



Training & Guest Speaker Topics

Business Skills

- Accounting for the Non Financial Manager
- Business Etiquette
- Business Model Development
- Business Planning
- Change Management
- Business Writing
- Economic Development
- Economics
- Image Building
- Marketing
- Strategic Planning
- Statistics
- Project Management
- Quantitative Methods

Communication Skills

- Communicating Effectively During Conflict
- Communication in the Workplace
- Conflict Management
- Conflict Intervention and Resolution
- Dealing with Difficult People
- Effective Communications
- Improving Communication with Adolescents
- Media Relations
- Persuasion
- Public Relations
- Public Speaking
- Sales Training
- The Art of Acting

Customer Service

- Customer Service
- Creating an Amazing Customer Experience
- Dealing with Difficult Customers

Computer & Technology

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Microsoft Access
- Social Media - Facebook, Twitter, Blogs
- Using Social Media to Improve Your Business
- Creating a Business Website

Human Resource Management

- Critical Thinking
- Decision Making & Problem Solving
- Diversity
- Ethics and Ethical Issues
- Generational Diversity
- Goal Setting
- Group Dynamics
- Navigating the Space Between Desires and Outcomes
- Motivation
- Perseverance During Adversity
- Personality Profiles
- Positive Attitudes
- From Potential to Performance
- Time Management

**Additional Training Topics Available Upon Request.*



Training & Guest Speaker Topics *(cont.)*

Leadership

- Leader As Strategist And Mentor
- Leadership Styles
- Leading in a Changing Environment
- Leadership By Example –Practices To Work By
- Leadership Outside The Box
- Leadership Outside Your Comfort Zone
- Leadership Styles – Lincoln Versus Roosevelt
- Leadership Under Duress
- Inspiring Leadership for Positive Impact
- Tao Leadership (Process For The Struggles Of Leadership)
- What's Your Leadership Style?

Programs offered as a series:

- Human Resources
- Leadership
- Leadership Okaloosa Community Program
- Non Profit Board Certification
- Supervision

Management

- Appreciative Team Building
- Essentials of Management
- Getting the Best Out of Your People
- Managing Up and Mentoring Your Boss
- Performance Appraisals
- Performance Potential
- Resilience in Times of Change
- Succession Planning
- Stress Management
- Talent and Retention Management
- Teamwork
- Team Building
- Workplace Violence: Trends and Prevention Strategies

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