



Texas State Technical College Department of Corporate Education offers a wide variety of soft skills training and workshops for the development of the workforce community. The Corporate Education

Department is a component within TSTC's Corporate and Community Education division. Our purpose is to build partnerships with business, industry, government and other institutions to provide high quality, cost-effective services. The courses currently offered are as follows:

ACCOUNTING SKILLS FOR NEW SUPERVISORS – As a supervisor, understand the important concepts of accounting terms such as depreciation, cash flow, balance sheet, and most of all...budgets! Also, determine your role in company finances and discuss various types of financial reports, including income statements, cash flow statements, and statements of retained earnings. In this two-day workshop, you'll discover financial that terms are not as scary as they seem!

ADVANCED PROJECT MANAGEMENT - It's easy to forget the "manager" part of your "project manager" title amongst all the activity during a project. However, it is crucial that you hone your management skills as they are an important part of your success as a project manager. There are also some advanced project management techniques that you can master to help bring your projects to the next level. These are the two areas that we will focus on in this one-day workshop.

ADVANCED SKILLS FOR THE PRACTICAL TRAINER - Behind every spectacular training session is a lot of preparation and meticulous attention to detail. The truly skilled trainer can make a program exciting. The learners will have fun while they are learning if the facilitator is able to involve their emotions as well as their minds. You will see the involvement, and you will feel the energy. To reach this stage as an adult educator isn't always easy, but success isn't just for the naturally gifted. It is possible for all of us who put effort into our personal growth and development. We want the enormous satisfaction that comes from working with others to help them reach their potential as human beings. This three-day workshop will help you reach that goal.

ADVANCED WRITING SKILLS - This is a one-day workshop for those who already are good writers. Our time will be devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.

ANGER MANAGEMENT – UNDERSTANDING ANGER - Anger is a universal experience. You don't have to be a psychologist to know that managing anger productively is something few individuals, organizations, and societies do well. Yet research tells us that those who do manage their anger at work are much more successful than those who don't. The co-worker who can productively confront his teammate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyal but makes her own day less troublesome. This one-day workshop is designed to help give you and your organization that edge.

BALANCED SCORECARD BASICS - Organizations have come to realize that success cannot only be measured in dollars and cents. Intangible assets, such as a company's reputation, can make up a huge portion of a company's wealth. It only makes sense, then, that we need a new tool to help us measure this expanded definition of success.

Enter the balanced scorecard! This [one-day workshop](#) will introduce you to the basics of the balanced scorecard and help you determine if this powerful tool is a good fit for your organization.

BASIC BUSINESS MANAGEMENT – BOOT CAMP FOR BUSINESS OWNERS - Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future. The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply. This [three-day course](#) provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.

BASIC INTERNET MARKETING - This course is an ideal start for business owners and people new to marketing to learn the basics of Internet marketing. We've included information on how to market online, and even more importantly, how to determine what results you are getting. Then, you can figure out whether you are reaching your target market, where your qualified prospects are, and how they are engaged as a result of your efforts. This [one-day course](#) includes sessions on search engine optimization, e-mail campaigns, pay per click advertising, and more.

BODY LANGUAGE: READING BODY LANGUAGE AS A SALES TOOL - Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this [one day workshop](#)!

BRANDING: CREATING AND MANAGING YOUR CORPORATE BRAND - Your brand is the vehicle that propels your product or service into your customer's lives, and into their hearts. A good brand is much more than an attractive image combined with some witty type. Your brand must reflect the heart and soul of your product, and offer a promise that you can live up to. This [two-day course](#) will get you started on the road to creating a perfect brand.

BUDGETS AND MANAGING MONEY - For managers in today's business world, it's essential to have a working knowledge of finance. We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This [two-day workshop](#) will help you prepare budgets and make decisions with confidence.

BUILDING BETTER TEAMS - Teams are an important building block of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organizations. With teams at the core of corporate strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? This [one-day course](#) can help you get there!

BUILDING RELATIONSHIPS FOR SUCCESS IN SALES - No one questions that making friends is a good thing. In this [one-day workshop](#), you are going to discover that the business of business is making friends, and the business of all

sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

BUILDING YOUR SELF ESTEEM AND ASSERTIVENESS SKILLS - A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be painful and unrelenting. In this one-day workshop, you will discover some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.

BULLYING IN THE WORKPLACE - Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent. This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers? All of these questions (and more!) will be answered in this one-day workshop.

