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State of Arizona Category	AGTS Course #	AGTS Course Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Course Description
Management/ Leadership	MGT493JWMG	4 Generations in the Workplace (4)	SF	$ 313	N/A	N/A	Designed for all managers, supervisors, team leaders, as well as others interested in improving communication between the generations in today's workplace. Topics covered include: list the key characteristics of each generation; motivate team members based on individual generational values; communicate needs and wants in a manner that each generation understands; and build trust and respect across the generational lines.
Management/ Leadership	MGT420LR	Building and Maintaining Trust and Morale (4)	SF	$ 325	N/A	N/A	Designed for leaders at all levels who are responsible for building and maintaining a positive, productive workplace. Topics include: the dynamics of trust and morale, essential factors for trust and morale to flourish, assessing the team's trust climate, supervisor trust-building behaviors, and trust and morale action planning.
Management/ Leadership	SUP82-175MI	Coaching Skills for Supervisors (3.5)	SF	$ 364	N/A	N/A	Designed for supervisors interested in improving the efficiency and effectiveness of their work teams. Topics covered include: the difference between coaching, counseling, and discipline; apply powerful coaching techniques in a coaching conversation; and practice "getting to agreement" when addressing a performance issue.
Management/ Leadership	SUP346SD	Custom Leadership (4)	SF	$ 400	N/A	N/A	Designed for managers, supervisors, and team leaders. Topics covered include: identify your basic leadership style preferences; understand why one supervisory approach will not work with all employees all the time; diagnose situations that call for different leadership styles; avoid the problems associated with under and over supervising; identify ways to coach employees to be more independent; and explore times when a more directive approach is needed.
Management/ Leadership	SUP82-57MI	Discipline and Corrective Action (3.5)	SF	$ 364	N/A	N/A	Designed for managers and supervisors responsible for resolving employee problems and taking corrective action. Topics covered include: identify the necessary components of a disciplinary system; understand and apply the concept of "due process"; take appropriate disciplinary action; describe common mistakes in disciplinary actions and how to avoid them; use disciplinary and corrective action as a supervisory tool to enhance employee performance; and document employee behavior and disciplinary actions.

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Management/ Leadership	SUP28LR	Effective Delegation (3.5)	SF	$ 357	N/A	N/A	Designed for managers and supervisors who have at least one year of experience, have multiple job functions, and oversee the work of three or more employees. Topics covered include: ways to improve delegation skills; use a stepwise process for effective delegation; decide which tasks or projects to delegate; identify barriers to delegation and how to overcome them; and action planning.
Management/ Leadership	PSL280SG	Eliminating Bullying in the Workplace (4)	SF	$ 313	N/A	N/A	Designed for individuals who are responsible for managing workplace tensions. Topics include: the definition of bullying, the differences between bullying and other forms of workplace hostility, responding to, eliminating, and preventing bullying in the workplace.
Management/ Leadership	SUP41MW	Equal Employment Opportunity (7) (Wade)	SF	$ 489	N/A	N/A	Designed for supervisors, managers and other individuals responsible for hiring and firing. Course topics include: distinguishing Equal Employment Opportunity from Affirmative Action or Diversity Management; central question of most EEO investigations; requirements for responding to enforcement agencies; identifying main issues in discrimination cases; key elements of sexual harassment; institutional discrimination problems; distinguish between effective Affirmative Action and illegal Affirmative Action.
Management/ Leadership	SUP41SG	Equal Employment Opportunity (8) (Grace)	SF	$ 225	N/A	N/A	Designed for supervisors, managers and other individuals responsible for hiring and firing. Course topics include: distinguishing Equal Employment Opportunity from Affirmative Action or Diversity Management; central question of most EEO investigations; requirements for responding to enforcement agencies; identifying main issues in discrimination cases; key elements of sexual harassment; institutional discrimination problems; distinguish between effective Affirmative Action and illegal Affirmative Action.
