, and will help you build a plan for successfully managing a JAD project.

What you will cover

After attending this session, the participants will be able to:

- Determine how JAD fits into the Life Cycle.
- Document the scope of a JAD effort.
- Participate in a JAD session.
- Plan, schedule, and hold a JAD session.
- List the dangers and benefits of teams.
- Explain the importance of conflict during JAD.
- Apply project management techniques to a JAD project.

Seminar Outline

- Unit 1 Introduction to JAD
- Unit 2 The Participants of JAD
- Unit 3 JAD Facilitation Techniques
- Unit 4 Participation Skills
- Unit 5 Project Management Concerns

Earned Value Management

Earned Value Management (EVM) is a program management technique that integrates technical performance requirements, resource planning, and schedules, while taking risk into consideration. The major objectives of applying earned value are to encourage use of effective technical, cost, and schedule management control systems, and to permit the customer to rely on timely data produced by those systems for better management insight. In addition, EVM allows better and more effective management decision making to minimize adverse impacts to the project.

Earned value provides an objective measurement of how much work has been accomplished on a project. Using the earned value process, the management team can readily compare how much work has actually been completed against the amount of work planned to be accomplished.

What you will cover

- Project Management Basics
- Planning
- Earned Value Management
- Glossary of Terms





Rapid Application Development: *Delivering Systems Using RAD & Adaptive Development*

Today's applications require short development cycles and interaction with customers throughout. Requirements-gathering is ongoing and reflects the realities of constant changes in technology and market demands. RAD was just the tip of the iceberg. Today, Adaptive Development, Extreme Programming (XP), Refactoring and other RADical departures from traditional waterfall methodologies are essential to the success of software development. Change is not only inevitable but desirable as well, and this seminar is designed to help you leverage change to produce high-quality systems that are customer and market driven.

This seminar centers around the essential methods, and skills required to achieve successful implementation of software products designed to meet the ever-evolving requirements of customers in today's volatile technology and market environments. Rapid application development today looks very different from the early days of client server. Through exercises, case studies, and an off-line mini-lab simulation, participants will be able to experience the "do's, don'ts, and gotcha's" of working in the RAD development. In addition participants will learn the latest and best current thinking about RAD and other adaptive development processes.

What you will cover

- Understand and apply an adaptive development lifecycle
- Develop products that are more customer driven.
- Respond effectively to change using adaptive, evolutionary processes
- Understand, plan, and apply a timeboxed project management approach
- Build effective development teams
- Select tools and techniques to enhance your team's productivity the quality of your solutions

MANAGEMENT SKILLS

Management Skills for New Managers

As a new manager you understand the importance of walking-the-talk - but just exactly how do you do that - especially in light of the fact that some of the very same people you now supervise were your co-workers not long ago.

You will learn to:

- Develop a flexible management style
- Develop an effective team
- Get organized
- Write and conduct a performance evaluation
- Motivate your staff
- Use effective coaching skills
- Give effective feedback
- Plan for continuous improvement

What you will cover

- Management and Leadership Fundamentals
- Stress Management
- Team Development
- Communication Styles
- Situational Leadership II
- Delegation
- Priority Management
- Motivation
- 360 Feedback
- Coaching
- Listening and Conflict Management





Management Skills for Supervisors

You've mastered the basic skills necessary now it's time to build upon your experience. This interactive three-day seminar will teach you the management and leadership techniques necessary for continued growth.

What you will cover

- Communication
- Motivation
- Supervisory Styles
- Delegation
- Performance Appraisals
- Influencing
- Meetings

Coaching for Performance

Whether you are a director, manager, or supervisor, your role today includes two additional roles: team leader and coach. More and more, HRD professionals are being asked to train organizational leaders to be coaches. This ambitious series is intended for individuals who must coach others to improve performance and achieve results. The program is a three-day format which can be broken into half-day or full-day sessions. Participants will learn to use coaching as a motivational tool to improve performance. The format includes interactive participation, practice exercises, models for implementation, application skills, summary and conclusion.

- Learn the importance of coaching as a leadership role.
- Understand and apply a functional coaching model.
- Understand each element of the coaching model and how all elements are related to each other.
- Coach, motivate and develop employees while improving performance.
- Design a post-program plan of action for implementation.

