

TRAINING & DEVELOPMENT

Yvonne's training is designed to help you and your staff: increase productivity, improve office morale and eliminate the stress of not finding things. You can bring this training to your organization, which can be customized to fit your needs.

The Organized Office Professional

- Master the five principles of workflow control
- Manage multiple priorities, projects and deadlines
- Use the Task TRACKing technique to finish your projects on time
- Use powerful communication skills to create a win-win situation
- Set up a filing system that allows for retrieval of files in 15 to 30 seconds
- Organize your workspace and desk to facilitate the flow of work
- Close open loops and stay in control
- Discover the single, most important thing you can do to stay on top of matters

Golf Balls, Marbles & Time Management

- Understand your relationship to time
- Apply the 90/10 rule to change how you view time
- FOCUS on what matters most
- Identify and control the time wasters that prevent you from getting things done
- Use a juggler's method to manage your busy lives
- STOP others from controlling your time
- Start and complete the things you just hate to do
- Reduce stress so you can increase productivity

Get Organized, Get in Control

- Get out of your own way
- Change the emotional debilitating affect clutter can have on your lives
- Take the stress out of getting things done
- Use a juggler's method to manage your busy lives
- Use RESPECT to organize anything in your home, life and workplace
- Implement the 3-S Tonic Strategy to create balance in your personal and professional life
- Use the Triple C Factor to help you get rid of the mental and physical clutter

Get Your Files in Order

- Create a file and retrieval system for your paper files, computer files and email
- Retrieve your files in 15 to 30 seconds
- Set up and maintain a Records Retention Schedule
- Create and manage a File Index for maximum control of your files
- Know who has the files you need at all times

Dealing with Negativity in the Workplace like a Team Player

- Identify and understand negative behavior
- Keep your emotions in check in a heated situation
- Get your opinion heard and respected
- Teach negative coworkers how to treat you
- Deal with negative coworkers according to knowledge to calm the situation
- Get negative people to cooperate using the COWORKER technique

Managing Conflict with Extraordinary Customer CARE

- Start building a relationship with the customer on the initial contact
- Get customer to respond positively when problems occur
- Say no and keep customer calm
- Keep customer ENGAGED
- Use the three C's to correct an unwanted behavior
- Separate the emotion from the problem to get positive results
- Maintain the control when customer becomes abusive in just three steps

Telephone Answering Techniques that Work

- Make the first impression a winning impression
- Learn what to do when a customer is hard to understand or is unclear in their speech
- Keep caller calm when you must put them on hold or transfer the call
- Say no and still keep customer satisfied

Assertive Skills Training for Women

In this workshop you will learn how to:

- Get organized, so you can think clearly
- Manage your time so that you can have time for what matters
- Choose your battles so that you do not lose the war
- Be the CEO of your emotions
- Stand up for yourself when an individual is intimidating
- Use powerful, attention getting words to keep an upset person focused
- Deal with negative attitudes with confidence and ease
- Use positive body language to command respect