Management/ Leadership	FAC001SD	Facilitating Groups (8)	SF	$ 225	N/A	N/A	Designed for team leaders and others who are responsible for directing the group problem solving process. Topics covered include: identify methods for involving all team members, building consensus and gaining commitment; list useful tools for assisting in problem solving and decision making; describe techniques for using the knowledge and experience of all participants; and discuss effective group process techniques.

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Management/ Leadership	TQM389SD	How To Build and Maintain High-Performance Teams: *Tools, Tips, and Techniques from Successful Leaders Everywhere (8)*	SF	$ 228	N/A	N/A	Designed for supervisors, team leaders, and others responsible for team management. Topics covered include: observe group dynamics and identify common sources of team difficulties; discuss methods for keeping a team focused and aligned; identify ways to develop trust and mutual respect; identify strategies for handling disruptive members or non-team players; describe strategies for resolving team communication problems; identify underground conflicts and appropriate intervention strategies; describe methods for leading productive team meetings; list useful tools for starting new teams.
Management/ Leadership	COM135MW	How to Make Presentations to Councils & Boards (4)	SF	$ 706	N/A	N/A	The goal of this program is to help participants zero in on the do's and don’ts in presenting to councils and boards. They'll learn how to build credibility and rapport, and be able to rise to the occasion in difficult presentation situations.
Management/ Leadership	SUP82-62SD	Introduction to Leadership (4)	SF	$ 513	N/A	N/A	In this half-day program participants will learn and practice the fundamentals of leadership and will explore the differences between leadership and management. They will assess their leadership skill level and develop an action plan for skill development.
Management/ Leadership	SUP6LR	Introduction to Supervision (8)	SF	$ 225	N/A	N/A	Designed for all front-line supervisors and those aspiring to become supervisors. Topics covered include: describe the responsibilities of a supervisor; identify your leadership style; organize and plan your work to accomplish work unit goals; delegate effectively; coach employees for improved performance and behavior; and create a motivational climate that promotes employee initiative.
Management/ Leadership	SUP82-92SD	Leading Change (4) (Drury)	SF	$ 319	N/A	N/A	Managers at all levels are charged with the responsibility of implementing change. In this program participants will learn how change can be successfully managed through an understanding of the dynamics and by using proven leadership techniques for effective change management.
Management/ Leadership	SUP82-92BL	Leading Change (8) (Lewis)	SF	$ 342	N/A	N/A	Managers at all levels are charged with the responsibility of implementing change. In this program participants will learn how change can be successfully managed through an understanding of the dynamics and by using proven leadership techniques for effective change management.

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Management/ Leadership	SUP82-92BL	Leading Change-CUSTOM (4) (Lewis)	SF	$ 684	N/A	N/A	Managers at all levels are charged with the responsibility of implementing change. In this program participants will learn how change can be successfully managed through an understanding of the dynamics and by using proven leadership techniques for effective change management.
Management/ Leadership	LDR295MW	Leading With Honor (4)	SF	$ 700	N/A	N/A	This program deals with important aspects of leadership especially those having to do with practices and behaviors that model the way for a credible, ethical, and honorable workplace.
Management/ Leadership	MGT53	Manager's Academy (44)	SF	$ 487	N/A	N/A	This 44-hour program is designed for experienced supervisors and managers who would like to move to the next level of expertise. Topics covered include: Influencing Skills, Relationship Building, Ethics and Decision-Making, Emotional Intelligence, Strategic Thinking, Facilitation Skills for Meeting Leaders, and the Challenge of Leadership.
Management/ Leadership	SUP354SD	Managing Employee Attitude Problems (8)	SF	$ 222	N/A	N/A	Designed for supervisors, team leaders, and managers. Topics covered include: identify the most common attitude problems encountered on the job; define criteria for detecting attitude problems before they escalate; demonstrate specific techniques for dealing with each type of attitude problem; and implement an action plan for dealing with attitude problems in your workplace.