Managing & Supervising IT/IS Technical & Professional Staff

Traditionally managers in IT/IS departments have been promoted from among the technical ranks. They are usually people with education and advanced training in various technical disciplines who have demonstrated excellent performance. They have seldom had much exposure to management training and the extensive research on managerial best practices. They typically are great tacticians and not strategists. They have focused more on achieving technical excellence than on communication and business skills. This recipe for poor management is well known in the Information Technology/Information Services world. With all of the challenges facing IT/IS today and the pressures to improve performance, IT managers today must develop a new tool set, heavy on the "soft" skills of delegating, motivating, coaching and communicating. Effective IT/IS managers have always developed these skills. Today, everyone must be effective. This seminar introduces the basic management tool set and adapts it for work with the unique personalities of technical and professional staff.

Seminar Outline:

- What is the management environment in today's IT/IS department?
- How do IT/IS technical and professional staff differ from other employees?
- How do you recruit, select, train and retain talented IT staff?
- How do we plan, manage and evaluate IT staff performance?
- How do you manage IT staff day-to-day performance?
- How do we manage conflict and encourage teamwork?
- How do we plan for managing individual performance in a changing environment?
- How do we manage the new realities of contractors, remote and outsourced teams?
- How do we integrate the best practices available for IT/IS staff effectiveness?

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Interviewing for Success

Note: Although the outline contained here focuses on the interview process from the candidate's standpoint, this workshop is also available for hiring managers and Human Resources personnel.

Hiring managers make judgments about a candidate's qualifications based primarily on what they are told during the interview. Some hiring managers interview often and are highly skilled at it. The best interviewers have been trained in Behavioral Interviewing or a similar system. Others may be more nervous than you are about the interview – and less skilled. This session is designed to help you prepare for all of them.

When you have completed this program, you will be able to:

- Use a *Positioning Statement*
- Understand the interviewing process
- Gain significant advantage over other candidates
- Prepare for commonly asked interview questions
- Follow-up effectively

What you will cover

- Interviewing as Part of Your Overall Communications Strategy
- Your Positioning Statement
- The Interview Process
- Traps to Avoid
- Questions that Can and Should be Asked
- Behavioral Interviewing
- Guidelines for the Behavioral Interviewing
- How to Handle Behavioral Interviewing Questions
- Traps to Avoid
- Commonly Asked Behavioral Interviewing Questions
- The Group (or Panel) Interview
- The Telephone Interview
- The Five Spokes of the Wheel

The Power of Emotional Quotient in the Workplace

A large part of our success in life is based on our EQ, our emotional quotient. How we manage our emotions and the way we relate to others determines how successful and satisfied we are at work, home, and with friends. Our EQ is the ability to make and deepen connections at three levels: with ourselves (personal mastery), with another person (one-to-one), and within groups/teams. In this seminar session we:

- explore the EQ model and
- identify the principles and skills necessary for personal insights and understanding in the work place.
- answer the questions: what is EQ, why is it beneficial, and how can I enhance my current EQ knowledge and skills at the office to ensure career success and better working relationships.
- assess your EQ, identify difficult work situations, and apply the principles of EQ to the work place.

This seminar is designed to provide the participants with extensive individualized feedback and attention. The seminar is important because it enables participants to learn how to avoid the high costs of low EQ.

- Module I. Personal Mastery - Know Thyself
- Module II. One-to-One: EQ at the Individual Level
- Module III. Emotional Intelligence in Work Groups and Teams
- Module IV. Management with EQ - Applications on the Job
- Module V. Personal Action Plans - Putting it all together





Resolving Conflict

Business performance improvement depends on making and supporting better decisions. Decisions can be made by either one person or a team. The vast majority of decisions are implemented by teams. To maximize the impact of these decisions, we want to maximize the contribution each team member is willing and able to make in helping to make and implement the decision.

Along the way we discover that others don't always see things the same way we do. We seem to be in conflict.

Sometimes conflict is disabling, preventing future progress. Sometimes conflict is laughable upon discovering a misunderstanding.

This hands-on seminar provides a number of exercises to help you develop approaches and skills that allow you to move past conflict and work more effectively, both in one-on-one relationships and group situations.

