

Training Programs
Management Development Specialists, Inc.
(228) 875-8275

Each of our programs is offered with three options as follows:

Option 1

Purchase a training program manual and use the material to build your skills or train your staff. Each manual is distributed as a PDF for **\$49.95**. The Superior Sales Skills manual is **\$268.95**. Each package also includes a PowerPoint Presentation and the necessary Participant Materials. Free bonus materials are included as specified with the full description of each training program on its own web page.

Option 2 – One Day Workshop

When you purchase the **Live Workshop**, we will provide all participant materials and the services of an expert trainer at your location. Up to twenty (20) participants may attend the workshop. This is a great value because you can schedule any participants you want, even from another division of your company to spread the cost.

Option 3 - Train-the-Trainer Workshop (Two Days)

When you purchase the **Live Train-the-Trainer Workshop (T³)**, you will receive the **Workshop** materials as a PDF that includes the content, participant materials and a PowerPoint presentation that you can edit and use your company templates. We will provide an expert trainer at your location to teach your managers how to conduct the workshop for your associates. Up to 20 participants may attend the **T³** workshop. This is a great value because you can schedule any participants you want, even from another division of your company to spread the cost.

Change Management Session Agenda

Morning	Afternoon
Effectively Introduce Change	Engage the Right Talent
Adapt and Cope with Change	Build Coalitions
Evaluate Options and New Boundaries	Motivation and Risk Taking
Obstacles to Successful Change	Maintain Quality and Customer Service
Become a Catalyst for Change	Delegate Effectively
Develop a Positive Mental Attitude	Re-recruit Your Staff
Clear Priorities and Focus on Objectives	Biological Reaction to Stress
Resistance, Roles and Expectations	Four Stages of Burnout
Giving Clear Directions	Action Plan

Communication Skills Session Agenda

Morning	Afternoon
The Focused Discussion Model [®]	Six Immutable Principles of Clear Writing
Identify Types of Listening	Non-sexist Writing
Idea Presentation	Improve Business Letters
Audience Analysis	Information Sequence Worksheet
Listening Self-Inventory	Audience and purpose Worksheets
Active Questioning Techniques	Develop Presentation Plan structure
Obstacles to Listening	Improve Presentation Delivery
Listening Tools and Body Language	Use Professional Techniques
Avoiding Communication Pitfalls	Action Plan

Customer Service Session Agenda

Morning	Afternoon
PRIDE System of Customer Service [™]	Telephone Techniques
Manage Emotional Escalation	Angry Customer Misrepresents and rude
Ask the Right Questions	Customer Insists on Being Right
Establish Rapport with the Customer	Customer Refuses to Explain Concerns
Evaluate Customer Satisfaction	Personality Conflicts
Properly Thank Your Customers	Unauthorized Work Requests
Investigate the Customer Issues	Customer wants Preferential Treatment
A Complaint Management System	Saying "No" and much more!
Relate Customer Service to Sales/Profit	Action Plan

Effective Decision Making Session Agenda

Morning	Afternoon
Decision Statement	Identify Adverse Consequences
Develop Objectives	Make the Best Balanced Choice
Required and Desired Objectives	Test Effectiveness of the Decision
Weigh Desired Objectives	Audit Objectives
Generate Alternatives	Assess Threats
Screen Required Alternatives/Objectives	Present and Assess Recommendations
Screen Desired Alternatives/Objectives	Develop Action Plan

Interviewing Session Agenda

Morning	Afternoon
Gap Analysis	Patterned Interview Guides
Review Elements of Job Descriptions	Questioning Loquacious People
Recruiting Techniques	Questioning Reticent People
Testing	Identify Required Competencies
Different types of Interviews	The Behavioral Approach
Effective Questioning Techniques	Action Plan

Performance Management

Morning	Afternoon
Communicating Expectations	Understand the Associates' Motivation
Establishing Goals	Coaching and Counseling
Objectives of Performance Appraisal	Competence and Commitment
Value of Job Descriptions	Performance Appraisal Exercise
Appraisal Principles and Practices	Dishonesty and Misconduct
Prepare for Appraisal Session	Progressive Discipline Exercise
Understanding Motivation	Action Plan

Process Improvement Session Agenda

Morning	Afternoon
The ROAR Model of Process Improvement	Identifying Customer Requirements
Identify Maintenance Behaviors	Identifying Improvement Opportunities
Identify Task-Related Behaviors	Create a Process Sequence
Evolutionary Vs. Revolutionary Processes	Identify Value-Added Steps
Observe Team Performance	Avoiding Pitfalls
Involve Stakeholders	Process Improvement Exercise
Facilitation Skills	Action Plan

Superior Sales Skills Session Agenda

*Train-the-Trainer requires a third day

Day 1 - Morning	Day 1 - Afternoon
Time Management	Prospecting (Continued)
Sales Communication Skills	Prospecting (Scripts)
Customer Service to Increases Sales	Prospecting (Role Plays)
Prospecting	Real Life Experiences and Action Plans

Day 2 - Morning	Day 2 - Afternoon
Sales Mechanics (Part 1)	Closing Techniques (Part 1)
Sales Mechanics (Part 2)	Closing Techniques (Part 2)
Sales Processes and Systems (Part 1)	Negotiation Skills (Part 1)
Sales Processes and Systems (Part 2)	Negotiation Skills (Part 2)
	Action Plan

Time Management Session Agenda

Morning	Afternoon
Time Management Model	Identify Time Guzzlers
Complete a Time Audit and Log	What Not to Delegate
Time Analysis Worksheets	Improve Communication Skills
Delegation vs. Job Assignment	Balance Your Goals
Avoid Reverse Delegation	Set and Prioritize Your Goals
Efficiency vs. Effectiveness	Steps to Achieve your Goals
Eliminate Procrastination	Action Plan