



# Employee Development Curriculum List

As a Master Certified Trainer (CMT) with 8 professional training designations, I have been professionally certified to train over 100 courses. I also 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

# CURRICULUM LISTING

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

# CURRICULUM LISTING

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 Power of Feminine Philosophy  
Working Effectively Using Emotional Intelligence  
Workplace Politics How to Strategically Manuever and Win