What you will cover

- Types of Conflict
- Why People Argue
- Interpersonal Conflict
- Interpersonal Conflict – Resolution Techniques
- Group Conflict
- Group Conflict – Resolution Techniques
- Organizational and Culture Considerations
- Organization-wide Opportunities to Reduce Conflict
- Next Steps

Leading with Style

Teams are a critical success factor for business, and bringing teams to a quick but creative consensus is a strong competitive advantage.

Who Should Attend

Individuals attending this session are involved in one or more of the areas below:

- Facilitating business improvement sessions.
- Bringing a group of people to a consensus.
- Adding to your "bag of tricks" to ensure successful meetings.

What you will cover

Great facilitation skills will shorten the duration and grow the quality of any meeting. Facilitation can be used successfully in development, business improvement, brainstorming — in any situation that you need to gather information from many people quickly. Our experienced facilitators will teach learners tools and techniques through practice and team simulation.

What You Will Learn

After attending this session, the participants will be able to:

- Participate in a facilitated session.
- Plan, schedule, and hold a facilitated session.
- List the dangers and benefits of teams.
- Explain the importance of conflict during facilitated sessions.





Problem Solving & Decision Making

Problem Solving and Decision Making is a two-day seminar designed to increase an individual's ability to:

- Analyze the situation, process the available information and turn the data into an action plan
- Create new options or directions when not a subject expert or when run out of ideas
- Learn a surefire approach to decision making that overcomes analysis paralysis, lets you explain to others why the current path was selected and gets decision implemented
- Develop self confidence

What you will cover

- An Evolving World – Thinking and Acting to Help Create the Evolution
- How Our Mind Works and How We Can Improve the Way We use It
- Understanding Reality
- Creating and Selecting the Optimum Solution
- Implementing

Essentials of Critical Thinking

This interactive three-day seminar gives participants a working knowledge of basic critical thinking skills including the Socratic method to build individual and collective thinking strengths. It combines classical critical thinking with applications from neuroscience for organizational effectiveness in problem-solving. The complexity and fast pace of today's business environment demands that every employee and manager be able to think fast on his or her feet to resolve increasingly challenging problems. This program trains thinkers to find out what they know and what they don't know.

What you will cover

- Understanding critical thinking
- Challenging assumptions
- Developing reasoned judgment
- Building thinking teams

SELLING SKILLS

Breakthrough Negotiations

Do you need a clear understanding of the real purpose of the negotiation process? In this three-day seminar you will learn the skills necessary to deal with the tactics of negotiation.

What you will cover

- The Process of Win-Win Negotiations
- Understanding and Utilizing Basic Negotiation Concepts
- The Three Phases and Five Stages of Negotiation
- Planning Your Negotiation
- The Four Basic Principles of Win-Win or Problem-solving Negotiation: The Fisher/Ury Model
- Communication Skills for Negotiators: Rapport Building
- Communication Skills for Negotiators: Speaking Compellingly
- Overcoming Deadlock
- Follow-up—The Forgotten Element in Negotiations

Fundamentals of Professional Selling

The basic skills needed to be a successful salesperson must not be overlooked. From first contact to closing the sale, this three-day seminar is the foundation for a long and successful career as a professional salesperson.





What you will cover

- Establish principles, commitment, and performance in your work
- Win the prospect's confidence
- Understand the buyer's behavior
- Build long-term sales relationships
- Listen more effectively
- Manage the sales process
- Know when and how to close the sale
- Manage time and territory
- Use the telephone to get appointments and qualify prospects

Advanced Selling Skills

The complexity of selling in today's environment requires you to develop your consultative selling skills to meet sales objectives. Increasingly, your role is developing into one of value-partner consultant rather than a traditional salesperson.

What you will cover

1. Learn how to move away from the basic selling relationship to a consultative selling and relationship based customer retention model
2. Develop your knowledge, skills, and behaviors in your consultative selling role
3. Learn relationship selling skills which will help you build sustained relationships with important customers by pro-actively anticipating their needs
4. Develop your consultative selling competencies which will maximize the business relationship with your clients
5. Sharpen your interpersonal skills and communication behaviors to manage the relationship more effectively