BUSINESS ETHICS FOR THE OFFICE - What exactly makes a decision ethical? The problem with ethics is that what may seem morally right (or ethical) to one person may seem appalling to another. This two-day workshop will not provide you with an easy way to solve every ethical decision you will ever have to make. It will, however, help you define your ethical framework to make solving those ethical dilemmas easier. We'll also look at some tools that you can use when you're faced with an ethical decision. And, we'll look at some techniques you can use so you don't get stuck in an ethical quandary. Best of all, we'll look at a lot of case studies so that you can practice making decisions in a safe environment.

BUSINESS ETIQUETTE – GAINING THAT EXTRA EDGE - If you've ever had an awkward moment where you aren't sure which fork to use, you don't know which side plate is yours, or you've ever had to make small talk with a Very Important Person and been lost for words... Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make. This one-day workshop will help you handle most of those socially difficult moments.

BUSINESS LEADERSHIP – BECOMING MANAGEMENT MATERIAL - Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager, enhance your ability to communicate with others in meetings and through presentations and define your role as a leading manager and identify how that role differs from other roles you have had. Also, understand the management challenge and the new functions of management and discover how you can prepare for and embrace the forces of change. This three-day workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

BUSINESS SUCCESSION PLANNING – DEVELOPING AND MAINTAINING A SUCCESSION PLAN - Change is a hallmark of today's business world. In particular, our workforce is constantly changing – people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place. This one-day course will help you develop, maintain, and evaluate your succession plan.

BUSINESS WRITING THAT WORKS - We all know what good writing is. It's the novel we can't put down, the poem we never forgot, and the speech that changes the way we look at the world. Good writing is the memo that gets action and the letter that says what a phone call can't. In business writing, the language is concrete, the point of

view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This two-day workshop will give you the tools to become a better writer.

CRM – AN INTRODUCTION TO CUSTOMER RELATIONSHIP MANAGEMENT - As with many significant undertakings, undergoing a CRM review (even simply considering its implementation) requires learners to analyze technical and complicated systems. This one day course sorts through a myriad of information and brings you the basics you need to make a decision about the need for CRM, its benefits, and how to coordinate the base requirements for a CRM undertaking.

CALL CENTER TRAINING – SALES AND CUSTOMER SERVICE TRAINING FOR CALL CENTER AGENTS - Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are a business element that is here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and practical three-day workshop.

CHANGE MANAGEMENT – CHANGE AND HOW TO DEAL WITH IT - Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people’s hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully. In this one-day workshop, you will learn how to manage and cope with change and how to help those around you too.

COACHING – A LEADERSHIP SKILL - Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization. This one-day workshop will help you become a better coach in all senses of the word.

COMMUNICATION STRATEGIES - Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable. A major goal of this two-day workshop is to help you understand the impact your communication skills have on other people. You will also explore how improving these skills can make it easier for you to get along in the workplace, and in life.

CONDUCTING EFFECTIVE PERFORMANCE REVIEWS - Performance reviews are an essential component of employee development. Someone once said, “If you always do what you’ve always done, you’ll always get what you’ve always got.” Setting goals and objectives to aim for will give supervisors and employees a unified focus and targets to aim for. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop. Performance appraisals involve all these activities with this one day workshop.

CONFERENCE AND EVENT MANAGEMENT - Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work. This two-day course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music). While this course is specifically for corporate

event planning, the elements here can also be applied to more personal event planning. Essentially, we're creating an effective and well planned design that is ready for implementation and can be used over and over again.

CONFLICT RESOLUTION – A ONE DAY PRIMER - There are two major myths about conflict: that it always involves anger and that it's always negative. Conflict can actually be a positive tool for growth if you know how to manage it properly. This one-day course will teach participants just how to do that.

CONFLICT RESOLUTION – DEALING WITH DIFFICULT PEOPLE - Success in dealing with conflict comes from understanding how we behave, as well as how we can influence others. If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, we will find that we have less difficult people to deal with. More often than not, we will also have more meaningful and significant conversations. In this one-day workshop, you will learn how to turn difficult situations into opportunities for growth.

CONFLICT RESOLUTION – GETTING ALONG IN THE WORKPLACE - Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This two-day course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.

CONQUERING YOUR FEAR OF SPEAKING IN PUBLIC - Do you get nervous when presenting at company meetings? Do you find it hard to make conversation at gatherings and social events? Do you lock up in awkward social situations? If so, this one day workshop is just for you! It's aimed at anybody who wants to improve their speaking skills in informal situations. We'll give you the confidence and the skills to interact with others, to speak in informal situations, and to present in front of small groups.

