

# LEARNING CATALOG 2019

BOOST THEIR CAREER SKILLS USING A DIVERSE LEARNING PLATFORM.



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Workforce.**

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Bite size nuggets of information that can quickly be consumed, understood and shared...just like snacks! Let us assess your original content and create manageable and sharable bits of information that easily accessible for your 'just-in-time' & 'on-the-go' learners! **Contact us today to create customized bite-size learning for your workforce.**








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At CLRG, we assess, design, and deliver learning with your industry in mind. Our complete method of training includes your workforce culture and learning styles. We offer flexible learning options including: *Instructor Led*, *Online eLearning* and *On-Demand* delivery options. CLRG is here to provide you with customized learning resources to meet your performance goals.



## OUR LEARNING DELIVERY METHODS

	Instructional-led
	eLearning
	eBook
	Audio
	Webinar/Teleconference

Our learning programs can be customized to meet your performance objectives.

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## PERSONAL, HEALTH AND WELLNESS SERIES

The **Health and Wellness Series** focuses on promoting awareness and education, motivation for positive behavior changes, and influencing lifestyle practices. A quality health and wellness lifestyle enhances a high performing workforce.

### ANGER MANAGEMENT

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management seminar will help teach participants how to identify their anger triggers and what to do when they get angry.

### ASSERTIVENESS AND SELF-CONFIDENCE

The Assertiveness And Self-Confidence seminar will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

### HEALTH AND WELLNESS AT WORK

Our Health and Wellness at Work course will be instrumental in creating a "Culture of Wellness" within your organization. Your participants will touch on common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and Wellness is the responsibility of everyone in an organization so take the positive step and create a program at your organization.

### IMPROVING MINDFULNESS

With our Improving Mindfulness seminar, your participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.

## INCREASING YOUR HAPPINESS

Increasing one's happiness can be done through the power of positive thinking. That is one skill that this course will touch on to teach your students how to be happier. With our Increasing Your Happiness course students will engage in unique and helpful ways to increase their happiness. This will have a robust effect on their professional and personal lives. It will improve their communication skills, increase productivity, and lesson absenteeism.

## JOB SEARCH SKILLS

The Job Search Skills course will help participants decrease the intimidation that comes with searching for employment, plus help develop a strategy to finding a new job. After completing this program, students be more than ready to start their search for the perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs students should apply for.

## LIFE COACHING ESSENTIALS

Many people often mistake a life coach for a mental health professional, such as a psychiatrist or a therapist. This misconception often leads people to believe they do not need a life coach since they feel as though nothing is wrong with their mental health. However, a life coach is designed to help improve a person's professional and personal life by working with them to achieve their goals. Participants will discover the meaning of life coaching and how life coaching services can be utilized to achieve their goals.

## MANAGING PERSONAL FINANCES

This workshop will provide participants with the tools they need to reduce or eliminate debt, and give the financial stability they need. The guide teaches the benefits of having a budget and how to build a budget that fits the participant needs, and lifestyle. Participants will discover how they can cut costs, pay off debts, and live within their budget.

## MANAGING WORKPLACE ANXIETY

Our Managing Workplace Anxiety seminar will provide your participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited in dealing with these common situations. Through this seminar your participants will be better suited to the challenges that the workplace can bring.

## PERSONAL BRANDING

With our Personal Branding course your students will be able to share their vision and passions with others in their professional life. Students can utilize this knowledge through Social Media to define and influence how others see them. You are your brand so protect it. Live it.

## PERSONAL PRODUCTIVITY

This course will show students how to organize their lives and find those hidden moments. Students will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

## STRESS MANAGEMENT

The Stress Management course will give students a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

## WORK LIFE BALANCE

This course will help participants learn how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.



The *Work Life Balance* course will help participants focus on the important things, see accurate and achievable goals, communicate better with your peers, and your family at a home.

**SCHEDULE THIS COURSE TODAY FOR YOUR EMPLOYEES!**



The Career Development Series focuses on *providing individuals with relevant skills and knowledge to assist in planning their career and obtaining meaningful work.*

## CAREER DEVELOPMENT SERIES

### ADMINISTRATIVE SUPPORT

In the Administrative Support seminar, participants will learn the core skills that will help them use their resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully. The practices presented in this course may take time to be a part of your daily work routine.

