

# ON-SITE TRAINING SOLUTIONS

When you bring our powerful, high-impact training programs to your organization, you're sending a clear signal to your employees that you are serious about their professional growth. As a result, they'll feel a greater sense of value and self-worth, as well as a stronger sense of commitment to your organization.

Continuous, quality training on relevant topics will give your staff the skills, knowledge, and confidence they need to meet tough workplace challenges head-on, realize their full potential, and perform at their peak. When you partner with Fred Pryor Seminars and CareerTrack, you can look forward to developing a cohesive, motivated, highly productive workforce — essential in today's fiercely competitive corporate arena.

## HERE ARE JUST A FEW OF THE ON-SITE TRAINING BENEFITS YOU AND YOUR TEAM WILL DISCOVER ...

### **Superior training results.**

During private training programs held "on their own turf," your employees will feel much more comfortable asking questions, contributing to discussions, and participating in learning activities. You'll notice a remarkable synergy develop as employees trade ideas, interact more freely, and feed off each other's positive energy. As a result, your staff will master new skills more quickly and easily, and use what they've learned to achieve higher performance and greater productivity.

### **Increased employee commitment.**

Employees who are continuously developing their skills and taking on new challenges are less likely to look elsewhere for work. As a result, you'll retain more of your top talent, "promote from within" more often, and build a high-performance team that is committed, dedicated, and loyal to your organization.

### **Healthier workplace relationships.**

When people learn as a group, they tend to create an atmosphere of camaraderie, support, and "team spirit." On-Site Training is a great way to build a workforce whose members work in harmony, encourage each other, and strive toward common goals.

### **Less employee "burnout."**

People who are excited and stimulated by continuous learning are more likely to enjoy all aspects of their jobs. Your team will reveal a new, positive attitude toward work, tackle challenges with energy and enthusiasm, and be more willing to explore creative problem-solving, out-of-the-box thinking, and innovative solutions.

### **Flexible, customized training solutions.**

One of the biggest benefits of On-Site Training is the personalized attention you and your organization will receive from us. We'll work with you to determine the needs of your employees, and then tailor any of our training programs to address your specific problems, issues, and concerns. We can help you create a great day of training or even a company-wide long-term development plan.



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# ON-SITE COURSES

## COMPUTER SKILLS

- Advanced Microsoft® Excel®
- Advanced Tips & Techniques for Maintaining PC Hardware & Software
- The Essentials of Administering Microsoft® Windows® 2003
- How to Create PowerPoint® Presentations
- Design 101 – The Secrets of Desktop Publishing
- How to Troubleshoot and Maintain PCs
- How to Use Adobe® PhotoShop®
- Mastering Microsoft® Access
- Mastering Microsoft® Access: Advanced Practices
- Mastering Microsoft® Excel® – Two Days
- Microsoft® Access – A Two-Day, Hands-On Workshop (2-Day)
- Microsoft® Excel® – A One-Day Seminar
- Microsoft® Office – A One-Day Seminar
- Microsoft® Outlook® (1/2 Day)
- Microsoft® PowerPoint® (1/2 Day)
- Microsoft Project, One- or Two-Day
- Power Excel: Shortcuts, Tips, and Techniques
- The 2-Day Networking Essentials Workshop

## ADMINISTRATIVE/HUMAN RESOURCES

- Beyond Secretary
- Business Writing for Results
- The Conference for Administrative Assistants
- The Essentials of HR and the Law
- Event Planning Made Easy
- The Exceptional Assistant®
- Front Desk Safety and Security
- HIPAA Rules and Regulations & Critical HR Issues
- How to Excel as an Administrative Assistant
- How to Excel at the Front Desk
- How to Identify and Eliminate Mold & Moisture Problems
- How to Organize and Maintain Files and Records
- How to Recruit, Interview, and Hire the Right People
- Management Skills for Secretaries, Administrative Assistants & Other Office Professionals
- Management Skills for Secretaries, Administrative Assistants & Support Staff
- Medical Records Management
- The Necessary Requirements of Human Resources
- The Outstanding Receptionist (1/2 Day)
- OSHA Compliance
- Sexual Harassment Awareness

## FINANCIAL SKILLS

- Effective Strategies for Collecting Accounts Receivable
- The Essentials of Wage and Hour Law
- Finance & Accounting for Non-Financial People
- How to Develop & Administer a Budget
- How to Manage and Organize Accounts Payable
- How to Manage Inventory and Cycle Counts
- How to Read and Understand Financial Statements
- Sales & Use Tax Workshop
- The Ultimate Course in Payroll Management

## COMMUNICATION SKILLS

- The Art of Working with People
- Assertive Communication Skills for Women
- Assertiveness Skills
- Business Writing and Grammar Workshop, Two-Day
- Communication Skills for the Technical Professional
- Communication Skills for Women
- Conflict Resolution and Confrontation Skills
- Dealing with Difficult People
- Delivering Effective, Persuasive Presentations
- Effective Communication Skills for Managing Conflict and Confrontation
- Evelyn Wood Reading Dynamics® for Business Professionals
- The Grammar and Usage Seminar
- High-Impact Communication Skills
- High-Impact Communication Skills for Women