Management/ Leadership	MGT504JWM	Managing Off-Site Employees (8)	SF	$ 225	N/A	N/A	Designed for managers or supervisors who have employees that work in another area or branch; reside in another city, county, or state; or telecommute. Topics covered include: how the "virtual team" is changing the manager's role in the 21st century; common problems in managing off-site employees; techniques for resolving problems "long distance"; long distance communication methods that insure accurate reporting of performance; key team building techniques; warning signs that problems are brewing in off-site locations; and ways to develop the skills of off-site employees so they can better accomplish goals and objectives.

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Management/ Leadership	MGT42LR	Meeting Skills (4)	SF	$ 319	N/A	N/A	Designed for supervisors, managers, and others who conduct meetings as part of their job. Topics covered include: determine when to hold a meeting and when to use an alternative; plan a meeting to use time and resources effectively; clarify and set meeting objectives; list methods for obtaining contributions from participants; understand and practice meeting leadership and facilitation skills; describe techniques for keeping meetings on track; list methods for dealing constructively with inappropriate or disruptive behavior; discuss methods for reaching decisions; and describe the best way to follow up on meeting assignments.
Management/ Leadership	SUP32JT	Motivating and Retaining Employees (3.5)	SF	$ 357	N/A	N/A	Designed for managers, supervisors, leaders, HR personnel, and others who would like to motivate employees through recognition and rewards at work. Topics covered include: list the key workplace motivators; focus on a motivating environment in your workplace; understand the key factors in recognizing employees; and create a climate that will retain good qualified employees.
Management/ Leadership	SUP142SD	Peer to Boss Without the Fallout: *How to Create a Smooth Transition from Fellow Employee to New Supervisor (4)*	SF	$ 313	N/A	N/A	Designed for anyone who has just been promoted to supervisor and would like a smooth transition. Topics covered include: identify common challenges of the transition to supervisor; utilize a role clarification dialogue to build new relationships with your team; avoid common mistakes in the transition process; utilize strategies for creating clear boundaries with employees who were once peers; develop strategies for dealing with employees who resent your role as supervisor; utilize techniques for dealing with your team when you've replaced a popular supervisor; help your team get back on track when you are replacing a difficult supervisor; initiate a dialogue about problems.
Management/ Leadership	SUP82-70LR	Performance Management: Introduction & Overview (3.5) (Lewis)	SF	$ 781	N/A	N/A	Designed for supervisors and team leaders. Topics covered include: describe the performance management cycle; list and explain the "SMART" criteria for writing performance standards; write a complete performance standard; and prepare and conduct performance discussions that encourage an exchange of information and produce better results.

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Management/ Leadership	SUP82-70LR	Performance Management: Introduction & Overview (3.5) (Royal)	SF	$ 364	N/A	N/A	Designed for supervisors and team leaders. Topics covered include: describe the performance management cycle; list and explain the "SMART" criteria for writing performance standards; write a complete performance standard; and prepare and conduct performance discussions that encourage an exchange of information and produce better results.
Management/ Leadership	SUP82-29CH	Selection Interviewing: Hiring the Right One the First Time (8)	SF	$ 231	N/A	N/A	Designed for supervisors who have responsibility for interviewing and hiring. Topics covered include: identify technical and performance skills for individual positions; describe methods for objectively reviewing resumes and applications to note red flags; plan and ask targeted questions; structure a relaxed interview environment using the behavioral format; evaluate a candidate using a standard form; explain how to check a candidate's references; and describe how to abide by all federal and state hiring guidelines.
Management/ Leadership	PRO141SD	Self-Directed Teams (8)	SF	$ 225	N/A	N/A	Designed for Managers, Supervisors, Team/Group Leaders, and other professionals interested in implementing self-directed teams.