### BASIC BOOKKEEPING

The Basic Bookkeeping seminar, participants will learn to understand basic accounting terminology, Keep track of your business by becoming familiar with accounts payable and accounts receivable, utilize the balance sheet, uncover the reasons for and actually create a budget among other basic bookkeeping skills!

### BUDGETS AND FINANCIAL REPORTS

The Budgets And Financial Reports seminar will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

## CALL CENTER TRAINING

Call Center Training will lower costs as it can reduce turnover. Participants will learn the skills to improve productivity and performance. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure the participants are reaching their potential, and to keep their skill-set at a high level.

## CONTACT CENTER TRAINING

There are so many avenues that a contact center can be of assistance within a company that do not pertain to sales calls. A contact center can provide customer support, information technology support, and much more. The key to having a great customer experience using a contact center is in the training. Participants will discover the basic elements of being an effective employee of a contact center.

## CREATING A GREAT WEBINAR

Creating a Great Webinar is all about providing a great interaction between the presenter and the audience. Your participants will develop the skills needed to promote, host, or facilitate a great Webinar for your company. Sharing your passion and knowledge with a Webinar is the best way to reach many with the power of one.

## ENTREPRENEURSHIP

Let our Entrepreneurship seminar help you achieve your dreams. Being an entrepreneur can be full of risks. These risks are minimized through drafting a business plan, knowing your competition, and successful marketing. All these and more can be found in our Entrepreneurship seminar.

## EVENT PLANNING

With our Event Planning seminar, your participants will learn how to anticipate and solve common planning issues for any small event such as informal gatherings, up to complex meetings. Effectively troubleshooting will help insure a happy and enjoyable event.

## EXECUTIVE AND PERSONAL ASSISTANTS

Our Executive and Personal Assistants seminar will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this seminar will provide your participants with the necessary tools.

## INTERNET MARKETING FUNDAMENTALS

Internet Marketing Fundamentals will provide participants with a great set of skills to market your business online. Content is the king of Internet marketing, and your participants will need to know how to utilize your great content. If you want your business to grow then your participants need to understand Internet Marketing Fundamentals.

## MARKETING BASICS

Marketing Basics will provide the basic knowledge to participants, and give them the ability to build and grow your business. Marketing has changed a lot recently and having a new perspective will give your participants the needed information to assist them in their marketing decisions. No matter what your product or service is, your business will benefit with a better understanding of marketing.

## MEDIA AND PUBLIC RELATIONS

Media and Public Relations is the most successful method of communicating your value to those around you. Furthermore, good networking skills enable you to tap into those relationships you already have and increase the scope of your network. The larger the scope the more people knows you and offers you opportunities.

## MEETING MANAGEMENT

The Meeting Management seminar will explore how to reduce waste and make meetings more efficient. This is a hands-on seminar and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

## NEGOTIATION

The Negotiation Skills seminar will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

## NETWORKING OUTSIDE THE COMPANY

With our Power of Networking (Outside the Company) seminar, your participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their networking strategy.



## NETWORKING WITH YOUR COMPANY

With The Power of Networking (Within the Company) seminar participants will learn how internal networking is changing the workforce. Through this seminar, your participants will gain a new perspective networking, and what benefits can come from fully utilizing and making connections with internal networking.

## OVERCOMING SALES OBJECTIONS

Overcoming Sales Objections is an essential part of the sales process, as it will open up a whole new set of opportunities. It will produce new sales and provide an ongoing relationship with new clients. Objections will always occur no matter the item being sold or presented.

## PERSONAL BRANDING

With our Personal Branding course participants will be able to share their vision and passions with others in your company. Utilize this knowledge through Social Media to define and influence how others see you. You are your brand so protect it. Live it.

## PROPOSAL WRITING

The Proposal Writing seminar will take participants through each step of the proposal writing process, from understanding why they are writing a proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

## PRESENTATION SKILLS

The Presentation Skills seminar will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This seminar includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

## PROSPECTING AND LEAD GENERATION

With our Prospecting and Lead Generation seminar, participants will begin to see how important it is to develop a core set of sales skills. By managing and looking at the way people interact and seeing things in a new light, participants will improve on almost every aspect of their sales strategy.

