



Customized Professional Development

Communicating for Success
Diversity Awareness - It's More Than Race!
Leading Successful Meetings
From Conflict to Collaboration - Dealing with Difficult Teammates
The Difficult Customer - Tools to Turn it Around
Business Etiquette
Cubicle Etiquette
Goal Setting - Making the Goals Real
High Impact Presentation
Adapting to Change
Customer Relationship Management - The Little Things Do Count!
Customer Service Isn't Optional!
Sales Effectiveness - Out-Think, Out-Earn, Out-Perform the Competition
15 Ways to Say, "No", and Keep Your Customers
Managing Multiple Priorities
Selling With Integrity
Taking Your Team from Good to Great!

Leadership and Management Development

So You're Going to Be a Supervisor?
Leading So Others Will Follow
Leading Your Team from Good to Great!

Additional Services

Conflict Resolution/Mediation (corporate, team, family, church)
Strategic Planning
Keynote Speaking (motivational, theme driven)
Corporate Retreat Facilitation and Planning
Non-Profit Board Training and Consultation
Interview Coaching
Leadership and Executive Coaching
Empower U Workshops