EXECUTIVE DEVELOPMENT

Developing Executive Leadership

The role of the executive leader in business organizations has changed over the last ten years. The pace of organizational change has increased to the level where executives are being held more accountable by boards of directors for their actions. Executives face many challenges in today's business environment. Executives need to be savvy not only about strategic and financial issues of the business, but they also need to know and understand their leadership style and emotional quotient, ways to motivate direct reports and employees throughout the company, and how to manage organizational development to impact the culture of their organizations. To this end, the participants will assess their leadership style and their emotional quotient, look at leader competencies, participate in a 360 degree feedback process and coaching process, and complete a post-course developmental assignment

This three-day seminar focuses on helping executives learn how to identify and manage the challenges they face. Current research is cited in a way that the participants can immediately apply to their personal and professional lives. In this highly interactive and fun seminar, the participants learn how to gain insight into their executive role and practice new knowledge and skills for their jobs.





What you will cover

1. Course pre-work to be completed online via the internet: Situational Leadership LEAD instrument and Executive Emotional Quotient on-line assessment,
2. During the three-day course, the participants will complete the Situational Leader self-assessment instruments, view the Excellence Files video, participate in individual exercises, create an end of course developmental assignment to be completed before the second course session, small groups and large group activities;
3. After the completion of the course, the participants will complete the 360 degree feedback materials (within two weeks following the course), receive individual coaching by telephone the course leaders (to be completed within six weeks the end of the course), participate in a TELECLASS debrief process via telephone, and a final written report from the participants will be due back within six months after the completion of the course online.

Leading and Managing Change

As it's been said, "The future's not what it used to be." We experience change everyday. In business, in our communities, in our homes, in our churches. Often change has a bad rap. We are creatures of comfort and don't mind things staying the same for a while so we can enjoy the good times, enjoy a rest, not have to think about it.

Competitiveness Requires Improvement

But we live in a competitive world. Commerce is now global and for us to succeed we must be able to compete with, better exceed, our competition in providing products and services to our global markets.

A competitive world is a changing world. New products, new services, new attractions to the customers to improve market share and profitability.

To complete we must improve. To improve we must change. To change we must start doing something new, and stop what we have been doing that doesn't help anymore.

One way to think about this has us deliberately substituting "improvement" for "change" at every chance. When we can operationalize improvement (change), when we can improve first and faster than our competitors, then we are acting proactively to secure our future.

Seminar Goals

- help you feel and act more comfortably about change
- help you handle change in a positive and productive way
- help you generate attractive alternatives about any change that comes your way

Executive Teambuilding

This seminar covers the essentials of team building for the executive team to be a success. Learn how to develop the skills necessary to become both a successful team member and an interactive team leader -- and discover innovative ways to make your executive team more productive! This practical and useful course is designed for participants to learn the knowledge and skills required to build productive teams. There is special emphasis placed on the differences between the executive teams and teams at other levels in the organization. The team-building model used in this seminar focuses on successful team components and the skills necessary to function effectively as a team. Participants will learn the concrete steps to implement teams in their organization. Participants will actually go through the experience of building and functioning in their own teams during this seminar. By the conclusion of the seminar, the participants will complete a plan to implement teams in their organization.





What you will cover

- Identify the benefits and characteristics of an effective executive team
- Assess the strengths and weaknesses of your current team
- Develop group communication and problem-solving skills that will boost team productivity
- Analyze your own effectiveness as a team member
- Gain proven methods for achieving better working relationships among team members

Effective Executive Speaking

If you are an executive with some prior public speaking experience this is the seminar for you.

What you will cover

Together with your fellow participants you will practice the techniques needed to get past the stress and fear, analyze your audience, handle questions, speak with clarity and confidence, master visual aids, deal with interruptions, and deliver impromptu presentations.

Each participant will leave with a videotape of all presentations they make during the seminar.

1. Fundamentals of Effective Speaking Skills
2. Preparation
3. Speaking Skills
4. Essentials for Winning Presentations and Speeches
5. Testing-One-Two-Three

FINANCE & ACCOUNTING

Fundamentals of Finance, Accounting & Budgeting

Are you a non-financial professional who needs to understand the terminology of Finance and Accounting? Then this three-day seminar is exactly what you're looking for.

This seminar is offered in an interactive, workshop environment. It is built upon the accelerated learning model, utilizing a hands-on approach with a collaborative learning environment. There is extensive use of case studies to provide context for learning, emphasizing the use of financial tools, and thereby providing knowledge and skills that can be immediately implemented in the work place.