## PUBLIC SPEAKING

Mastering the fear of speaking and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The Public Speaking seminar will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

## SALES FUNDAMENTALS

The Sales Fundamentals seminar will give participants a basic sales process, plus some basic sales tools, that they can use to seal the deal, no matter what the size of the sale. Your participants will become more confident, handle objections, and learning how to be a great closer.

## SOCIAL MEDIA IN THE WORKPLACE

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

## TRADE SHOW STAFF TRAINING

Make sure your staff has the right tools to succeed with our Trade Show Staff Training course. A successful trade show will benefit your company on many levels. The most basic statistic is that it can cost half as much to close a sale made to a trade show lead as to one obtained through all other means. Get your staff trained and get to that trade show!

# PRESENTATION SKILLS

The **Presentation Skills Seminar** will give participants presentation skills that will make speaking in public less terrifying and more enjoyable. This seminar includes topics that participants can look forward to including:

- *Creating a compelling program,*
- *Using various types of visual aids,*
- *and engaging the audience!*





## WORKPLACE ESSENTIALS SERIES

The **Workplace Essentials Series** focuses on supporting people in the workplace to learn new skills, compliance awareness and adapt to workplace changes.

### ADMINISTRATIVE OFFICE PROCEDURES

Participants will understand how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting. It is also a marvelous instrument for quick reference and utilization. Strategies and procedures are a vital connection between organizations vision and its everyday operations.

### APPRECIATIVE INQUIRY

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good positive stories and events?

### ARCHIVING AND RECORDS MANAGEMENT

The method of records management that a company uses should be tailored to fit the needs of the organization. There are, however, some basic concepts in most records management systems. Participants will discover the basic elements of records management programs and different ways to manage records.

### ATTENTION MANAGEMENT

Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

## **BODY LANGUAGE BASICS**

Body Language Basics will provide you with a great set of skills to understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

## **BUSINESS ETHICS**

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. The Business Ethics course will help participants define and understand ethics, create strategies to implement ethics at work, recognize social and business responsibility, identify ethical and unethical behavior and learn how to make ethical decisions and lead with integrity.

## **BUSINESS ETIQUETTE**

This course examines the basics, most importantly to be considerate of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Let's face it: we've all had those embarrassing etiquette gaffes. Our Business Etiquette seminar will help your participants look and sound their best no matter what the situation.

## **BUSINESS WRITING**

The Business Writing seminar will give your participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

## **CYBER SECURITY**

Implementing effective security measures will not only offer liability protection; it will also increase efficiency and productivity. Participants will discover the fundamentals of cybersecurity as well as the methods that should be implemented to make sure their computer systems are protected.

## **CIVILITY IN THE WORKPLACE**

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. To address the growing problem of incivility in the work setting, this seminar introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.

## **CONFLICT RESOLUTION**

In the Conflict Resolution seminar, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

## **CREATIVE PROBLEM SOLVING**

The Creative Problem Solving seminar will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the seminar.

## **CUSTOMER SERVICE**

The Customer Service seminar will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skill set including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

## **DEVELOPING CORPORATE BEHAVIOR**

The Developing Corporate Behavior Seminar will help your participants develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with the standards of conduct is what makes a business stand out and be a leader in the business world. Through our Developing Corporate Behavior Seminar, your participants should see improved team building, better communication, and trust.

## **DEVELOPING CREATIVITY**

Participants will learn how to remove barriers that block or limit their creativity, improve their imagination, divergent thinking, and mental flexibility. Participants will learn mind mapping, individual brainstorming, and when to recognize and look for what inspires them to be more creative.

## **DIGITAL CITIZENSHIP**

Digital Citizenship seminar will give participants the guidance needed in the ever changing digital world. As our lives are lived more and more online we all need to translate our social skills into the virtual world. Digital Citizenship allows us to connect, collaborate, and share by using technology appropriately. In person meetings are on the decline which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world.

## **EMPLOYEE MOTIVATION**

The Employee Motivation seminar will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

## **HANDLING DIFFICULT CUSTOMERS**

With The Handling A Challenging Customer seminar, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this seminar, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

## **mLEARNING ESSENTIALS**

With our mLearning workshop, participants will begin to see the importance and usefulness of mLearning in any organization. By absorbing the ins and outs of utilizing mLearning, participants will possess the skills needed to take advantage of this new technology, to educate employees and clients more efficiently.