Management/ Leadership	PQM324SR	Six Sigma, An Introduction to (8)	SF	$ 247	N/A	N/A	This course is designed for professionals, engineers, supervisors, and others interested in an introductory grounding in the principles of Six Sigma. Topics covered include: recognize most forms of waste; understand cost-benefit of eliminating waste; and how to design, develop, and manage waste-free and value-added processes.
Management/ Leadership	SUP82-52CH	Supervision & Temperament Type (8)	SF	$ 250	N/A	N/A	This program deals with termperament (sometimes called personality) as it relates to the role of the supervisor. Participants will learn about their own termperament preferences as well as those of others frequently encountered in the workplace. They'll learn how to manage a variety of temperaments for the best payoff in terms of team productivity, engagement, and morale.

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Management/ Leadership	SUP82	Supervisor's Academy (72.5)	SF	$ 343	N/A	N/A	The Supervisor's Academy consists of 72.5 hours of training covering key supervisory competencies presented over an 11-week period. For public sector employees, the Academy serves as an entry point to the ASU Certified Public Manager Program. Topics in the Academy include: Supervision and Temperament Type; Communication Skills; Motivation and Delegation; Teams, Team Building, and Conflict Management; Equal Employment Opportunity; Selection Interviewing; Performance Management; Coaching Skills; Discipline and Corrective Action; Introduction to Leadership; Leading Change; Valuing and Managing Diversity; and Time Management for Supervisors.
Management/ Leadership	SUP82-375T	Time Mgmt for Supervisor's (7)	SF	$ 254	N/A	N/A	This program is based on our general "Managing Your Time & Priorities" program but is tailored to the unique time management needs of individuals in supervisory roles.
Management/ Leadership	SUP82-60CH	Valuing and Managing Diversity (8)	SF	$ 225	N/A	N/A	Designed for managers, supervisors, and team leaders. Topics covered include: define diversity and its impact on today's workplace; describe the ways that changing demographics affect the workplace; identify your personal attitudes and behaviors toward differences; identify and practice skills in leading diverse teams and serving a diverse community base; and list methods for acting as a diversity agent to create a respectful workplace.
Personal Development	TNR385	Adult Learning Techniques: A Two-day Crash Course in Trainer Effectiveness (16)	SF	$ 230	N/A	N/A	Designed for anyone responsible for training who would like to ensure that training sessions are participant-centered, interactive, and provide a platform for true skill development. Topics covered include: adults' preferred learning styles; setting measurable course objectives; creating lesson plans using adult learning strategies; effective adult participation techniques; descriptive language to trigger the senses; questions that encourage learning, participation, and application; enabling adults to facilitate their own learning; and evaluating training effectiveness.
Personal Development	COM134LR	Advanced Presentation Skills (8)	SF	$ 231	N/A	N/A	Designed for people with experience in making presentations who wish to polish and refine their technique. Topics covered include: plan and organize a clear, cohesive, and well-timed presentation; identify and use appropriate gestures and body movements; adapt movement and gestures to the size of the group; practice vocal techniques of enunciation, inflection, and projection; identify the best use of humor and personal illustrations; and discuss appropriate methods for handling difficult participants.

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Personal Development	COM488MW	All I Said Was (3.5)	SF	$ 807	N/A	N/A	This program is designed for anyone interested in avoiding the communication pitfalls that occur when people of different cultures, races, sexes, religions, and age groups come together in the workplace.
Personal Development	PDV162SD	Anger Management 101 (8)	SF	$ 225	N/A	N/A	Designed for anyone who wants to manage anger more effectively or to help others manage anger. Topics include: identify the costs of poorly managed anger; identify personal anger styles; describe how beliefs produce anger; practice “cool-down” strategies.; let go of old resentments; and constructively confront another.
Personal Development	CDV359PHR	Are you a Square Peg in A Round Hole? (8)	SF	$ 443	N/A	N/A	Designed for all employees interested in greater job and career satisfaction. Topics covered include: identify your preferred work style; identify the required style of your current position; assess the match/mismatch between your preferred work style and that required of your current position; develop strategies for increasing the fit between your work style and your work; and Identify potential career opportunities that are a match for your style.
