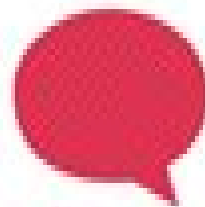


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Communication Skills Training Maureen Orey, 2014-11-21 Individuals teams and organizations are only as good as their ability to communicate effectively Communication Skills Training offers the crucial tools you ll need to help your workshop participants master the skills that drive performance The first book in the ATD Workshop Series offers practical road tested strategies and tactics for use at all levels of your organization Built on the successful ASTD Trainer s Workshop title of the same name this volume brings all new content to users including how to incorporate technology in the delivery of training programs Communication Skills Training presents two day one day and half day communication training programs along with relevant chapters on needs analysis design delivery facilitation and evaluation of the training event Free tools and customization options The free ready to use resources PDF that accompany this book include downloadable presentation materials agendas handouts assessments and tools All workshop program materials including MS Office PowerPoint presentations and MS Word handouts may be customized for an additional licensing fee Browse the licensing options in the Custom Material License pricing menu Preview a sample activity from the book About the series The new ATD Workshop Series is written for trainers by trainers because no one knows workshops as well as the practitioners who have done it all Each publication weaves in today s technology and accessibility considerations and provides a wealth of new content that can be used to create a training experience like no other *Communication Skills Virtual Training* Maureen Orey, 2021-04-06 Communication Skills Virtual Training offers the crucial tools you ll need to help your workshop participants master the skills that drive performance Providing your participants with a deeper more nuanced understanding of communication will give them a solid foundation upon which to build strong skills and relationships in the workplace Derived from the first book in the ATD Workshop series this edition focuses on delivering virtual training and workshops with practical road tested strategies and tactics for use at all levels of your organization New content geared to virtual training is included in presentation materials agendas handouts assessments and tools Communication Skills Virtual Training presents two day one day and half day communication training programs along with relevant chapters on needs analysis design delivery facilitation and evaluation of the training event **Customer Service Training** Kimberly Devlin, 2015-08-17 Effective customer service training covers more than niceties Organizational profitability is threatened when staff are unable to manage customer needs Yet it takes more than soft skills training to turn these situations around A great customer service training covers essential behaviors service strategies and service systems that together ensure an exceptional customer experience Training authority Kimberly Devlin presents two day one day and half day workshops that support trainees in any industry and environment not just the call center Each workshop introduces techniques for managing challenging customers and situations and also offers opportunities to apply new skills to service interactions Free tools and customization options The free ready to use workshop materials PDF that accompany this book include downloadable presentation materials agendas handouts assessments and

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Presentation Skills Training Christee Gabour Atwood, 2017-01-30 Don't Let Brilliant Ideas Get Lost in Bad Presentations Inspiring and influencing others starts with the effective delivery of ideas Speaker and trainer Christee Gabour Atwood designed the interactive two day one day and half day workshops in this book with exactly that in mind Help your training participants become confident speakers who engage and invigorate others with effective presentations and address challenges with tact and professionalism Complete with effective training methodologies this book helps you accelerate learning and leverage technology for maximum efficiency Workshop programs found in this volume make planning easy and can be tailored for the unique needs of your organization Supplemental resources are available online and include downloadable and customizable presentation slides handouts assessments and tools

Coaching Training Lisa Haneberg, 2015-03-31 Create made to order learning experiences that deliver results with Lisa Haneberg by your side By emphasizing deep listening and empowering learners to pull coaching conversations forward you'll help coaches build experiences that count Coaching Training the third book in the ATD Workshop Series takes a service oriented approach to workplace coaching It teaches the essential skills trainers must master to give learners what they need when they need it Each half day full day and two day program in this volume comes with its own agenda to drive the workshop and includes online presentation slides handouts assessments and tools About the Series The ATD Workshop Series is written for trainers by trainers because no one knows workshops as well as the practitioners who have done it all

Facilitation Skills Training Kimberly Devlin, 2017-03-31 Help them make the most out of every meeting Rambling group discussions tangential concerns difficult attendees and unclear objectives can all derail a facilitated event and often do But more than just learning how to avoid the pitfalls effective facilitators ease the way for groups to achieve desired outcomes redirect them to constructive paths and rally commitment to action plans Expert trainer and facilitator Kimberly Devlin has designed interactive half day one day and two day workshops to develop the essential skills of facilitating meetings that inspire engage and get results Complete with all the activities handouts assessments and presentation slides you will need to accelerate learning these programs make planning your next workshop easy whether you are new to facilitation or a seasoned pro About the Series The ATD Workshop Series is written for trainers by trainers because no one knows workshops as well as the practitioners who have done it all Each publication weaves in today's technology and accessibility considerations and provides a wealth of new content that can be used to create a

