



The Spark That Creates Extraordinary Results!

Schedule of Courses

➤ SPEAKING FOR SUCCESS PRESENTATIONS

Communication is vital in any organization, Speaking for Success teaches participants to quickly generate idea acceptance, deliver critical information, and move people to action. Positive in the moment coaching, never constructive criticism, improves performance in the front of the room. Participants spend time developing and delivering presentations using our proven techniques and format. CEOs to the front line operations personnel benefit from the key delivery techniques of Speaking for Success. Our Premier Course
10 participants 16 hours

➤ SUCCESSFUL PRESENTATION PREPARATION

When getting information or an idea communicated effectively you must have a strong organized format that supports your idea, and makes the key points memorable. These are the essential skills covered in Successful Presentation Preparation. New managers, administrative assistants, and those responsible for creating presentations for themselves and others are prime candidates for this course. Delivery skills are not covered – simply the writing, editing and visual preparation for strong presentations.
15 participants 8 hours

➤ INDIVIDUAL COACHING

Two hours spent working with participant(s) who require support with a specific presentation. Most of those who request this type of coaching arrive with their own material which we help them strengthen. We also help with presentation skills, visuals, and achieving their objectives.
We are proud to say that we coached Dell Computer's winning Business Process Improvement Team.
Individual 2-4 hours

➤ NEGOTIATING TO THE WIN

Participants discover their natural style and tendencies when it comes to negotiating. They learn why any negotiation must be a win/win; how to set up the win before they start negotiating, and how to get others involved in reaching a beneficial outcome for both parties in the negotiation.
24 participants 4 hours



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➤ **CUSTOMER SERVICE**

Participants become "customers" in various situations to help them recognize what increases customer satisfaction. After defining a great customer experience, this course takes it to the next level by creating a "how-to" list of actions for each participant that will mean exceptional customer service each and every time.

24 participants

8 hours

➤ **EFFECTIVE MEETINGS**

Meetings are costly and utilize a large amount of a company's valuable resources – its people. In Effective Meetings participants discover the value of meetings, how to create agendas, how to organize time and material, and how to get others to be a part of the solution. Additional items covered; conference calls, handling difficult discussions and your preferred company meeting formats.

20 participants

2-4 hours

➤ **COMMUNICATION EXCELLENCE**

When information is communicated more quickly and effectively it saves the company time and money. Important ideas are given more weight. Additionally, as employees gain self-confidence in this area, they are better able to make decisions and work within the organizational structure. Participants learn to organize their thoughts quickly, make their main points memorable, use voice power, and move people to action.

24 participants

8 hours

➤ **TRAIN THE TRAINER**

This course offers an opportunity to bring new trainers on line, and move current trainers up to the next level of proficiency. Skills covered include motivating adult learners, increasing retention, and how to make training more fun. Participants will acquire techniques that can be put to use immediately.

10 participants

16 hours

➤ **TIME MANAGEMENT**

Setting goals is great but not being able to prioritize those goals makes reaching them a struggle. Participants learn to prioritize with purpose, manage and set goals that can be achieved using skills learned. Avoid time wasting activities and focus on what matters. Goal achievement! Learn skills to effectively set expectations for customers and yourself.

15 participants

4 hours



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➤ **CUSTOMIZED TRAINING**

Catalyst understands that every organization has a culture and each business unit needs a set of skills to be successful in today's marketplace. We will work with you to develop a set of customized training classes that will increase the effectiveness of each individual and promote the organizational culture. Our goal is to help you offer your people what they need to succeed.

Courses are designed to be fast paced, fun and filled with opportunities for participants to work on real life situations. Courses benefit adults by using the latest techniques; all taught in a positive way, using coaching techniques and hands on activities. This format provides a safe environment for all to learn and develop new skills.

➤ **BRAIN MODE POWER**

Catalyst's newest classes: Brain Mode *power*[™] for professional and team development. What is Brain Mode power and how can it help you and your employees? Each of us has been learning and processing information since the day we were born. We all have a preferred method of learning and thinking when it comes to work, play, hobbies etc. How we learn best is determined by the type of material and by the environment that we learn in.

Employees will learn their own preferred style of learning and processing information which aids them in further learning and knowledge retention. They also learn how others learn and through this knowledge can develop methods to increase communication, better writing techniques and the other skills involved in getting their point across more effectively. Managers learn to create environments that are better for each type of learning and processing mode so that their communication is stronger, encompasses more styles of learners and decreases the amount of miscommunications in teams.

24 participants

4 hours