CONTROLLING ANGER BEFORE IT CONTROLS YOU - Everyone gets angry; it's a completely natural response. But do you know how to manage that anger constructively? By the end of this one-day course, you will be able to: understand anger and its causes, understand behavior types, develop coping tools, and improve your communication skills.

CORE NEGOTIATION SKILLS: A ONE DAY PRIMER - Negotiation is a key skill that, when mastered, can enhance communication and provide better results from communication. This one-day course will teach participants the basics of negotiation, how to prepare to negotiate, ways to respond to negotiation challenges, how to create win-win solutions, and how to create sustainable agreements.

CREATING A DYNAMIC JOB PORTFOLIO - The job market continues to change, as does the way we look for work. This one day workshop examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview. Learn how to describe yourself using descriptive language, explore the essential elements of cover letters and resumes, understand the need for pre-employment testing and what to expect in your target market, and design a personalized portfolio to get started on your job search.

CREATING A TOP-NOTCH TALENT MANAGEMENT PROGRAM - Organizations recognize that they do better business when their people are engaged, motivated, and yes, talented. Having the right people in place at the right time is a key aspect to continued growth, success, or even just stability. This two-day course will provide you with just what it takes to have the right people ready. It will help you create a program to measure the talents of your people and how to help them grow in preparation for the future. It will also help you support and grow your organization by teaching you how to apply the most current research and adapt your organization to the ever-changing marketplaces.

CRISIS MANAGEMENT - Viable organizations need to be ready for emergencies because they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for fire, weather disasters, and all the different kinds of crises that can occur. One solid plan will help you to prevent, respond, and recover from all crises. This two-day course will help you ensure your organization is ready to manage any kind of crisis.

CRITICAL THINKING - In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This two-day workshop will give you some practical tools and hands-on experience with critical thinking and problem solving.

CURRENT PROJECT MANAGEMENT TECHNIQUES TO INCREASE EFFECTIVENESS - Have you ever had to plan a party, building a shed, prepare an annual report, or develop a new product? These could all be projects! Managing projects successfully is a key skill for success. This one-day course will teach you how to manage each phase of a project: conceptual, planning, execution, and termination.

CUSTOMER SERVICE TRAINING – CRITICAL ELEMENTS OF CUSTOMER SERVICE - While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This two-day course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition. You will be able to demonstrate an effective customer service approach, understand how your own behavior affects the behavior of others, demonstrate confidence and skill as a problem solver, and apply techniques to deal with difficult customers.

CUSTOMER SERVICE TRAINING – MANAGING CUSTOMER SERVICE - The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization. This one-day workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, you will draw from your own personal and varied experiences to share elements of reward and challenge. Consider this workshop as a re-energizing time to build and expand from where you are now.

DELEGATION – THE ART OF DELEGATING EFFECTIVELY - Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization. Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation, including when to delegate and to whom to delegate. We will also go through the delegation process step by step and learn about techniques to overcome problems.

DEVELOPING YOUR TRAINING PROGRAM - Training is an essential element of development in any organization. Being knowledgeable and continuing to learn throughout your career can make you a very valuable asset. We also know that training and orientation (or 'onboarding') for newly hired employees are a key factor in retention. This two-day workshop is designed for a trainer who wants to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for.

DISABILITY AWARENESS: WORKING WITH PEOPLE WITH DIABETES - People with disabilities represents a significant and largely underutilized resource for businesses. Many disabled persons are underemployed or unemployed. As a result of advocates for diversity, as well as a shrinking labor pool, employers are taking a serious look at hiring and retaining people with disabilities. This two-day workshop will give supervisors, managers, and human resource consultant's tools and tips for creating a diverse workplace.

DIVERSITY TRAINING – CELEBRATING DIVERSITY IN THE WORKPLACE - In the past ten years, the workforce has changed dramatically. More than ever, a workplace is a diverse collection of individuals proud of whom they are: their gender, their sexual orientation, their religion, their ethnic background, and all the other components that make an individual unique. In order for your workplace to succeed, your employees must be able to appreciate and celebrate those differences. In this one day workshop you will be able to understand what diversity is and what its related terms mean. Also, be aware of how aware you are of diversity and where you can improve. Understand how changes in the world have affected you and your view and be able to identify your stereotypes.