training experience like no other *Bringing Mindfulness to Your Workplace* Jenny Wang & Juliet Adams, 2014-08-02 Has your mind ever wandered during a meeting Would you like to reduce stress and improve focus among your employees Mindfulness training can help Companies such as Google General Mills and the Huffington Post have implemented mindfulness programs and have experienced significant positive results Bringing Mindfulness to Your Workplace by Jenny Wang and Juliet Adams discusses some of the benefits of mindfulness and offers four steps to launching a mindfulness training program for your employees In this issue of TD at Work you will find a definition of mindfulness and how it differs from mindlessness examples of mindfulness activities appropriate for the workplace descriptions of well established mindfulness teaching approaches research findings related to mindfulness a task list for developing your own pilot program questions to ask potential training providers *New Supervisor Training* Elaine Biech, 2015-07-01 Prepare and establish new front line leaders with training that develops essential supervisory skills Investing in new supervisors increases productivity and organizational profitability and it results in engaged high performing teams Yet many new supervisors the very people responsible for planning and organizing work in every organization are often undertrained in the skills required to be a successful front line leader In New Supervisor Training training legend Elaine Biech presents innovative two day one day and half day training workshops that help supervisors embrace their new roles and develop supervisory skills in five key areas promoting communication guiding the work leading the workforce coaching employee performance and developing themselves Free tools and customization options The free ready to use resources PDF that accompany this book include downloadable presentation materials agendas handouts assessments and tools All workshop program materials including MS Office PowerPoint presentations and MS Word handouts may be customized for an additional licensing fee Browse the licensing options in the Custom Material License pricing menu About the Series The ATD Workshop Series is written for trainers by trainers because no one knows workshops as well as the practitioners who have done it all Each publication weaves in today's technology and accessibility considerations and provides a wealth of new content that can be used to create a training experience like no other Other books in the series include Communication Skills Training Leadership Training and Coaching Training **New Employee Orientation Training** Karen Lawson, 2015-11-20 A well planned comprehensive orientation program benefits both organizations and employees Investing in new employees pays big dividends in performance retention and engagement But does your training program cover the essentials of making new hires feel informed prepared and supported Organization development authority and prominent trainer Karen Lawson has created comprehensive new employee orientation workshops to ensure organizational onboarding is done right for the benefit of all employees regardless of job level or function Her two day one day and half day agendas include the resources trainers need to deliver practical interactive sessions Your workshop will help ensure that new employees integrate smoothly and effectively into their organization and its mission You'll also find tools and checklists developed specifically for busy

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Leadership Training Lou Russell, 2015-01-30 Like a great leader a great leadership training aligns the right people to the right task at the right time Whether you are developing a first rate leadership development program from scratch or adding to an existing workshop let leadership expert and master trainer Lou Russell be your guide The second book in the ATD Workshop Series Leadership Training presents a step by step blueprint to developing and delivering dynamic powerful leadership training Complete with effective training methodologies this book helps you accelerate learning and leverage technology for maximum efficiency You ll also find tools to assess leadership strengths and weaknesses Half day full day and two day workshop programs found in this volume make planning easy and can be tailored for the unique needs of your organization Supplemental resources are available online and include downloadable and customizable presentation slides handouts assessments and tools About the series The ATD Workshop Series is written for trainers by trainers because no one knows workshops as well as the practitioners who have experienced it all Each publication weaves in today s technology and accessibility considerations and provides a wealth of new content that can be used to create a training experience like no other

Management Development Training Erica Nelson, 2021-06-01 Develop Winning Managers the Heart of the Team Frontline managers are an organization s first level of management the people managers across its business operations and functions Developing frontline managers is key to an organization s overall health and prosperity The latest book in ATD s successful Workshop Series Management Development Training offers trainers of all expertise levels the tools and strategies necessary for delivering powerful professional development training for frontline managers Through Management Development Training training facilitators can apply ATD s research based ACCEL Model a management framework that includes five core skills necessary for managerial success accountability collaboration communication engagement and listening and assessing to take new and experienced managers beyond their roles as the centers of their teams to the powerful roles as the hearts of their teams This workshop volume demonstrates how the development of these skills can help managers positively impact every member of their team With expert management trainer Erica Nelson as your guide choose between uniquely designed two day and three day workshops Everything you need for workshop design and delivery is included agendas assessments handouts tools learning activities and PowerPoint slides Chapters also cover customizing your own workshop conducting needs analysis facilitating design and delivery and evaluating your workshop results