## **ORGANIZATIONAL SKILLS**

Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

## **RISK ASSESSMENT AND MANAGEMENT**

Through our Risk Assessment and Management course participants will be aware of hazards and risk they didn't realize were around their workplace. Identifying hazards through proper procedures will provide participants the ability to prevent that accident before it occurs. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

## **SAFETY IN THE WORKPLACE**

Our Safety in The Workplace seminar will be instrumental in reviewing common hazards, safety techniques and after completion, your participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

## **SOCIAL INTELLIGENCE**

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn "people skills". Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

## **SOCIAL LEARNING**

Social Learning is an effective way to train your employees through modeling positive behaviors. It is a great way to promote cohesion and involvement as it builds a culture of learning. Participants will learn the best way to conduct role plays, share best practices, and provide constant and immediate feedback. With our Social Learning course participants will be creating learning communities that benefit every aspect of your organization. They will learn new behaviors through observation and modeling and be instilled with a passion for learning.

## **SOCIAL MEDIA IN THE WORKPLACE**

Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

## **SUPPLY CHAIN MANAGEMENT**

With Supply Chain Management, your company and employees will be on target to lower costs, improving efficiency, and increase customer satisfaction. This course will provide your employees with the understanding of how Supply Chain Management can improve and help almost any type of business.

## **TEAMWORK AND TEAM BUILDING**

The Teamwork and Team Building seminar will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

## TELEPHONE ETIQUETTE

With our Telephone Etiquette workshop, your participants will begin to see how important it is to develop better telephone communication skills. By improving how they communicate on the telephone and improve basic communication skills, your participants will improve on almost every aspect of their career.

## TELEWORK AND TELECOMMUTING

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers. Through Telework and Telecommuting employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Participants will establish the additional skills needed to be successful in their work from home environment

## TIME MANAGEMENT

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! The Time Management Seminar will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, crisis management and more in this seminar.

## WORKPLACE DIVERSITY

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. Your participants will be able to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community. The Diversity Seminar will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

## WORKPLACE HARRASSMENT

The Workplace Harassment seminar will help give participants the tools necessary to recognize harassment in the workplace as well understand your rights and responsibilities under the law, about safety in the workplace. Through this seminar your participants will recognize that it is necessary for everyone to help create programs that teach employees to identify harassment and exercise anti-harassment policies.

## WORKPLACE VIOLENCE

To prevent Workplace Violence, it is essential that managers and employees can identify individuals who could become violent and understand how to diffuse dangerous situations. This seminar will help participants to identify and address violence in the workplace, as well as giving them the tools to develop their own Workplace Harassment Policy.



# WORKPLACE VIOLENCE!

To prevent Workplace Violence, managers as well as employees should be able to identify the signs and have the tools to help prevent it. Register for the Workplace Violence Seminar today!



## PROFESSIONAL DEVELOPMENT SERIES

The **Professional Development Series** focuses on courses that serve as the foundation for enhancing career progression.

### BUSINESS ACUMEN

Business Acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Participants will improve their judgment and decisiveness skills, increase their financial literacy, and improve their business sense.

### BUSINESS SUCCESSION PLANNING

Whether it is preparing someone to take over a leadership position or the sole proprietor of a small business, our Business Succession Planning will teach participants the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition is just as important as picking the right person for the job.

### COLLABORATIVE BUSINESS WRITING

The Collaborative Business Writing seminar will give your participants the knowledge and skills to collaborate with others and create that important document. Your participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

## COMMUNICATION STRATEGIES

The Communication Strategies seminar will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

## CONTRACT MANAGEMENT

Contracts are the basis of most business relationships. If contracts are managed well, business relationship will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations. Participants will discover the specifics of how contract management works and how to effectively source agents.

## CRITICAL THINKING

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This seminar will provide participants the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

## DEVELOPING A LUNCH AND LEARN

Our Lunch and Learn seminar will give your organization a quick and useful tool to add to its training department. Your participants will be able to use it as a follow-up or refresher to a previous training session. It doesn't have to be just about a learning event, it can also involve collaboration, networking, or sharing best practices between employees.