Personal Development	COM3LR4	Assertive Communication (4) (Royal)	SF	$ 313	N/A	N/A	Designed for all employees interested in greater job and career satisfaction. Topics covered include: identify your preferred work style; identify the required style of your current position; assess the match/mismatch between your preferred work style and that required of your current position; develop strategies for increasing the fit between your work style and your work; and Identify potential career opportunities that are a match for your style. The content for this half-day version is the same as for the full day, but there will be less practices in the shorter version.
Personal Development	COM3SD	Assertive Communication (8) (Drury)	SF	$ 225	N/A	N/A	Designed for employees who want to learn how to get what they need without jeopardizing relationships. Topics covered include: describing your communication style and how it affects others; the difference between assertive, aggressive, and passive behavior; adapting behavior for more successful interactions; giving constructive criticism; using assertiveness skills to resolve conflict.
Personal Development	COM479JW	Boost Your EQ: *Emotional Intelligence 101 (8)*	SF	$ 225	N/A	N/A	Designed for anyone interested in maximizing his/her potential. Topics covered include: understand and explain the important difference between IQ and EQ; list the five core EQ skill areas; assess your current EQ levels; identify and practice techniques that raise EQ; harness emotions to work for you, not against you; and implement an EQ Action Plan.

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Personal Development	WEL103SD	Building Resiliency: *How to Meet Stress Head-on and Bounce Back in Record Time (4)*	SF	$ 313	N/A	N/A	Designed for anyone who would like to recover more quickly from life's stressors. Topics include: List the characteristics of resiliency; assess your own resiliency behaviors; identify 10 specific steps for building resiliency; create a personal resiliency plan; and help your family and friends develop resiliency.
Personal Development	COM8PC	Business English and Grammar Review (8)	SF	$ 228	N/A	N/A	Designed for employees who would like to enhance written communication. Topics covered include: understand and apply the most commonly misunderstood grammar rules; correctly apply punctuation; use apostrophes correctly in showing ownership or contractions; recognize and correct run-on sentences and sentence fragments; discuss commonly misspelled or confusing words; and use a practical reference manual and quick-reference guides back on the job.
Personal Development	MGT53-277SD	Challenge of Leadership (8)	SF	$ 488	N/A	N/A	Designed for managers, supervisors, team leaders and members of self-directed teams who need to evaluate their effectiveness as a leader. In the powerful full-day workshop, you will use a 30-item inventory to evaluate your performance and effectiveness as a leader. Used in concert with feedback from colleagues who will fill out an observer version of the inventory, you will be able to capitalize on your strengths and develop an action plan for those practice areas needing development. Topics covered include: behaviors that characterize exemplary leadership; identify personal strengths as a leader; identify areas for improvement in leadership practices; develop an action plan for becoming a better leader.
Personal Development	SUP82-175BL	Coaching & Feedback Skills (8)	SF	$ 342	N/A	N/A	Designed for supervisors interested in improving the efficiency and effectiveness of their work teams. Topics covered include: the difference between coaching, counseling, and discipline; apply powerful coaching techniques in a coaching conversation; and practice "getting to agreement" when addressing a performance issue.
Personal Development	COM396SD	Communicating Effectively in Crisis Situations (8)	SF	$ 222	N/A	N/A	Designed for anyone who deals with anxiety (their own or that of others) as it relates to crisis situations. Topics covered include: assess the meaning behind verbal and non-verbal cues; effectively communicate needs, wants, and desires in any situation; identify your own and other people's personalities; adjust your personality to meet the needs of the person in crisis; reduce the risk of a situation escalating into a crisis situation; and control your anxiety level in any situation by reducing tension.