Who should attend

The program is designed for non-financial executives and managers. No previous finance/accounting background is assumed. Participants usually include a blend of executives/managers from sales, marketing, production, and administration.

What you will cover

- The language and structure of the balance sheet.
- How to read the income statement
- How to examine the statement of shareholder equity and understand the cash flow statement
- How to evaluate the performance of a company by calculating financial ratios using information from company annual reports
- How to use financial tools and models to plan for cost reduction and profit improvement
- How to plan for and develop the annual financial plan
- How to use the financial models for longer-term financial planning.





How to Prepare a Budget

The approach to this seminar is highly interactive, requiring the application of principles to case study based on the client's business. Work teams of 5 or 6 will produce budgets for various business functions such as sales and marketing, general and administration, research and development. (**NOTE:** It is strongly recommended that one team member be familiar with accounting terminology and client accounting methods.) These separate pieces will be combined by the group into a completed budget for the "case study company." The facilitator will evaluate the final submissions. Comments upon each will be made in the summation of the course.

What you will cover

- Budgeting and the Management Process
- The Framework for Budgeting
- Developing the Revenue Budget
- Budgeting Costs and Expenses
- Accountability for Results
- Building the Balance Sheet
- Cash Flow
- Presentation and Evaluation

PRESENTATION SKILLS

How to Deliver Power Presentation

This two day training workshop is the industry gold standard in presentation skills training. This course is extremely popular with everyone from beginning sales representatives to C level executives at many of our Fortune 500 clients. There is absolutely no more powerful or effective course available today to help improve your presentation skills whether you are persuading, educating, or informing clients, employees, executives, board members or your local grassroots organization.

This highly interactive workshop focuses on effective, persuasive communication skills, including preparation, structure, delivery, strategy, use of visual aids, and handling questions and answers. **"How to Deliver Powerful Presentations"** is the most highly participatory and personalize workshop of its kind. Each participant will receive coaching and feedback in order to help you learn and practice fundamental and advanced presentation skills.

There are 8 - digitally video recorded personal presentations, and each session is followed by one-on-one feedback in order to guarantee progress and change any distracting behaviors.

What you will cover

- Present Technical Information Clearly, Concisely, and Persuasively
- Enhance Voice Projection, Articulation, Pace and Fluency, Body Language, Eye Contact, and Gestures
- Determine Audience Attitudes and Needs
- Overcome Nervousness, Anxiety, and Any Distracting Matters
- Use Both Common and High-Tech Media Effectively
- Implement Persuasive Communication Techniques
- Project Control and Confidence through Delivery Skills
- Plan and Develop Complete, Formalized Product Presentations around the Market Forces That Affect Business
- Structure Presentations to Gain Maximum Effect
- Use Audience Involvement Techniques to Identify and Handle Questions
- Set up a Specific Action Plan to Improve Participants Presentations





Presentation Skills for Technical Professionals

Effective Presentation Skills are essential for technical professionals to communicate their data, statistics and facts in a well organized, concise manner, both to the technically sophisticated and technically challenged.

The key is to communicate clearly, concisely and with confidence. Unfortunately, too many technical presentations fail to get the message across; too often, because many technical presentations are, simply put, boring.

We will address several myths associated with technical presentations:

- Content is the only message
- Audiences want all details
- People expect technical presentations to be boring
- Technical people expect to be lectured at
- Data dumping is a requirement
- The speaker is there to support his/her visuals
- Visuals should predominate

TEAM BUILDING

Understanding Others: Essentials for Team Success

This interactive, two-day program gives participants a strong working knowledge of personality profiles and thinking patterns that affect the dynamics of a team's problem-solving abilities. Engaging and interactive, this learning experience will help you discover ways to work together more effectively, utilize certain styles to achieve desired outcomes and create your very own "dream team".

You will understand your own behavior patterns and how best you can contribute the overall success of the team. You'll find out why you communicate, learn, make decisions and organize your lives differently. You'll apply your new insights to communicate more effectively, minimize conflict, and work together much more effectively.

This workshop employs team exercises and professionally facilitated discussions to help your team discover common roadblocks and how they can easily be avoided. The result is improved team decision-making skills, role clarity, enhanced team effectiveness and long term productivity.

