

## 2017 Programs

- Account Development Strategies
- Appreciative Inquiry
- Assessments and Profiles
- Business Acumen
- Career Development
- Change Management
- Client Relationship Development
- Coaching Skills
- Communication Skills
- Conflict Management
- Consulting Skills
- Cross-Cultural Communication
- Customer Service
- Diversity
- Emotional Intelligence
- Executive Presence
- Facilitation Skills
- Influencing Skills
- Interview and Selection
- Leadership Development
- Leading Change
- Leading Virtual Teams
- Management Development
- Meeting Management
- Mentoring
- Negotiation Skills
- Networking Skills
- Performance Management
- Presentation/Virtual Presentation Skills
- Problem Solving/Decision Making
- Professional Image/Etiquette
- Project Management
- Resilience
- Sales Training
- Strategic Planning and Thinking
- Team Building
- Time Management
- Work-Life Effectiveness
- Writing Skills/E-Mail Etiquette

## Additional Services

- Course Design\*
- Executive Coaching
- Facilitation of Meetings
- Organizational Development

\* Includes adapting classroom based programs into virtual programs