- How to Become a Better Communicator
- How to Become a Great Communicator
- How to Design Eye-Catching Brochures, Newsletters, Ads, Reports
- How to Handle Difficult People
- How to Handle People with Tact and Skill
- How to Solve Communication Problems
- Insight Inventory®
- Interpersonal Communication Skills for Business Professionals (2-Day)
- Layout and Design Principles for the Non-Designer
- Managing Emotions Under Pressure
- Mistake-Free Grammar & Proofreading
- Proofreading
- Speak with Confidence and Clarity
- Successful Communication Skills
- Team Communication Tactics
- Technical Writing Skills
- 21 Ways to Defuse Anger and Calm People Down

## TEAM TRAINING

- How to Design and Develop a Training Program
- How to Launch a Team
- How to Lead a Team
- How to Train When Training Isn't You
- How to Turn Your Workgroup into a Winning Team
- Implementing Self-Directed Work Teams
- Leadership and Team-Building Conference
- Manager as Coach
- Managing Conflict for Women
- 9 Traits of Highly Successful Teams
- Self-Directed Work Teams
- Team Building and Coaching
- Team-Building Skills for Managers and Supervisors
- Team Communication Tactics
- The Team Doctor: Quick Cures for Ailing Teams
- The Trainer's Conference
- Training the Trainer
- What to Do When Teams Don't Work

## LEADERSHIP SKILLS

- Achieving Organizational Goals Through Planning and Implementation
- The Art of Leadership
- Assertive Leadership Skills: A One-Day Seminar for Managers and Supervisors
- Breakthrough Business Thinking
- Challenges Facing the Technical Leader
- The Conference on Leadership & Team-Building
- Creating Optimism in the Workplace
- Creative Leadership Workshop for Managers, Supervisors, and Team Leaders
- Criticism and Discipline Skills for Managers and Supervisors
- Delegation Skills for Managers and Supervisors
- Effective Leadership Skills
- Emergency Planning and Disaster Management for Your Organization
- Excelling as a First-Time Supervisor
- How to Conduct Employee Performance Evaluations
- How to Deal with Unacceptable Employee Behavior
- How to Lead a Team
- How to Manage Diversity in the Workplace
- How to Overcome Workplace Negativity
- How to Successfully Manage Multiple Locations – Two Days
- How to Supervise People
- How to Transform Marginal Employees into Solid Performers
- Interpersonal Communication Skills for Business Professionals (2-Day)
- Making Change Work
- The Management Conference
- Management Effectiveness Seminar

- Management Skills for New Managers or Supervisors (2-Day)
- Management Skills for Non-Managers or Supervisors
- Manager as Coach
- The One-Day Management Effectiveness Seminar
- Performance Management Workshop
- Personnel Law for Managers and Supervisors
- Powerful Team-Building, Mentoring, and Coaching Skills for Managers and Supervisors
- Real-World Project Management
- Self-Directed Work Teams
- Sexual Harassment Awareness
- Sparking Self-Motivation in Your Employees
- A 2-Day Comprehensive Course on Facilities Management
- Team Building and Coaching
- Team-Building Skills for Managers and Supervisors
- The Trainer's Conference
- The Ultimate Supervisor

## PRODUCTIVITY AND TIME MANAGEMENT

- Directing, Controlling, & Managing Projects Conference
- Getting It All Done
- Getting Organized Fast! (1/2 Day)
- How to Organize and Maintain Files and Records
- Making Meetings Produce
- Managing Multiple Priorities<sup>SM</sup>
- Project Management
- Real-World Project Management
- Taking Control of Your Workday

## PERSONAL DEVELOPMENT

- Creating Optimism in the Workplace
- Creative Problem-Solving & Decision-Making
- Developing Your Image as a Successful Woman
- How to Manage Stress
- How to Train When Training Isn't You
- Interpersonal Skills
- Positive Thinking and Peak Performance
- Self-Esteem & Peak Performance<sup>TM</sup>
- Self-Assured, Relaxed, and in Control
- Solutions for a Simpler Life<sup>TM</sup>
- Stress Management for Women
- The Stress Solutions Workshop for Women
- The Women's Conference
- Thinking Outside the Boundaries

## CUSTOMER SERVICE

- The Customer Service Conference
- Customer Service for Managers
- Dealing with Difficult Patients, Colleagues, and Healthcare Personnel
- Exceptional Customer Service: An Advanced Seminar
- How to Defuse Anger and Calm People Down
- How to Delight Your Customers and Keep Them for Life
- How to Deliver Exceptional Customer Service
- How to Give Exceptional Customer Service
- How to Give Exceptional Customer Service Over the Phone
- How to Handle Difficult Customers (1/2 Day)
- How to Handle People with Tact & Skill
- Pleasing Your Hard-to-Please Customers
- Professional Telephone Skills (1/2 Day)
- Telephone Techniques

## SALES

- The Art of Up-Selling and Cross-Selling
- The Exceptional Sales Manager
- The Negotiation Seminar
- Sales & Use Tax Workshop
- Sales Management
- Sales Training
- The Secrets of Powerful Bargaining and Negotiating
- The Ultimate Sales Workshop

 FRED PRYOR SEMINARS

 CAREERTRACK

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