## EMOTIONAL INTELLIGENCE

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The Emotional Intelligence course will help participants define and practice self-management, self-awareness, self-regulation and empathy. Participants will also understand, use and manage emotions, learn the benefits of emotional intelligence, balance optimism and pessimism to effectively impact others.

## GENERATION GAPS

The Generation Gaps workshop will help participants understand the various generations present at work, and understand what motivates them and dealing with them daily. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help participants become a better manager or co-worker.

## GOAL SETTING AND GETTING THINGS DONE

Our Goal Setting and Getting Things Done seminar will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

## INTERPERSONAL SKILLS

The Interpersonal Skills seminar will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

## MULTI-LEVEL MARKETING

With our "Multi-Level Marketing" seminar, participants will discover the specifics of how multi-level marketing works and how to effectively source agents. For many companies, it can prove to be a valuable tool for not only building revenue, but also for building their marketing and networking circles.

## NETWORKING OUTSIDE THE COMPANY

With our Power of Networking (Outside the Company) seminar participants will begin to see how important it is to develop a core set of networking skills. By managing and looking at the way people interact and seeing things in a new light, participants will improve on almost every aspect of their networking strategy.

## NETWORKING WITHIN THE COMPANY

With the Power of Networking (Within the Company) seminar participants will learn how internal networking is changing the workforce. Through this seminar, participants will gain a new perspective networking, and what benefits can come from fully utilizing and making connections with internal networking.

## PROJECT MANAGEMENT ESSENTIALS

The Project Management seminar will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.

## TOP 10 SALES SECRETS

No one is born a sales person. No one has a special gift that makes customers buy products/services. Everyone can however, learn how to sell successfully. By learning to communicate with customers, build lead lists, and sell the company's services with authority, anyone can be a successful sales person. With our "Top 10 Sales Secrets" seminar, participants will discover the specifics of how to develop the traits that will make them successful sales people and how to build positive, long lasting relationships with their customers!



**Project management** is the discipline of initiating, planning, executing, controlling and closing the work of a team to achieve specific goals and meet specific success criteria.





# LEADERSHIP DEVELOPMENT SERIES

The Leadership Development Series expands the capacity of individuals to perform in leadership roles within organizations.

## **BEING A LIKEABLE BOSS**

Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. These and other events can become more easily managed with this great seminar. With our How to Become a More Likeable Boss seminar, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

## **DELIVERING CONSTRUCTIVE CRITICISM**

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this seminar your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way. Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

## **CHANGE MANAGEMENT**

The Change Management seminar will give any leader tools to implement changes more smoothly and to have those changes better accepted. This seminar will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

## **COACHING AND MENTORING**

The Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

## **DEVELOPING NEW MANAGERS**

Participants will understand the value of investing in employees and developing management. By focusing on development opportunities, participants will establish a culture that retains top talent and improves succession planning.

## **EMPLOYEE RECOGNITION**

Recognizing employees through various recognition programs is a fantastic investment. Praise and recognition are essential to an outstanding workplace and its employees. Participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

## **HIGH PERFORMANCE TEAMS INSIDE THE COMPANY**

With our High Performance Teams (Non -remote Workers) workshop, participants will begin to see how important it is to develop a core set of high performance skills while working in an office locale. By knowing and managing the way people interact in an office setting, participants will be positioning high performance teams for great success!

## **HIGH PERFORMANCE TEAMS REMOTE WORKFORCE**

With our High Performance Teams (Remote Workforce) workshop, participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.

## **KNOWLEDGE MANAGEMENT**

The Knowledge Management seminar will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

## **LEADERSHIP AND INFLUENCE**

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

## **MANAGER MANAGEMENT**

Through this seminar you will be able to disperse your knowledge and experience throughout your leadership team. Manager Management takes a special type of leader. This seminar will expand your participant's knowledge and provide a way for them to teach and lead new and experienced managers. As every manager knows that learning never stops, this seminar will have something for everyone

## **MIDDLE MANAGER**

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. This seminar will help middle managers understand how important their role is in the organization. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization.

## **MOTIVATING YOUR SALES TEAM**

Motivating Your Sales Team will help your participants create the right motivating environment that will shape and develop their sales team with right attitude and healthy competition. Instilling that unique seed which grows the motivation in your team will ensure an increase in performance and productivity. Have the best sales team you can have through better motivation.