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Personal Development	SUP16-SD	Conflict Management (4) (Drury)	SF	$ 375	N/A	N/A	Designed for managers, supervisors, team leaders, and others who want to deal effectively with on-the-job conflict. Topics covered include: discuss the pros and cons of conflict; describe the strengths and weaknesses of your personal conflict management style; identify and avoid common mistakes made in dealing with conflict; list the steps to positive conflict resolution; identify and avoid common barriers to effective conflict resolution; and describe what is meant by hidden conflict and methods for dealing with it.
Personal Development	SUP16-CH	Conflict Management (4) (Hanken)	SF	$ 325	N/A	N/A	Designed for managers, supervisors, team leaders, and others who want to deal effectively with on-the-job conflict. Topics covered include: discuss the pros and cons of conflict; describe the strengths and weaknesses of your personal conflict management style; identify and avoid common mistakes made in dealing with conflict; list the steps to positive conflict resolution; identify and avoid common barriers to effective conflict resolution; and describe what is meant by hidden conflict and methods for dealing with it.
Personal Development	COM275JT	Conflict, Confrontation, and Communication (8)	SF	$ 222	N/A	N/A	Designed for all employees who would like to improve their communication skills during conflict. Topics covered include: the major causes of conflict; levels of conflict; most effective ways to confront conflict; controlling emotions when confronting conflict; communicating more effectively to resolve conflict.
Personal Development	CON479DG	Contract Academy (20)	SF	$ 422	N/A	N/A	Designed for employees of Arizona city, county, and state governments, this innovative program helps employees meet increased responsibilities and new challenges in contract administration.
Personal Development	COM116QM	Creating Dynamic Newsletters, Brochures & Web Pages (8)	SF	$ 225	N/A	N/A	Designed for anyone responsible for creating web content, brochures, call to action, and/or contributing writers for newsletters.
Personal Development	COM122PC	Creating User Friendly Policies and Procedures (8)	SF	$ 225	N/A	N/A	Designed for anyone who writes or reviews policy and/or procedure documents. Topics covered include: explain the need for and difference between policies, procedures, and other types of documentation; perform a task analysis to identify procedural steps; recognize correct formats for preparing policies, procedures, and other forms of documentation; use clear and concise writing and editing techniques.

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Personal Development	SUP19-BL	Creative Problem Solving (8)	SF	$ 342	N/A	N/A	Designed for anyone who would like to be known for quality problem solving and decision making abilities. Topics covered include: identify your style of decision making; overcome personal blocks to effective decision making; use proven models to identify problems correctly; use foolproof methods for generating ideas and "thinking outside the box"; use proven techniques for making effective decisions; describe the process for problem solving and decision making as part of a group; and identify strategies for improving your problem solving and decision making abilities.
Personal Development	TQM500DR	Critical Thinking: Skills that Promote Reason over Reflex (8)	SF	$ 279	N/A	N/A	Designed for employees interested in developing the ability to think more clearly, accurately, and objectively. Topics covered include: identify the appropriate application of facts, opinions, and assumptions; list blocks to rational thinking and how to overcome them; describe methods of inductive and deductive reasoning; and practice techniques for maintaining critical thinking even in high-stress situations.
Personal Development	PDV400JWM	Dealing Positively with Workplace Negativity (4)	SF	$ 313	N/A	N/A	Designed for anyone who needs skills for effectively dealing with negative people and negative situations. Topics covered include: identify your attitudes about negative people; strategies for handling negativity; ways to respond to negative behavior patterns; myths about negativity; and action planning.
Personal Development	WEL385-SD	Dealing w/Trauma & Loss (4)	SF	$ 319	N/A	N/A	This program helps participants deal more effectively the effects of trauma and loss. They will learn coping strategies that can be used with individuals and with workgroups.
Personal Development	COM24JWM	Dealing with Difficult People (8)	SF	$ 222	N/A	N/A	Designed for anyone who would like to be more effective when dealing with difficult people. Topics covered include: identifying the different types of difficult people; describe the relationship between self-esteem and difficult behavior; list and practice techniques for dealing with each difficult behavior type; list and practice strategies for diffusing anger in yourself and others.