DYNAMITE SALES PRESENTATIONS - A great sales presentation does not demand that you have all the bells and whistles to impress the client with your technical skills. Rather, try impressing your clients with your knowledge of the products and services you sell and your understanding of their problems and the solutions they need. This one-day workshop will show you how to create a winning proposal and how to turn it into a dynamite sales presentation.

EFFECTIVE PLANNING AND SCHEDULING - As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This two-day workshop will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule.

EMOTIONAL INTELLIGENCE (ONE DAY) - Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. This one-day course will give you the EQ edge.

EMPLOYEE DISPUTE RESOLUTION – MEDIATION THROUGH PEER REVIEW - Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The Peer Review process offers employees just that chance, using a formalized process. In this one-day workshop, you will cover all aspects of the process, from initiating the process, to choosing a facilitator and panel members, to having a hearing and making a decision.

FACILITATION SKILLS - How can you facilitate, rather than control, group decision-making and team interaction? With no formal training, people may find it difficult to make the transition from instructors or managers to

facilitators. This two-day workshop has been created to make core facilitation skills better understood and readily available for your organization. It represents materials and ideas that have been tested and refined over twenty years of active facilitation in all types of settings.

GENERATION GAP – CLOSING THE GENERATION GAP IN THE WORKPLACE - There are currently five generations in the workforce, and employers faced with mass retirements of Baby Boomers are looking for ways to prepare for the changes that will result. This course examines the history and reality of the generation gap. This one day course explores whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. Understanding others helps us to understand ourselves and to manage the people that we work with. We will explore problems, solutions, and strategies to help overcome issues of the generation gap.

GETTING STUFF DONE – PERSONAL DEVELOPMENT BOOT CAMP - Why are there so many different organizational systems and time management methods out there? The answer is simple: it's like any other personal challenge, like weight loss or money management. There is no simple, one size fits all answer. You must build a solution that works for you. Over the course of this two-day workshop, we will explore various time management and organizational tools and techniques so that you can build a customized productivity plan for your personal and professional lives. At the end of the course, you will emerge with a plan that works for you, so that you can start regaining control of your life!

GETTING YOUR JOB SEARCH STARTED - While looking for work can be an exciting time, it can also involve fear and discomfort about change and the unknown. Whether you are already in the midst of a job search or just thinking about it, this one day workshop will help you to determine what your skill set is made up of, the kind of work that is important and realistic to include in your search, and how to get started.

GIVING EFFECTIVE FEEDBACK - This one day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting. This one day course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

GOAL SETTING - We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This one-day workshop will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.

HIRING FOR SUCCESS – BEHAVIORAL INTERVIEWING TECHNIQUES - Interviewing potential employees sounds easy enough. You arrange for a conversation between you and potential candidates, and then select the best person for a particular position. But what if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This two-day workshop will give you the skills and tools to hire successful candidates.

HUMAN RESOURCES TRAINING – HR FOR THE NON-HR MANAGER - This is a three-day overview of human resource issues facing today's business owners and managers. You do not always have the expertise to deal with the many employee relationship issues you face, and yet you will be expected to make decisions that are both effective and legal. This workshop will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring process (such as diversity issues, compensation, and discipline).

INFLUENCE AND PERSUASION - When we talk about influence and persuasion, we often talk about marketing and sales. However, we influence in many ways and with great frequency. If you want a raise, sometimes you need to persuade your boss. If you want to convince your team to adopt a change, help your staff make choices, or choose the best place for lunch, there is often influencing taking place. This one day workshop will help participants learn how to influence and persuade in a variety of areas.

INTERMEDIATE PROJECT MANAGEMENT - Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time. This workshop is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This one-day workshop will take you through the remaining three stages: planning, execution, and termination.

INTRODUCTION TO NEURO LINGUISTIC PROGRAMMING - Your brain, thoughts, and behavior are at the core of everything that you do every day, even if you aren't aware of it. In order to truly achieve the results that you want to achieve, you must master the art of bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world. Neuro linguistic programming can give you the tools to do just that. In this one-day introductory workshop, you will learn the basics of neuro linguistic programming. We will give you the tools to manage your thoughts, and thereby manage yourself.