## **OFFICE POLITICS FOR MANAGERS**

You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds, and values is a challenge in any environment. It is an inevitable fact that when people are working together personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee. The Office Politics course will help participants create and maintain better relationships, communicate and work with their peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

# **CREATING A FUTURE READY WORKFORCE.**

## PERFORMANCE MANAGEMENT

Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management. This course will help participants define performance management, understand how performance management works and the tools to make it work, Learn the three phases of project management and how to assess it, discuss effective goal-setting, learn how to give feedback on performance management, Identify Kolb's Learning Cycle, and develop a performance journal and performance plan.

## PRESENTATION SKILLS

The Presentation Skills seminar will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This seminar includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

## SERVANT LEADERSHIP

Servant leadership is a philosophy that involves focusing on others (i.e. your employees), and focus on their success, and in turn build better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time. With our "Servant Leadership" seminar, participants will discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

## SUPERVISING OTHERS

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. The Supervising Others seminar will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

## TEAM BUILDING FOR MANAGERS

Team building is an important part of the work experience. It is not only applicable to your work life, but also transfers over to your personal and social life. With our Team Building for Managers seminar, participants will learn how important team building is and how beneficial it can be. Participants will gain a new perspective on teamwork, and become a valuable member to any team they are placed in. Follow the information in this seminar and create a positive atmosphere within your company with the use of teams.

## VIRTUAL TEAM BUILDING AND MANAGEMENT

There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you are given a Follow the Sun production environment. With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