Personal Development	SUP82-9LR	Delegation & Recognition (3.5)	SF	$ 371	N/A	N/A	This program deals with the key management tools related to getting work done through others. It covers specific skills for effective, targeted delegation and for encouraging and motivating employees.

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Personal Development	COM500QM	Effective Email (3.5)	SF	$ 357	N/A	N/A	E-mail is more important every day as a means of business communication. It is fast and convenient but often backfires or misses the mark. In this program, participants will learn critical writing skills, tips, and techniques necessary for effective, professional e-mail.
Personal Development	COM261SD	Effective Interpersonal Communication (8)	SF	$ 225	N/A	N/A	Designed for any professional who wishes to understand the important elements of effective communication. Topics covered include: assess your current communication skill level; identify and practice powerful communication techniques; identify and overcome major barriers to effective listening; explore the importance of feedback in effective communication; identify and practice assertiveness techniques; and explore the role and nature of nonverbal communication.
Personal Development	SUP19SD	Effective Problem Solving and Decision Making (8)	SF	$ 225	N/A	N/A	Designed for anyone who would like to be known for quality problem solving and decision making abilities. Topics covered include: identify your style of decision making; overcome personal blocks to effective decision making; use proven models to identify problems correctly; use foolproof methods for generating ideas and "thinking outside the box"; use proven techniques for making effective decisions; describe the process for problem solving and decision making as part of a group; and identify strategies for improving your problem solving and decision making abilities.
Personal Development	COM458PG	EQ Basics: A Practical, Powerful, Introduction to Emotional Intelligence (6)	SF	$ 510	N/A	N/A	Designed for individuals who would like to assess and develop emotional intelligence (EQ or "people skills"). Topics include: the definition and importance of EQ, assessing EQ, recognizing triggers and self-defeating behaviors, EQ competencies for the workplace, and action planning for EQ development.
Personal Development	MGT53-56MW	Ethics & Ethical Decision Making (4)	SF	$ 706	N/A	N/A	Designed for supervisors and managers, this practical, skills-based module shows how to apply proven steps in preventing and/or correcting ethical violations.
Personal Development	PSL67LR-C	Ethics (3.5) (Royal)	SF	$ 364	N/A	N/A	Designed for all employees. Topics covered include: understand what is meant by “ethics" and "standards of conduct"; identify the benefits of acting ethically and following standards of conduct; understand and apply core ethical principles; use common tools for ethical decision making; and spot ethical problems in your work environment.

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Personal Development	PSL67MW	Ethics (3.5) (Wade)	SF	$ 807	N/A	N/A	Designed for all employees. Topics covered include: understand what is meant by “ethics" and "standards of conduct"; identify the benefits of acting ethically and following standards of conduct; understand and apply core ethical principles; use common tools for ethical decision making; and spot ethical problems in your work environment.
Personal Development	PRO236BD	Filing and Records Management (4)	SF	$ 319	N/A	N/A	Designed for office managers, administrative assistants, business owners—anyone who needs to manage paperwork. Topics covered include: describe the benefits and purpose of filing and records management; set up or enhance an effective filing and records management system; describe methods for purging material from your system; list methods for reducing clutter; choose the correct filing equipment; describe ways to use technology to save time, money, and space.
Personal Development	PDV349JD	Four Windows (4)	SF	$ 425	N/A	N/A	In this program participants explore their own as well as others' distinctive personality strengths and stressors. Through in-class activities they will gain respect for and an appreciation of differences in the way people function. They'll learn proven techniques for improved relationships, more effective communication and increased team productivity.
Personal Development	PRO164BD	Get Organized! Foolproof Tips & Techniques for Even the Toughest Cases (4)	SF	$ 313	N/A	N/A	Designed for employees who would like to find what they are looking for, reduce clutter, and increase working space at work and at home. Topics covered include: explain the principles of good organization; identify common roadblocks to getting organized; use step-by-step techniques to organize anything in your office or workspace; eliminate clutter from your life; and implement a “getting organized” plan of action.