INVENTORY MANAGEMENT – THE NUTS AND BOLTS - Most companies carry too much inventory. Has anyone stopped to calculate the true cost of worrying about “running out?” The costs of maintaining excessive inventory usually far outweigh the true cost of not being able to quickly deliver a particular item to a customer once in a very long while. A balance must be struck between inventory levels and turnover. Good inventory managers know what stock moves at what rate. They carefully plan re-order levels to ensure that the chances of running out are minimized while the turnover rate is maximized. One day workshop

LEADERSHIP SKILLS FOR SUPERVISORS – COMMUNICATION, COACHING, AND CONFLICT – In this one day workshop you will learn ways to prioritize, plan, and manage your time. Identify your primary leadership style and techniques for maximizing that style. Develop more flexibility to use other leadership styles. Search for ways to overcome communication barriers and determine ways you can meet the needs of employees and co-workers through communication and coaching. Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

LEAN PROCESS IMPROVEMENT - This two-day course will give you the foundation to begin implementing Lean process improvement tools in your workplace. The first day will explore the foundations of Lean through the Toyota precepts and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). The second day will give participants tools to perform continuous improvement in their organization, including 5S, 5W-2H, PDSA, DMAIC, Kaizen, Genchi Genbutsu, and various Lean data mapping methods.

MANAGING DIFFICULT CONVERSATIONS - We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

MARKETING AND SALES - A small marketing budget doesn't mean you can't meet your goals and business objectives – you just have to be more creative in your marketing tactics. This one-day workshop will show you how

to get maximum exposure at minimum cost. Learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

MARKETING WITH SOCIAL MEDIA - Social media remains an evolving aspect of our daily lives in addition to being a part of our businesses. This two-day course is designed for people who have some familiarity with social media already. Participants will learn to develop a social media marketing plan as a part of their overall marketing strategy, determine who should be on their team, and choose how they will measure what is taking place. In addition, we will explore some of the major social media sites and look at how specialty sites and social media management tools can take their social media marketing to the next level.

MASTERING THE INTERVIEW - The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this one-day workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

MEETING MANAGEMENT – THE ART OF MAKING MEETINGS WORK - Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day program will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

MOTIVATION TRAINING – MOTIVATING YOUR WORKFORCE - It's no secret. Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This is a busy one-day workshop to help supervisors and managers create a more dynamic, loyal, and energized workplace. This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions.

NLP TOOLS FOR REAL LIFE - Neuro linguistic programming (NLP for short) is all about bringing your unconscious thoughts to the surface, so that you can have real choice over how you interact with and respond to the world. Once you have a grasp on NLP's basic principles, you might be interested in learning about some tools that can help you do more with NLP. This one-day workshop will give you some hands-on experience with important NLP techniques, including anchoring, establishing congruency, developing rapport, creating outcomes, interpreting and presenting information efficiently, and even some self-hypnosis techniques.

NEGOTIATING FOR RESULTS - People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace. Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, this two day workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

ONBOARDING – THE ESSENTIAL RULES FOR A SUCCESSFUL ONBOARDING PROGRAM - Did you know that most employees decide to leave a job within their first 18 months with an organization? When an employee does leave, it usually costs about three times their salary to replace them. You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that will guide the employee through their first months with the company. This two-day workshop will explore the benefits of onboarding, show

you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program. *(Statistics from a 2007 study by the Wynhurst Group)*

ORIENTATION HANDBOOK – GETTING EMPLOYEES OFF TO A GOOD START - One reason people change jobs is that they never feel truly welcome or a part of the organization they join. If a company spends considerable money recruiting, interviewing, and perhaps even relocating employees, it makes good sense to go one step further and make the new employee feel like they have made a good decision to come to this company. A thoughtful new employee orientation program, coupled with an employee handbook that communicates workplace policies can reduce turnover and save that organization thousands of dollars. Whether your company has two employees or two thousand employees, don't leave new employee orientation to chance. One day workshop

OVERCOMING OBJECTIONS TO NAIL THE SALE - If you are like most sales professionals, you are always looking for ways to overcome customer objections and close the sale. This one-day course will help you to work through objectives effectively. We will help you plan and prepare for objections so that you can address customer concerns, reduce the number of objections you encounter, and improve your averages at closing sales.

PERFORMANCE MANAGEMENT – MANAGING EMPLOYEE PERFORMANCE - Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will give you some of those skills.

PERSONAL BRAND: MAXIMIZING PERSONAL IMPACT - This course is a two-day exploration about the type of impact we want to have in life and work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.

