

# Customized Training Courses Offered by Innovative Management Group

## CUSTOMER SERVICE

Achieving Consistent Service throughout Your Organization (4 hrs)

Becoming an Employee-Focused Organization (4 hrs)

Becoming an Customer-Focused Organization (4 hrs)

Creating Customer Loyalty (4 hrs)

Customer Interactive Skills (4 hrs)

Customer Oriented Selling (2 hrs)

Customer Satisfaction Strategies (2 days)

Determining How Well You Are Doing: Performing a Service Audit (2 hrs)

Diffusing Customer Dissatisfaction (2 hrs)

Defining What Customers Want: Getting in Touch With Your Customers (2 hrs)

Facilitating Customer Service Improvement Teams (1 day)

Four Fundamentals of Service: See, Smile, Say and Suggest (4 hrs)

Handling Difficult Customers (2 hrs)

How to Gain Employee Commitment and Achieve Results in Your Service Improvement Effort (2 hrs)

Leading a Customer-Focused Organization (4 hrs)

Service in the Service: Community Relations for Police Officers (4 hrs)

Serving the High-End Gaming Customer (2 hrs)

The Citizen as Customer: Service in the Public Sector (4 hrs)

## HUMAN RESOURCES / TRAINING

Aligning the HR Function with the Strategic Objectives of Your Organization (1 day)

Confidentiality in the Workplace (2 hrs)

Corporate Liability in Human Resources (4 hrs)

Designing Highly-Effective Orientation and Training Programs (1 day)

EEO/Sexual Harassment (1 day)

Evaluating Training Programs (4 hrs)

Group Facilitation Skills Training (2 days)

Hiring for Success: Effective Selection Interviewing (1 day)

Identifying the Return on Your Training Investment (4 hrs)

Managing the Human Resource Function (1 day)

Managing the Training Function (4 hrs)

Marketing Your Training Programs: Creating Demand for Your Products and Services (4 hrs)

New Employee Orientation (custom designed)

Succession Planning (2 hrs)

Train the Trainer Workshop (2 days)

## LEADERSHIP / MANAGEMENT

A Matter of Style: Developing the Right Management Approach (1 day)

Accountability Management Workshop (3 days)

Achieving Better Results Through Effective Employee Empowerment (2 hrs)

Advanced Management Practices: Gaining a Strategic Perspective (4 hrs)

Basic Management Practices: Management 101 for New Supervisors (1 day)

Communicating for Results (2 days)

Creating and Managing a High-Performance Team (2 days)

Developing Competent Employees (4 hrs)

Developing Competent Managers (4 hrs)

Developing Trust, Respect, Confidence and Support Among Team Members (4 hrs)

Effective Management Practices (3 days)

Effective Meeting Management (4 hrs)

Empowering Employees (4 hrs)

Fundamentals of Management: Doing the Right Things Right (4 hrs)

Getting Work Done Through Others (2 hrs)

Leading Today's Workforce: Motivating 21st Century Employees (2 hrs)

Making Common-Sense Management Common: The Duhs of Management (2 hrs)

Making the Transition to Management: A Pre-Supervisory Course (2 days)

Managing a Diverse Workforce (1 day)

Situational Leadership: Adjusting Your Management Style to Match the Situation (2 hrs)

So, You Want to be a Supervisor?: Understanding the Role of Supervisor (2 hrs)

Winning at Work: How to Instill Enthusiasm and Commitment in Employees (4 hrs)

## **ORGANIZATIONAL / BUSINESS DEVELOPMENT**

Aligning the Nine Strategic Elements of Your Business: Defining Your *Strategic Logics* (2 days)

Developing a Comprehensive Business and Operational Plan Workshop (1 day)

Developing a New Business Model in the New Economy (facilitated executive session)

Developing and Managing Your Change Management Project Plan (1 day)

Developing Your Company Vision, Mission and Values (2 days)

Facilitating Large-Scale Organizational Change (1 day)

Inciting a Culture Revolution: Helping People Recognize the Need for Change (2 hrs)

Managing Growth and Change (2 days)

Managing the Corporate Culture (1 day)

