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## **Training Programs**

### ***Customized Training Programs***

All of our training programs are customized to fit our clients' needs and goals. We design programs based on your company, industry, your type of customers, your business culture, and of course, your training needs.

Our Theatre-Based Training components are custom tailored to fit in with your organization's culture and current training situation.

We devote time into researching the training topic, your company, your industry, and your client type; whether you sell business-to-business, through distributors, or directly to consumers.

We also talk with people at all levels in your company to learn about your successes and challenges on the specific training topic, and to learn about your company's culture.

We may use examples of situations provided by our clients or we may create new and unique situations to drive the point home for your employees. It is our practice to customize the training materials, theatre-based performances and training delivery. It is our pleasure to accommodate clients who would like to see a particular situation addressed.

We customize and deliver theatre-based training programs in the following areas:

- § **Leadership & Management**
- § **Sales**
- § **Communication**
- § **Customer Care**
- § **Team Development & Managing Change**
- § **Managing Self**
- § **Your Workplace and the Law**



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*You may customize a training program based on your organization's specific training needs. Select the topics, and we'll consult with you to provide the combination in a training program that will flow naturally, and help the program participants learn the skills they need to be successful.*

ADA (Americans with Disabilities Act)  
Assertiveness Skills  
Body Language  
Business Writing & Grammar  
Change  
Coaching  
Communication  
Conflict Resolution  
Consulting Skills  
Creativity  
Customer Care  
Decision Making  
Delegation  
Disciplinary Action & Termination  
Diversity  
Empowerment  
Feedback  
Interviewing & Selecting Employees  
Leadership  
Listening Skills

Management  
Meetings (Running Effectively)  
Motivating Employees  
Mystery Shopper Service  
Negotiation  
Networking  
Performance Review  
Management Preparation  
Presentation Skills  
Problem Solving  
Project Management  
Sales  
Sexual Harassment  
Strategic Planning  
Stress Management  
Teambuilding  
Telephone Skills  
Time Management  
Train the Trainer