PROBLEM SOLVING & DECISION MAKING – This two day workshop will help you learn how to apply problem solving steps and tools, how to analyze information to clearly describe problems, and how to identify appropriate solutions. Also, it will give you ways to think creatively and be a contributing member of a problem solving team, how to select the best approach for making decisions, and how to create a plan for implementing, evaluating, and following up on decisions.

PROJECT MANAGEMENT FUNDAMENTALS - Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take you from a supervisory or administrative position to that of a project manager. However, this one-day workshop will familiarize you with the most common terms and the most current thinking about projects.

PROJECT MANAGEMENT TRAINING – UNDERSTANDING PROJECT MANAGEMENT - In this three-day workshop, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared.

PROSPECTING FOR LEADS LIKE A PRO - Prospecting is one of the keys to your sales success. Keeping your pipeline full ensures that you will continue to attract new business, and so your success today is a result of the prospecting you did six months ago. In this one-day workshop, you will become skilled at prospecting and learn the 80/20 rule. After this course, you will know who to target and how to target them, and commit to do some prospecting every

day through warming up cold calls, following up on leads, or networking. You will also build your personal prospecting plan and learn how to ensure your future by planting seeds daily.

PUBLIC SPEAKING – PRESENTATION SURVIVAL SCHOOL - A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter.

PUBLIC SPEAKING – SPEAKING UNDER PRESSURE - This workshop has been designed for those in positions where they must speak in front of audiences that are hostile or demanding. This material is also suitable for those who are relatively new speakers who want some encouragement to speak up in meetings or who want some training before they begin making presentations on behalf of the organization. Speaking under pressure, or thinking on your feet, means being able to quickly organize your thoughts and ideas, and then being able to convey them meaningfully to your audience to modify their attitudes or behavior. This two-day course is aimed at improving your skills and learning some new techniques which will give you the persuasive edge when you are making a presentation, fielding difficult questions, or presenting complex information.

RESEARCH SKILLS - This one-day workshop will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources, including a library's Dewey Decimal System, journals, and the Internet. After you complete this course, you'll be ready to find reliable information on any topic, and turn that information into a compelling, accurate piece of writing.

RISK MANAGEMENT - Risk management has long been a key part of project management, but in recent years, it has become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings. The risk management framework provided in this one-day workshop is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.

SAFETY IN THE WORKPLACE - Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business' operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This one-day workshop will give you the foundation to start building your safety culture.

SECRETS OF CHANGE MANAGEMENT – A ONE DAY PRIMER - In today's world, change is inevitable and often difficult to deal with. During this one-day course, you will learn how to implement, manage, and cope with change.

SELF-LEADERSHIP - Self-leaders work at all levels of an organization. They are front-line workers in every possible role, middle managers, and CEOs. Self-leaders like Walt Disney and Wayne Gretzky worked hard to achieve their dreams without using the term self-leadership. However, they have clearly demonstrated that being in control of their behavior and results, focus, practice, and learning were necessary to achieve their goals. Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This one-day workshop will help participants internalize the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

SELLING SMARTER - It's no secret that the sales industry continues to change and evolve rapidly. This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence. This one-day workshop will help you learn how to be one of those smart sales professionals!

SKILLS FOR THE ADMINISTRATIVE ASSISTANT - Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on job satisfaction is our relationship with others. Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This two-day workshop is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

STRATEGIC PLANNING - If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This two-day course will help you describe what you want to do and get people where you want to go.

STRESS MANAGEMENT - Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle. This one-day workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

STRESS RELIEF AND STRESS REDUCTION – A ONE DAY PRIMER - Stress seems like an inevitable part of life. The demands of work, home, and society can place a lot of stress on just about anyone. This one-day workshop will help you identify your personal stressors and will explore some ways to manage and prevent stress.

SURVIVAL SKILLS FOR THE NEW TRAINER - If you are thinking about becoming a trainer, or have started doing some training already and want to know more about what will help you to become an excellent trainer, this workshop will help. This one-day workshop is designed as an exploration of the essential skills that trainers need to develop, and to get you started in the learning process in an interactive and fun environment.

TEAM BUILDING – DEVELOPING HIGH PERFORMANCE TEAMS - Your success as a manager can often depend on how well your team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team members, this one day workshop is a practical look at current leadership practices that work.

