

# Workshops & Programs

Wednesday, 10 October 2007

## RAPID PROCESS DEPLOYMENT FOR BUSINESS PROCESS RE-ENGINEERING

Business Redefinition Consulting Program

Perform Enterprise Engineering Assessment

Perform Strategic Visioning

Position Business Reengineering

Assess Current Value Stream

Reengineer Value Stream

Pilot Of BPR Solutions to Measure Immediate Successes

Implement Reengineered Value Stream

Monitor Value Stream Performance

Other Program Offerings and Consulting subject and are an effective method to convey information quickly through a combination of presentations and exercises. The workshops are designed to be delivered and facilitated in a half day, full day or two day format depending on the workshop.

Ultimate Marketing System

Objective: Assist presenters, trainers and speakers services.

in implementing effective methods to market their

Sales Force Development

Objective: The participants will understand the the different elements of the sales process.

meaning of becoming a Sales Professional and

Call Center & Customer Service Consulting

Objective: Create a positive customer service attitude, read the customer needs, deal with the irate customer and build a world class customer service image.

Improve Employee Retention and Motivation Build customer loyalty!  
POW Team

Objective: The participant will take part in activities that will assist them to apply the concept of working as a team instead of working on a team. They will learn the correct processes and procedures to build a successful and empowered team.

Let Us Connect You With Partners For the Following Programs:

Communications Skills

Format: Half Day

Objective: The participant will master the art of communicating face to face for more rewarding relationships. They will learn how to communicate with different personality and behavior styles and better understand what others really mean through what they say, think and do.

Formula For Success

Format: Presentation (30 min. to 1 hr.)

Objective: The audience will understand what is how do you set a goal and how to apply appropriate

the definition of success, what is motivation, conditioning to achieve your success.

Negotiation Skills

Format: Half Day Session

Objective: The participant will develop a win/win

philosophy for effective negotiations. Learn new

techniques, strategies and tactics. This program covers the principles of negotiation, the negotiating process, preparation, the planning of objectives, bargaining tactics, and the closing techniques to get commitment.