

# 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 FOCUSED

- 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