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Meloney Sallie-Dosunmu,2014-08-05 Success in the workplace requires more than strong job skills and business savvy It also requires emotional intelligence Sometimes called EQ emotional intelligence is the ability to understand and respond appropriately to your own and others emotions Using Emotional Intelligence in the Workplace provides an overview of emotional intelligence and explains how to build important EQ skills In this issue of TD at Work you will find descriptions of emotional intelligence competencies a personal EQ assessment steps for developing emotional intelligence explorations of workplace trends stories of employees and leaders learning to manage emotions *Breaking the Cycle of Failed Change Management* Jen Stanford,2016-11-01 Research has shown that 75 percent of major change initiatives fail Breaking the Cycle of Failed Change Management helps you ensure that your change effort is one of the 25 percent that succeed Find out why change management efforts fail how to determine that your organization is change ready and what you can do to involve everyone in the change initiative This TD at Work offers tips and techniques for getting your staff ready for change communicating clearly about the change and making the work meaningful to the entire team In this issue you will find six steps for managing change suggestions for improving listening skills examples of successful change initiatives a change readiness assessment tips for implementing change **Leading When There's Too Much Change** Kristin Cullen-Lester and William Pasmore,2014-08-07 Change is nearly constant in many organizations today often causing stress Employees may be asked to deal with multiple initiatives at once sometimes without knowing whether and how the changes will make their jobs easier or benefit the company as a whole How can leaders ensure that change is manageable and that employees do not feel overwhelmed and discouraged in the face of large and small transitions This issue of TD at Work Leading When There's Too Much Change helps leaders prioritize change initiatives and support employees during times of transition In this issue you will find guidance for assessing change readiness tips for reducing and preventing change overload suggestions for helping employees embrace change help with assessing change burnout **Change Management Training** Elaine Biech,2016-05-09 We need to change how we change Successful organizations are proactive about change and can turn obstacles into opportunities Thus managing change its constant barrage faster pace and complexity has become a required skill for leaders managers and employees alike In Change Management Training master trainer and innovator Elaine Biech presents a complete lineup of workshop resources and tools needed to conduct effective change management training Help managers understand their expanded role practice new management techniques and demystify the people side of change with innovative two day one day and half day training workshop You ll find all the activities handouts tools and assessments you need inside Free tools and customization options The free ready to use resources PDF that accompany this book include downloadable presentation materials agendas handouts assessments and tools All workshop program materials including MS Office PowerPoint presentations and MS Word handouts may be customized for an additional licensing fee Browse the licensing options in the Custom Material License pricing menu Preview a sample activity from the book About the Series The

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Project Management Training Wes Balakian,2016-12-12 On time on budget within scope You ll get them there In today s competitive business environment a prime ingredient to scalability predictability and consistency is having a proven method for getting things done Project management delivers results that organizations of every size and industry need Trainer and strategic global advisor Wes Balakian has created highly effective two day one day and half day workshops that take the guesswork out of project management training Hit the ground running with complete programs and all the materials you ll need to deliver them With the right tools your engaging interactive sessions will help participants practice key concepts in a group setting and learn project management best practices that give their organizations a competitive edge Free tools and customization options The free ready to use resources PDF that accompany this book include downloadable presentation materials agendas handouts assessments and tools All workshop program materials including MS Office PowerPoint presentations and MS Word handouts may be customized for an additional licensing fee Browse the licensing options in the Custom Material License pricing menu About the Series The ATD Workshop Series is written for trainers by trainers because no one knows workshops as well as the practitioners who have done it all Each publication weaves in today s technology and accessibility considerations and provides a wealth of new content that can be used to create a training experience like no other Emotional Intelligence Training Karl Mulle,2016-08-29 When it comes to reaching peak performance emotional intelligence is key Research shows that emotional intelligence is more important to performance than ability and technical skill combined But is EI a skill that can be developed in others Absolutely Trainer Karl Mulle has developed a collection of complete workshops and tools you ll need to conduct effective two day one day and half day emotional intelligence workshop programs Free tools and customization options The free ready to use resources PDF that accompany this book include downloadable presentation materials agendas handouts assessments and tools All workshop program materials including MS Office PowerPoint presentations and MS Word handouts may be customized for an additional licensing fee Browse the

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Time Management Training Lisa J. Downs, 2016-10-24 Empower workshop participants to reclaim their time Kitchen fire or time waster The inability to differentiate robs us of precious time and well being Master trainer Lisa Downs has developed a collection of complete workshops and tools you ll need to conduct effective two day one day and half day time management workshop programs that teach how to reclaim time and productivity Empower workshop participants to strategically manage procrastination negotiate priorities and exercise control over how they spend their time by helping them develop their time management and productivity skills Complete with effective training methodologies this book helps you accelerate learning and leverage technology for maximum efficiency Workshop programs found in this volume make planning easy and can be tailored for the unique needs of your organization Supplemental resources are available online and include downloadable and customizable presentation slides handouts assessments and tools

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