



# JEN BUCK

SPEAKER | TRAINER | EXECUTIVE STRATEGIST | AUTHOR

## Curriculum List

As a Master Certified Trainer I have been professionally certified to train over 150 courses and hold three professional coaching certifications, allowing for a Certified Professional Coach (CPC) designation. Following you will see a sample listing of courses that I can bring to your organization.

Assertiveness Skills to Build Your Influence  
Beyond Basic Supervision  
Beyond Legendary Service  
Build Motivated and Productive Work Teams  
Building Better Communication Skills  
Building Healthy Partnerships; Communication Skills that Stand the Test of Time  
Building Performance and Productivity through Employee Engagement  
Building Team-Player Thinking  
Business Communication Essentials  
Change Management for a Dynamic Workplace  
Coaching and Mentoring Skills; Inspiring Teams to Level Up and Reach their Potential  
Coaching and Team-Building Skills for Leaders

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Communicate With Tact, Professionalism and Diplomacy

Communicating With Tact and Skill

Conducting Employee Performance Evaluations

Courageous Conversations; Building an Environment of Diversity, Equity, Inclusion, and Belonging

Creating a Positive Attitude

Creating a Viral-Worthy Customer Experience; Doing it Better than Your Competitors

Creative Decision Making and Problem Solving

Creative Leadership Crash Course

Creativity and Innovation in the Workplace

Critical Business Communication Skills

Criticism, Discipline and Constructive Feedback

Customer Service Excellence

Dealing with Attitude Problems in the Workplace

Dealing with Difficult Customers

Developing Trust and Respect in the Workplace

Diversity and Inclusion; How to be a Better Ally

Dynamics of Implementing Change

Effective Employee Discipline; How to do it Right

Effective Performance Feedback and Employee Reviews

Embracing Change While Reducing Stress

Emotional Intelligence in the Workplace

Employee Engagement Strategies that Work

Energizing Your Workplace

Engaging, Empowering and Encouraging Employees

Establishing Trust in a Leadership Role

Getting Employees to Think Outside the Box

Handling Difficult People in the Workplace

Handling Personality Clashes in the Workplace

High Impact Online Presentation Skills

Highly Effective Criticism and Discipline Skills for Managers and Supervisors

How to Be a Better Team Player

How to Be a Super Communicator

How to Build Motivated and Productive Work Teams

How to Deal With Unacceptable Employee Behavior

How to Handle Conflict and Confrontation

How to Handle Difficult People

How to Handle Employee Performance Problems

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How to Handle Different Personalities Using the SELF Profile  
How to Handle the Challenges of Change  
How to Lead an Effective Meeting  
How to Manage Emotions and Excel Under Pressure  
Improving Employee Accountability  
Intergenerational Communication; Understanding the Dynamics of Generational Differences in the Workplace  
Keys to Effectively Supervising People  
Knock Your Socks off Service  
Leadership and Management Skills  
Leading Across Cultures and Generations  
Life Balance and Stress Reduction  
Living and Working with Purpose  
Management and Supervisory Skills for Today's Leader  
Managing During Times of Change  
Managing Emotions at Work  
Managing Generational Differences  
Managing Organization Politics-How to Survive and Thrive  
Managing People in Turbulent Times  
Motivation and Goal Setting Skills  
Persuasive Communication for Leaders  
Powerful Listening Skills  
Powerful Communication Strategies that Stand the Test of Time  
Presentation Skills to Master the Platform  
Professional Phone Skills  
Sales Excellence for High-Performing Sales Teams  
Straight Talk for Underperforming Employees  
Strategic Leadership Skills for a Dynamic Workplace  
Strategic Thinking Skills for Leaders  
Succession Planning for a Dynamic Environment  
Team Building Skills that Every Leader Should Know  
The Art of Coaching Employees to Excel  
Time Management and Organization Skills for Busy Professionals  
Trust and Respect in the Workplace  
Women in Leadership; Understanding the Strength of Feminine Philosophy  
Working Effectively Using Emotional Intelligence  
Workplace Politics How to Strategically Manuever and Win