TELEMARKETING – USING THE TELEPHONE AS A SALES TOOL - Virtually everybody in sales today sells over the phone at least part of the time. Perhaps it is time for you to evaluate how you use the telephone and where it fits into your sales and marketing mix. This one-day workshop will show you how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can

dramatically increase your sales success. We will also talk about how to hone your communication skills, your ability to persuade, and techniques to personalize each sales call.

THE ABC'S OF SUPERVISING OTHERS - This two-day workshop is designed to help you overcome many of the supervisory problems you will encounter in your first few weeks as a boss, whether you are a team leader, a project manager, or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

THE MINUTE TAKER'S WORKSHOP - If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? After this one-day workshop you will understand your role as a minute-taker and the best techniques for producing minutes that include all the essential information needed.

THE PRACTICAL TRAINER - People who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience. This information will then engage, empower, and encourage continued learning and development. This three-day course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.

THE PROFESSIONAL SUPERVISOR - In today's changing workplace, many new supervisors are unsure of their roles and responsibilities. They have little experience dealing with the challenges of managing work through others. They haven't had the opportunity to develop those critical skills of planning work, leading their group, and communicating with their employees, their colleagues, and their manager. This three-day workshop will give you just that opportunity.

TIME MANAGEMENT – GET ORGANIZED FOR PEAK PERFORMANCE - Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done. In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

TOUGH TOPICS – TALKING TO EMPLOYEES ABOUT PERSONAL HYGIENE - As a manager, you're probably used to dealing with many tough situations. But conversations about an employee's personal appearance are a whole different ball game. It's something that we often avoid talking about, or worse, make light of. This one-day workshop has two major themes: a framework for having tough conversations and some common tough conversations that come up. You'll walk away prepared for any kind of challenging conversation.

TRAIN-THE-TRAINER – INSPIRE, MOTIVATE AND EDUCATE – A ONE DAY PRIMER - Every day, training is becoming part of more job descriptions. Whether it's teaching a new employee what their role is or training 100 employees on how to manage their time better, some basic learning principles apply. This one-day course will help you become the type of trainer that people really learn from. You will discover how to develop the essential skills for a trainer, understand adult learning, know how to develop a training session, know how to add fun and games to your program and become familiar with delivery methods.

USING ACTIVITIES TO MAKE TRAINING FUN - Humor and fun activities can help you make your training sessions just as engaging as those fun social occasions. Even better, you don't need to be the class clown or an award-winning comedian to do it. This one-day workshop will help you identify what kind of humor you can bring to the classroom, and how games can help you engage your participants.

WORKING SMARTER – USING TECHNOLOGY TO YOUR ADVANTAGE - Rudeness in the workplace is increasing to the level that universities are studying it. Everyone is busy, everyone is stressed, and most people take it out on

their colleagues at one time or another. We've all been in a situation where we need to print something ASAP and someone has left the printer jammed, or we need coffee and the coffeepot is empty. Technology is supposed to make life easier and simpler, but most managers find themselves cleaning up the messes caused by too many gadgets. This one day workshop will show how we use technology to our advantage, to work smarter instead of harder?

WORKPLACE ERGONOMICS - INJURY PREVENTION THROUGH ERGONOMICS - The human body is a fragile system, and we put many demands on it every day. Activities like reaching to get supplies off of a shelf, sitting in front of a computer for hours every day, and moving heavy products around the shop can all take a toll on our bodies. In this two-day workshop, you will learn how to make your environment as ergonomic as possible.

WORKPLACE HARASSMENT – WHAT IT IS AND WHAT TO DO ABOUT IT - In 2009 alone, the US Equal Employment Opportunity Commission ordered that 294.2 million dollars be paid out for discrimination and harassment charges. This is why companies are working to be more proactive in preventing harassment. But how do you prevent harassment from occurring? What sorts of policies should be in place? What should managers do to protect their employees? And if a complaint is filed, what will we do? All of these questions (and more!) will be answered in this two-day workshop.

WORKPLACE VIOLENCE – HOW TO MANAGE ANGER AND VIOLENCE IN THE WORKPLACE - Violence of any sort has many roots. 99% of the time, there are warning signs of workplace violence. That is why this three day workshop will take a comprehensive look at workplace violence: how to prevent it on an individual and an organizational level, and how to respond to it if it does occur.

WRITING REPORTS AND PROPOSALS - It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again. Having a method to prepare these documents will help you be as efficient as possible with the task. This one day course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

Contact Rosella Juarez at 956-364-4615 or via email at rosella.juarez@harlingen.tstc.edu for additional information and pricing for the above courses.