This team skill-building experience:

- Improves communication by identifying how team members use different communication methods to achieve results
- Enhances cooperation by creating awareness of the different ways in which team members choose to make decisions and organize projects
- Increases management effectiveness by revealing team dynamics
- Delivers results by offering suggestions on how the team can tap its new understanding of communication and cooperation to achieve desired outcomes

Executive Team-building

This seminar covers the essentials of team building for the executive team to be a success. Learn how to develop the skills necessary to become both a successful team member and an interactive team leader -- and discover innovative ways to make your executive team more productive! This practical and useful course is designed for participants to learn the knowledge and skills required to build productive teams. There is special emphasis placed on the differences between the executive teams and teams at other levels in the organization. The team-building model used in this seminar focuses on successful team components and the skills necessary to function

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- Identify the benefits and characteristics of an effective executive team
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- Analyze your own effectiveness as a team member
- Gain proven methods for achieving better working relationships among team members

COMMUNICATION SKILLS

Assertiveness: Responsible Communication

Assertiveness training will bolster your self-confidence by allowing you to recognize manipulative behavior and diffuse its effects. This training will teach you how to confront problematic behavior and how to effectively negotiate mutual solutions.

Through active participation in role plays and intensive group discussion, you will discover the causes of common misunderstandings and solutions. You will begin to understand how to give and take constructive criticism and how this can help to build and maintain winning relationships with people in your professional life.

Business Grammar Essentials

Business Grammar Essentials is a comprehensive overview of the essentials of the English language. Grammar Skills such as agreement, verb tense, and who and whom are taught with practical, easy-to-apply rules. Correct word usage is emphasized. Included are troublesome pairs such as imply/infer, affect/effect, ensure/insure, and bring/take. Differences between stationary/stationery and principal/principle are clarified. Simple punctuation rules are offered for the comma, the semicolon, italics, underlining, and quotation marks. To help spot often-missed, embarrassing errors, eight standards for writing letters and four proofreading and email tips are presented. As well, spelling, pronunciation and enunciation, and capitalization are emphasized.

The Method and Application

Instructors present all material with humor and ease. Understandable explanations replace confusing terminology. To make everyone comfortable, the class begins with a light-hearted, informative quiz. Participants proofread a business letter containing common mistakes and learn how to avoid them. A variety of activities and exercises in the course workbook have been carefully designed to reinforce concepts learned. Instructor

presentations, question and answer discussions, and note-taking all serve to enhance the learning experience.

The Follow-up

Review is an essential part of the training process. Therefore, we have included supplementary exercises, reference sections, and review materials. A comprehensive skills packet provides self-study and review opportunities.





Business Writing

To ensure your success in today's marketplace you must be able to express yourself with clarity. In this workshop you will learn the skills necessary to streamline your writing into concise, reader-focused content.

What you will cover

- Identify Writing Problems
- Learn to Organize Documents
- Improve Conciseness by Identifying Common "Foggers"
- Understand Unique Rules for E-Mail Etiquette and Style
- Review Common Grammatical Errors

Note: It is essential that we be provided with samples of the participants writing ahead of time so that we can focus on those areas that need most attention. Participants should also bring samples of their writing with them for reference during the workshop. We will not refer to any specific individual's work.

MARKETING

Fundamentals of Marketing

The objective is to examine contemporary marketing concepts and techniques and look at their application within the client's company. We will emphasize practical aspects of marketing techniques.

What you will cover

- Understanding the Basics of Marketing
- Strategic Marketing Planning
- Managing the Product's Life Cycle
- Pricing
- Marketing Channels and Distribution
- Market Segmentation
- Marketing Research
- Promotion
- New Products
- Marketing Strategies
- Marketing Communications

Developing a Successful Marketing Plan

The only reason to write a marketing plan is to improve your chances of selling your product or service. This 2-day seminar presents a practical, step by step approach to developing, writing and implementing a successful marketing plan. The emphasis in this course is on identifying and gathering the information you need to write a marketing plan, analyzing that information, and then developing a plan to help you successfully achieve your marketing objectives. This highly interactive course uses lectures, case studies and class discussions to introduce and develop the concepts and process, which underlie a successful marketing plan. This course is designed for Managers who have to write a marketing plan and will benefit both experienced marketing managers and managers who may be new to the marketing function.





