



Training Course Curriculum

EMPLOYEE DEVELOPMENT TRAINING

2020

IMPACT Professional Development and Training has over 31 years of experience in the training industry. We offer DYNAMIC EMPLOYEE DEVELOPMENT TRAINING with expertise in classroom and online training platforms, growth producing coaching and design and implementation of training support materials.

CORPORATE DEVELOPMENT

Jami is a high-energy trainer equipped with a keen ability to identify current learning needs to facilitate curriculum and presentation development. She offers an engaging facilitation style that connects with audiences of all levels, further optimizing learning opportunities and objectives. Specialized experience includes:

- Compliance Training
- Motivational Sessions
- Professional Skills Development
- Management Support

EXPECTATIONS FROM THE TRAINING

Your class will be delivered “in-person” at your own facility unless you choose web-based training. Your group will leave the session equipped with the tools to improve their knowledge and skills.

FEES

The cost is \$300 hourly for the training and \$100 hourly for development. The only additional cost is the printing of the materials.

CUSTOM DESIGN

We can also custom design any training program and workshop.

CONTACT

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Corporate Trainer
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COMPLIANCE

Preventing Sexual Harassment

  Time Required: 1 hour

This session reviews the definition of what constitutes sexual harassment, prohibited behaviors, the responsibilities of managers and how to have an organization free from sexual harassment. This session meets and exceeds the training requirements set forth in New York State.

Cultural Competence & Workplace Sensitivity Time Required: 2 hours

Participants will understand diversity and inclusion, how to deal with conflict and employee engagement in regards to bias, discrimination and prejudice. Participants will understand how to use good communication and listening skills to develop respect for each other.

Workplace Violence

  Time Required: 1 hour

In this session, participants will learn the various causes of workplace violence, preventative steps to take to reduce and avoid these situations and how to diffuse difficult circumstances.

PROFESSIONAL SKILLS

Energy, Excitement & Enthusiasm

🕒🕒 Time Required: 2 hours

By the end of this session, participants will be able to assess their current workplace enthusiasm, determine their level of service and learn the four parts to a customer-focused environment.

Successful Customer Service

🕒🕒 Time Required: 2 hours

In this training, participants will learn the benefits of successful customer service, how to develop strategies to handle difficult customers, identify positive communication techniques and understand the 6 key ingredients for maintaining customer service excellence.

Time Management

🕒🕒 Time Required: 1.5 hours

Participants will learn how to plan for the long and short term, how to multi-task and use various aids for proper planning and managing business and personal time.

Team Building

🕒🕒 Time Required: 2 hours

Participants will learn how to maximize individual growth and team productivity, identify the fundamentals of a successful team, learn how to maximize performance and set S.M.A.R.T. goals.

Effective Communication

🕒🕒 Time Required: 2 hours

This training will heighten awareness of the ways we communicate with our customers, co-workers and managers. Participants will learn communication strategies to overcome resistance and conflict, use non-verbal skills and make a greater impact with assertiveness and communication mediums.

PROFESSIONAL SKILLS

Conflict Resolution

🕒🕒 Time Required: 2 hours

This training will teach participants how to create a positive communication climate, reverse the negative, pinpoint the triggers and establish conflict-management strategies.

Understanding Change

🕒🕒 Time Required: 1.5 hours

Participants will understand their personal reactions to change and how to deal with stress, fear and resistance and use planning and motivation to navigate change.

Stress Management

🕒🕒 Time Required: 1.5 hours

This training will teach participants how to manage stress, promote positive energy and maintain focus. Various stress reducers will also be discussed.

Effective Listening

🕒🕒 Time Required: 1.5 hours

This training will discuss types of listening, increase awareness of effective listening skills, how to increase attentiveness and reflect responsiveness.

Email and Phone Etiquette

🕒🕒 Time Required: 1.5 hours

In this training, participants will learn how to use various communication mediums, convey professionalism in emails and how to use the proper tone and inflection on the telephone.

MANAGEMENT SKILLS

Successful Leadership

🕒🕒 Time Required: 2 hours

Managers will learn the successful skills needed in order to become good leaders and gain an understanding of various coaching strategies.

Managing Multiple Generations

🕒🕒 Time Required: 1.5 hours

Managers will learn how to work effectively with the five generations in the workplace and how to build a better team using the strengths of each of these generations. * This class can also be taught to all employees- Working with Multiple Generations*

Behavioral Based Interviewing

🕒🕒 Time Required: 1.5 hours

This training provides an understanding of this interviewing process and how to plan and conduct the interview and then evaluate the candidates for the job.

Performance Management

🕒🕒 Time Required: 1.5 hours

In this training, managers will be taught the difference between performance appraisal and performance management. We will discuss the seven cycles for individual employee development.

Delegation

🕒🕒 Time Required: 1 hour

In this training, managers will learn the strategies for proper delegation, when and when not to delegate and how to make quick decisions in order to maximize time and effectiveness for the organization.