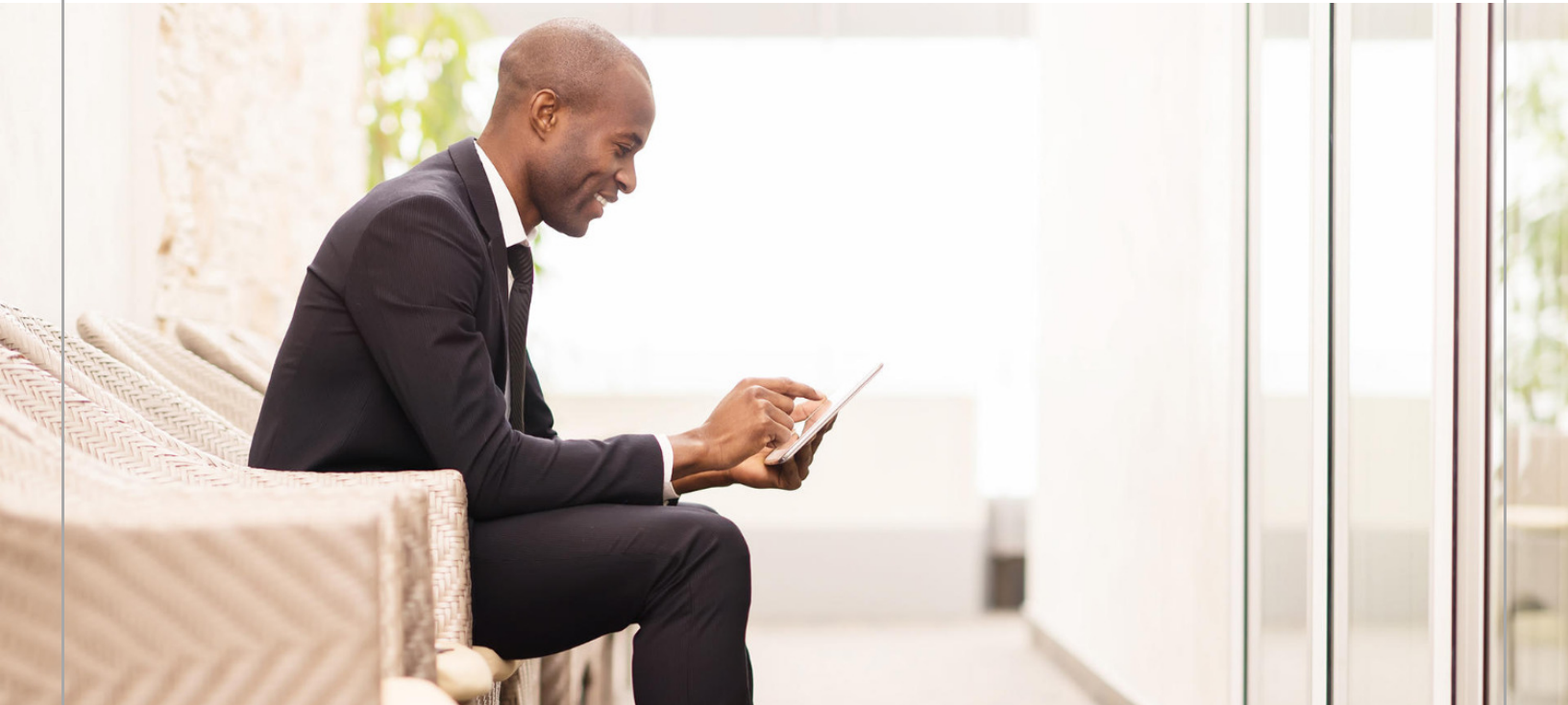
## WOMEN IN LEADERSHIP

Women offer great work ethnics, and bring something different from men to the workforce, but many times it goes unnoticed. In this seminar, you will learn about how organizations can develop women leaders, about the benefits of women in organizations, as well as advancements for the future of women. You will learn how women in the workplace cannot only benefit the women themselves, but also your organization as well. With the Women in Leadership seminar, your participants will learn how women are changing the workforce. Participants will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.



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## HUMAN RESOURCES SERIES

The **Human Resources Series** focuses on courses for leaders who manage the workforce of their organization.

### CONDUCTING ANNUAL EMPLOYEE REVIEWS

An annual review can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed annual review can have the reverse effect. With our Conducting Annual Employee Reviews seminar, participants will discover how to conduct a well-designed employee review. By determining the categories for an annual review and understanding how it affects employee compensation, an overall increase in performance should be seen throughout your organization.

### EMPLOYEE ONBOARDING

Onboarding is a secure investment that will assist newly hired employees in developing and keeping their skills, knowledge, and value within the company. It will stop highly skilled workers from being lured to a competitor, which makes your company stronger within the market. This course will help participants define onboarding, understand the benefits and purpose of onboarding, recognize how to prepare for an onboarding program, identify ways to engage and follow up with employees, create expectations and discover the importance of resiliency and flexibility.

### EMPLOYEE RECRUITMENT

Hiring a new employee is one of the largest investments you can make in business. Hiring the right employee is more important than ever, as training can be very expensive. Employee turnover costs companies a lot of money each year. This course will provide the Employee Recruitment that your hiring department needs to help them interview and recruit the right employee for you.

## EMPLOYEE TERMINATION PROCESS

One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward. With our Employee Termination workshop, your participants will begin to see how important it is to develop a set of skills when they find themselves in a situation where they have to let an employee go.

## HIRING STRATEGIES

Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Be sure to hire the right person for the right position. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture. Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this seminar as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough.

## HUMAN RESOURCES MANAGEMENT

The Human Resource Management seminar will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This seminar will provide your participants those skills and assist them with certain Human Resource situations.

## MILLENNIAL ONBOARDING

Onboarding new employees is a secure investment that will assist newly hired employees in developing their skills, knowledge, and value within the company. It will help match the technically skilled millennial workforce with new and emerging needs of your company, which gives your company an advantage within the market. Millennial Onboarding is a specialized type of employee onboarding. With Millennials we are seeing a need to tweak the onboarding process to better suit the needs of the company and new hires. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

## TALENT MANAGEMENT

Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its work force. With a company's workforce being the highest cost to it, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce and attracting a higher caliber of new employee. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. This course will help participants define talent and talent management, understand the benefits of talent management, recognize performance management and ways to review talent, identify employee engagement, create assessments and training programs and learn how to improve employee retention.

Creating a Lunch and Learn session is a low cost training option. It is a great way to introduce a topic or give a small demonstration on a new product or service. Your participants will be shown the criteria involved in creating a great Lunch and Learn environment. They are usually voluntary, thus attendance can sometimes be an issue. With this seminar you will be given the knowledge work through this issue and others. **CONTACT US TODAY!**





## TRAIN-THE-TRAINER SERIES

The **Train-the-Trainer Series** focuses on understanding of the entire training function, and learning the latest techniques for delivering and managing powerful training.