What you will cover

- Understanding what constitutes a successful marketing plan.
- How to perform a business review.
- Developing marketing and sales objectives.
- Analyzing competitors and their strategies.
- Identification of the best opportunities for your product in the marketplace.
- Development of product, distribution, pricing and communication strategies.
- Creation of a marketing budget and timetable.
- Using a step by step planning process to develop a comprehensive marketing plan

Competitive Analysis

Practical, effective techniques for competitive analysis are one of the most sought-after set of skills in a senior manager's tool box. Competitive analysis will help you focus your efforts on understanding every aspect of your competitor's activities - R&D, Marketing, Sales, Manufacturing, Service and Support.

What you will cover

- How to develop successful corporate and business-level strategies
- How to use a variety of competitive analysis techniques
- How to size up the core competencies and vulnerabilities of your competitors
- How to predict future competitive moves and actions
- How to produce superior competitive analyses
- How to turn competitive data into Business Intelligence
- How to anticipate your competitors' next moves

PURCHASING & WAREHOUSING

Fundamentals of Purchasing

Buyers play a pivotal role in the financial success or failure of your organization. Since purchasing activities can account for as much as 80% of your organization's total budget, your purchasing decisions directly influence the company's profit margin.

This intensive, hands-on seminar will arm you with the skills you need to influence that profit or gross revenue margin in a positive manner. You must have savvy negotiating techniques; a clear, concise method of keeping good records; forms that are succinct and functional; a working knowledge of the legal ramifications that could land your organization in court; and more.

What you will cover

After attending **Fundamental of Purchasing**, you'll return to the job with critical skills you can put directly to use. You will learn:

- How to establish relationships in which you and your supplier both benefit
- Tips that can literally save your organization thousands of dollars
- How to become a savvy negotiator
- How to untangle the web of legalities that can affect purchasing decisions
- How to develop and keep information and records up-to-date and accessible
- The basic principles of successful purchasing
- How to choose the suppliers who provide the lowest overall cost for the best value





Inventory & Management Control Techniques

If you don't feel up to full speed on all the important areas of inventory decision making, this comprehensive seminar will inform you about the newest and best approaches for your type of organization. The emphasis in this basic to intermediate level program is on how to plan, implement, and use proven practices that work. There is a strong focus on approaches and principles that will have the most dramatic effect on improving your organization's service levels, reducing costs and investments associated with inventory, and increasing turnover rate with fewer stockouts. Inventory Management & Control Techniques addresses the "brutal facts" of inventory decision making and should be of lasting career importance to you. It will change the way you apply inventory concepts, systems, policies, principles, and techniques.

What you will cover

- Reduce inventory without reducing service
- Forecast your true inventory needs
- Understand inventory costs and their flow
- Attain a higher level of inventory record accuracy
- Control your inventory items selectively through item classification policies
- Establish metrics and KPIs to establish and appraise your inventory performance
- Apply every "three letter" method and technique available to you-ABC, VMI, EPQ, ROP, EOQ, JIT, DRP, MRP, PLS, MAD, and MIN-MAX





Complete list of courses offered by TrainersDirect

MANAGEMENT

- Management Skills for New Managers
- The Dynamics of Effective Management & Leadership
- The Experienced Manager
- Leadership & Job Performance
- Coaching for Performance
- Problem Solving & Decision Making
- Resolving Conflict
- Successful Interviewing
- Managing the IT/IS Technical and Professional Staff
- Preparing to be an IT Leader in a Changing World
- The Power of Emotional Quotient...
- Essentials of Critical Thinking
- Creative Thinking
- Supervisory Skills Development
- Leading in a Changing Environment
- Managing People
- The Dynamics of Outstanding Management
- The Keys to Successful Management
- Motivating Employees
- Resolving Conflict
- Effective Leadership Skills for Managers and Supervisors
- Leading With Style

FINANCE & ACCOUNTING

- Fundamentals of Finance Accounting & Budgeting
- How to Prepare a Budget
- Financial Statement Analysis

PROJECT MANAGEMENT

- Developing Your Project Management Skills
- IS Project Management
- Technical Project Management
- Managing Projects with Microsoft Project
- Project Management for Administrative Assistants

- PMP Certificate Program (*Exam Preparation*)
- Advanced Project Management
- Project Estimating
- Earned Value Management
- Joint Application Development
- Rapid Application Development

