

# Training Program Directory

People Management & Leadership	Mind Your Emotions® & Self Development	Customer Service, Communication & Teamwork	Sales
<p><b>People &amp; Sales Management</b></p> <ul style="list-style-type: none"> <li>• Being an Effective Manager</li> <li>• Being an Effective Sales Manager</li> <li>• 21<sup>st</sup> Century Coach Strategies</li> <li>• Hiring Sales People who can sell</li> <li>• Effective Recruitment Practices for non sales roles</li> <li>• Situational Leadership</li> <li>• Assessing &amp; Managing Workplace Performance</li> <li>• Managing &amp; Leading Teams</li> <li>• Conflict Resolution</li> <li>• Delegation &amp; Time Management</li> <li>• The <i>Optimistic</i> Manager</li> <li>• Sales Strategy Review</li> <li>• Train the Sales Trainer</li> </ul> <p><b>Leadership &amp; Innovation</b></p> <ul style="list-style-type: none"> <li>• Applied Leadership in the Workplace</li> <li>• High Impact Leadership using EI</li> <li>• Planning for Sustained Change</li> <li>• Innovation &amp; Future Thinking</li> <li>• Thinking like an Entrepreneur</li> </ul>	<p><b>Mind Your Emotions®</b></p> <ul style="list-style-type: none"> <li>• Mind Your Emotions® (Practical strategies to manage your emotions and develop healthy attitudes)</li> <li>• The <i>Optimistic</i> Professional</li> <li>• Mindfulness – being present</li> </ul> <p><b>Unlocking Your Potential</b></p> <ul style="list-style-type: none"> <li>• Energy Management (time mgt.)</li> <li>• Mapping Your Future (Goal Setting &amp; Achievement Program)</li> </ul> <p><b>Emotional Intelligence Modules</b></p> <ul style="list-style-type: none"> <li>• Introduction to workplace Emotional Intelligence (EI)</li> <li>• Understanding Your EI Results</li> <li>• Enhancing Emotional Self Awareness &amp; Self Expression</li> <li>• Enhancing Emotional Awareness of Others</li> <li>• Enhancing Emotional Reasoning</li> <li>• Enhancing Emotional Management &amp; Control</li> <li>• The seven skills of highly effective people</li> <li>• High Impact Leadership using EI</li> </ul>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Customer Service Skills</li> <li>• Customer Service Attitudes</li> <li>• Creating Healthy Customer Relationships</li> <li>• Dealing with Difficult People</li> </ul> <p><b>Communication &amp; Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>• Effective Self Promotion</li> <li>• Negotiating a win:win outcome</li> <li>• Influencing for positive results</li> <li>• Effective Communication Skills with different styles</li> <li>• Conflict Resolution</li> <li>• Assertiveness Techniques</li> <li>• Learning to Argue</li> <li>• Creating Healthy Relationships</li> </ul> <p><b>Team</b></p> <ul style="list-style-type: none"> <li>• TMP - Understanding Team Roles</li> <li>• Balancing team dynamics</li> <li>• Making the most of your team</li> <li>• Dealing with Conflict in Teams</li> <li>• The seven skills of highly effective teams</li> </ul>	<p><b>Foundation - Level 1</b></p> <ul style="list-style-type: none"> <li>• Why Sales Matters (intro to sales)</li> <li>• Selling over the Telephone</li> <li>• <b><i>Sell to Win</i></b> (Consultative Selling)</li> <li>• Networking &amp; Relationship Building</li> <li>• Sales Planning for Results</li> <li>• Sales Prospecting Skills &amp; Strategies for the 21<sup>st</sup> Century</li> <li>• Sales Fitness Assessment Session</li> <li>• Sales Circuit Training Workout</li> </ul> <p><b>Advanced - Level 2</b></p> <ul style="list-style-type: none"> <li>• <b><i>Being a Sales Champion</i></b> (Advanced Consultative Selling)</li> <li>• Key Account Management</li> <li>• Advanced Sales Questioning</li> <li>• The <i>Optimistic</i> Sales Professional</li> </ul> <p><b>Elite - Level 3</b></p> <ul style="list-style-type: none"> <li>• The <i>integrated</i> Sales Professional</li> <li>• Negotiation for Salespeople</li> <li>• Influencing Skills for Salespeople</li> <li>• Professional Presentation Skills</li> <li>• High Impact Selling using EI</li> <li>• Accreditation training in selected BARRETT sales programs</li> </ul>