Maps, Models, Metaphors and Stories: Facilitative Techniques for managers, Trainers and Change Agents (2 days)

Quelling the Resistance: Defeating the Naysayers in the Organization (2 hrs)

Strategic Visioning: What Lies Ahead for Your Company? (1 day)

Surviving the Ups and Downs of the Business Cycle (4 hrs)

The Art of Facilitating Change in Organizations and People (2 days)

The Role of Change Champions in Your Organization (4 hrs)

## **PERFORMANCE MANAGEMENT**

A Matter of Style: Using the Right Performance Feedback Approach (4 hrs)

Coaching and Developing Employees (1 day)

Effective Counseling and Discipline (4 hrs)

Establishing Performance Goals, Objectives and Priorities (4 hrs)

Establishing the *Field of Play*: Setting the Boundaries and Accountability (4 hrs)

Harnessing Employee Potential (2 hrs)

Managing and Measuring Performance (2 days)

Managing Time and Priorities (4 hrs)

Peak Performance through Employee Involvement (2 hrs)

Performance-Based Management: Managing Results vs. Behavior (2 hrs)

Performance Counseling for Results (2 days)

Planning and Organizing the Workflow (4 hrs)

Supervisory Success in a Minute or Less: Providing Just-in-Time Feedback (4 hrs)

The Human Dynamics of Coaching, Counseling and Discipline (2 days)

The Power of Praise and Recognition (2 hrs)

The Supervisor as Coach (2 hrs)

Writing and Conducting Effective Performance Appraisals (1 day)

## **PERSONAL DEVELOPMENT**

Balancing Your Work and Personal Life (2 hrs)

Building Self-Confidence and Self-Esteem (4 hrs)

Communicating Effectively and Building Rapport with Others (4 hrs)

Effective Listening Skills (2 hrs)

Effective Oral Presentations: Speaking in Public (1 day)

Effective Written Communication (1 day)

Increasing Your Personal Creativity (2 hrs)

Managing Stress and Burn Out (1 day)

Managing Your Career: Ensuring Your Employability (4 hrs)

Negotiating for Results (4 hrs)

Personal Time Management (2 hrs)

Please Understand Me: Understand Different Personality Types (4 hrs)

Positive Self-Expectancy: Creating Personal Success for the Future (2 hrs)

Stress Management (2 hrs)

The Quest for Excellence: Being All You Can Be (2 hrs)

Understanding and Getting Along with Others (4 hrs)

## **PROBLEM SOLVING / TEAMWORK**

Confrontation and Conflict Resolution (4 hrs)

Creative and Analytical Thinking (2 days)

Creating and Managing the High Performance Team (3 days)

Dealing with Anger, Aggression and Violence in the Workplace (4 hrs)

Defining Member Roles, Responsibilities and Expectations on New Teams (facilitated discussion)

Diffusing Aggressive Behavior (2 hrs)

Facilitating Problem Solving Teams: A Practicum in Effective Group Facilitation (3 days)

Fundamentals of Team Development (2 hrs)

Interpersonal and Team Interaction Skills (2 hrs)

Managing Conflict and Crisis: Effective Problem Resolution at Work (1 day)

Managing in a Team Environment (1 day)

Organizing and Launching High-Performance Teams (4 hrs)

Problem Solving and Decision Making (1 day)

Task-Oriented Teamwork (1 day)

Team Building and Team Leadership (1 day)

Team Facilitator Workshop (5 days)

Team Leader Workshop (2 days)

Team Sponsor Workshop (1 day)

Team Start-Up Workshop (4 days)

## **TOTAL QUALITY MANAGEMENT**

Advanced TQM Tools / Statistical Process Control (2 days)

Basic TQM Tools (1 day)

Fundamentals of Effective Process Improvement Teams (4 hrs)

Fundamentals of Quality Improvement (2 hrs)

How to Establish a Quality Improvement Effort in Your Organization (1 day)

How to Gain Commitment and Achieve Results in Your Quality Improvement Effort (4 hrs)

Quality Champions Training (2 days)

Total Quality Leadership (1 day)

TQM Awareness Course (1 day)

For outlines or more information about these courses, please contact;

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