COMMUNICATION SKILLS

- Developing Your Presentation Skills
- How to Deliver Powerful Presentations
- Effective Executive Speaking
- Presentation Skills for Technical Professionals
- Assertiveness: Responsible Communication
- Business Writing
- Business Grammar Essentials
- English for the Workplace
- Let's Talk: A Workshop to Enhance Communication
- Communicating Effectively
- Fat-Free Writing
- Writing for the Workplace
- Writing Effective Email

NEGOTIATION

- Breakthrough Negotiation Skills

SALES & MARKETING

- Principles of Professional Selling
- Advanced Selling Skills
- Secrets of Sales Success
- Relationship Selling Strategies
- Fundamentals of Marketing
- Developing a Successful Marketing Plan
- Competitive Analysis
- Competitive Strategy
- Market Research & Analysis
- Market Channels
- Strategic Pricing





EXECUTIVE DEVELOPMENT

- Leading and Managing Change
- Developing Executive Leadership
- Executive Team Building
- Effective Executive Speaking
- Six Thinking Hats

TEAMBUILDING

- Understanding Others: Essentials for Team Success
- The Basics of Teambuilding
- Executive Team Building
- The Dynamics of Successful Teams
- Initiating and Building Improvement Teams

CHANGE MANAGEMENT

- Leading & Managing Change
- Process Improvement Skills
- Waste Search - Process Improvement
- Strategic Planning

CAREER DEVELOPMENT

- Successful Interviewing
- Career Planning
- Building your Network
- Running Effective Meetings

CUSTOMER SERVICE

- Strategies for Exceptional Customer Service
- Creating a Customer Service Culture
- Proper Telephone Techniques
- Managing Different Customer Behaviors

MEETING AND FACILITATION SKILLS

- Group Facilitation Skills
- Running Effective Meetings
- Building an Effective Meeting Process

PREVENTING SEXUAL HARASSMENT

- Preventing Sexual Harassment

PRODUCT MANAGEMENT

- Fundamentals of Product Management
- Facilitated Product Management Workshop
- Successful Product Development
- Managing the Product Life Cycle

PURCHASING

- Fundamentals of Purchasing
- How to Purchase Effectively
- Maximizing Purchasing Power
- Fundamentals of International Purchasing
- Effective Purchasing Negotiations
- Advanced Purchasing & Supply Management Techniques
- Understanding the Legal Aspects of Purchasing & Supply
- Understanding Purchasing & Supply Contracts
- Essentials of Purchasing
- Purchasing Negotiation Planning Skills
- Strategic Planning from a Purchasing & Supply Management Perspective
- Performance Based Contracts





WAREHOUSING

Warehouse Operations & Inventory Management
Inventory Management & Control Techniques
Management Skills for Warehouse Supervisors
Managing & Improving Warehouse Operations

THINKING SKILLS

Creative Thinking
Essentials of Critical Thinking
Problem Solving & Decision Making
Six Thinking Hats

TIME & STRESS MANAGEMENT

Time Management: *Juggling Competing Priorities*
Time, Stress & Emotional Intelligence
Managing Stress
Time & Meeting Management
Managing Yourself Effectively Through the Efficient use of Time
Organizational Skills for Staff Professionals
Tackling the Time Challenge

TRAINING FOR TRAINERS

Train the Trainer
Instructional Design and Strategies

Our Step-by-Step Process for Training Success

One: Defining Your Training Needs

We'll start by working with your course leader (a highly qualified trainer) to gather information and gain insight about your organization. Together we'll define your training objectives.

Two: Design Your Program

We'll use this information to tailor an outline for your training. It will be a practical, comprehensive course that focuses on the skills most important to you. When we're done, you'll have the opportunity to review and approve the final outline.

Three: Delivering Your Course

The training will be presented at your location - or an off-site location of your choosing - on a convenient date. We'll use various techniques (critique, small group exercises, assessment instruments etc.) to reinforce the skills we teach.

Four: Evaluating the Results

After the training, we'll compile the course evaluations from the participants and return them to you along with a summary report. In addition, we encourage you to establish a line of communication with your facilitator in order to review the training success and identify ways to implement specific ideas into your organizational processes





MY NOTES