### FACILITATION SKILLS

The Facilitation Skills seminar can help any organization make better decisions. This seminar will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

### MEASURING RESULTS FROM TRAINING

Our Measuring Results From Training course, your participants will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings. Once the training has been evaluated the next step is to modify and updated the curriculum to create a content that is better suited for the participants.

### PRESENTATION SKILLS

The Presentation Skills seminar will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This seminar includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

### TRAIN-THE-TRAINER

The Train-The-Trainer seminar will give all types of trainer's tools to help them create and deliver engaging, compelling seminars that will encourage trainees to come back for more. Skills such as facilitating, needs analyses, understanding participant needs, and managing tough topics will give your trainees what the need to become a trainer themselves.

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## SPANISH WORKFORCE SOFT SKILLS SERIES

Improve Your Cross-Cultural Communication Skills in the Workplace. Great relationships are born through effective communication. Help improve communication in your workplace today with our Spanish Workforce Soft Skill Series!





## SPANISH WORKFORCE SOFT SKILLS SERIES

- Aprendizaje Social (Social Learning)
- Atencion al Cliente ( Attention To The Client)
- Ciudadania Digital ( Digital Citizenship)
- Como Propiciar Criticas Constructivas (How To Promote Critical)
- Conceptos Basicos del Lenguaje Corporal (Basic Concepts Of Body Language)
- Construccion y Gerencia de un Equipo Virtual ( Construction And Management Of A Virtual Machine)
- Contabilidad Basica (Accounting Basics)
- Crear Un Gran Seminario Web (Create A Great Web Seminar)
- Desarrollar un Almuerzo y Aprendizaje (Develop A Lunch And Learning)
- Desarrollo de la Creatividad (Development Of Creativity)
- Entrenamiento en Exposiciones para el Personal (Training In Exhibitions For The Personal Development Of Creativity)
- Entrenamiento Para Call Center (Call Center Training)
- Estrategias de Comunicacion (Communication Strategies)
- Estrategias de reclutamiento (Recruitment Strategies)
- Etica Empresarial (Business Ethics)
- Evaluacion-y Gestion de Riesgos (Evaluation and Risk Management)
- Fundamentos De Marketing En Internet (Fundamentals Of Internet Marketing)
- Gestion del Desempeno (Management of Performance)
- Indagacion Apreciativa (Appreciative Inquiry)
- Integracion (Onboarding) de Empleados (Onboarding Of Employees)
- Inteligencia Emocional (Emotional Intelligence)
- Manejo de la Ira (Anger Management)
- Manejo del Tiempo (Time Management)
- Marketing Basico (Basic Marketing)
- Presupuestos e Informes Financieros (Budgets and Financial Reports)
- Redes Sociales en el Lugar de Trabajo (Social Networking In The Workplace)
- Resolucion Creativa De Problemas (Creative Problem Solving)
- Resolucion de Conflictos (Resolution Of Conflicts)
- Seguridad en el Lugar de Trabajo (Safety In The Workplace)
- Trabajo a Distancia y Desde el Hogar (Work From Home and Away)
- Urbanidad en el Lugar de Trabajo (Civility In The Workplace)
- Vision Para Los Negocios (Business Acumen)

# Got an hour? Happy Hour Training Sessions are Here!



Our new **Happy Hour Training Sessions** are developed for learners who need to know and apply new skills now.

Our Happy Hour Training Sessions get the key messages across and retain participant's involvement learning time!

Several topics to select from, call us today to learn more and schedule your next Happy Hour Session!

### *Benefits:*

- *Maximized knowledge Retention*
- *Helps facilitate change*
- *Maximize use of training dollars*
- *Enhances staff engagement*
- *Aligns staff growth and department need*
- *Increases department productivity*
- *Enhances your professional brand as a good manager*



## OUR TEAM

CLRG's team is dedicated to designing and delivering customized content with your industry in mind. Our team of diverse subject matter experts carefully assesses your learning culture and organization's strategic goals to help create a learning lifestyle workforce.

CLRG's programs are designed meet the needs of your employees, culture, and budget. With the exit of the Boomers and the entrance of Millennials, the advances in technology and evolving, global economic climate, many employers are experiencing a fundamental shift in their business and workforce. Our training programs can be delivered **on-site**, **on-demand** or **on-line** to meet the different learning needs of your workforce.



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