Personal Development	PSL509SG	Harassment Prevention (4) (Grace)	SF	$ 319	N/A	N/A	The number of complaints of unlawful harassment filed with the U.S. Equal Employment Opportunity Commission (EEOC) has continued to increase over the last several years. While supervisors have many daily challenges, unlawful harassment, gone unchecked, is one of the most difficult and potentially costly concerns for employers. Sexual harassment as well as harassment based on race, national origin, religion, age and disability will be examined in this program.

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State of Arizona Category	AGTS Course #	AGTS Course Title	Delivery Format	Hourly Rate	Discount Rate	Extended Rate	Course Description
Personal Development	PSL509MW	Harassment Prevention (4) (Wade)	SF	$ 706	N/A	N/A	The number of complaints of unlawful harassment filed with the U.S. Equal Employment Opportunity Commission (EEOC) has continued to increase over the last several years. While supervisors have many daily challenges, unlawful harassment, gone unchecked, is one of the most difficult and potentially costly concerns for employers. Sexual harassment as well as harassment based on race, national origin, religion, age and disability will be examined in this program.
Personal Development	COM256JWM	How to be an Effective Member of a Diverse Workplace (4)	SF	$ 494	N/A	N/A	Designed for all employees. Topics covered include: define diversity and identify how it impacts the workplace; recognize your attitude toward differences; identify any perception issues that may contribute to diversity problems; listen more effectively to what a person is trying to communicate; devise an action plan to change your personal diversity issues into a positive experience for everyone; and develop a positive team concept approach to diversity.
Personal Development	CDV383PHR	How to do Well in a Job Interview (8)	SF	$ 308	N/A	N/A	Designed for all employees who want to sharpen interviewing skills. Topics covered include: develop and implement strategies for preparing for a job interview; identify possible interview questions after researching a position; practice interview techniques through mock interviews and videotaping; describe interview follow-up procedures; identify techniques for dealing with rejection; and plan for continuing career development activities.
Personal Development	COM139SD	How to Get Along with People You Don't Like (and Why Bother) (8)	SF	$ 222	N/A	N/A	Designed for employees who would like to be known for getting along with a wide variety of people they don't like. Topics covered include: identify why you feel the way you do about certain people; respond positively and openly to people you don’t like; handle difficult relationships proactively rather than reactively; choose a new attitude when dealing with someone you don’t like; and develop an action plan for dealing more effectively with someone you don’t like.
Personal Development	WEL45TC	Humor, Laughter & Play (3)	SF	$ 400	N/A	N/A	In this half-day program participants learn about the scientific basis behind the prescription of humor, laughter and play for health and wellness. They'll practice a variety of proven humor techniques for stress reduction.

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Personal Development	PDV125SD	Influencing Skills: The Art of Persuading & Motivating Others (8)	SF	$ 225	N/A	N/A	Designed for anyone interested in improving his or her ability to persuade and motivate others. Topics covered include: influence and where it comes from; barriers to effective influence; using a proven influence model; choosing the best influencing approach for a particular situation; real-life situations that require influence on the job; and designing an approach to influence a real-life situation.
Personal Development	PRO495BL	Innovation, Creativity, and Breakthrough Thinking (8)	SF	$ 342	N/A	N/A	Designed for individuals at all levels to increase the capacity for creative problem solving. Topics include: Creative behaviors, Left-brain versus right-brain thinking, mental blocks to innovation and creativity, the innovation process, assessing your thinking style, ensuring the "360" perspective, tolls for taking a different view, case studies.
Personal Development	PDV350SD	Introvert Power! (4)	SF	$ 319	N/A	N/A	Designed for introverts who are interested in improving their effectiveness and extroverts interested in better understanding introverts. Topics covered include: the introverted temperament and unique talents; how the "extroverted culture" impacts introverts; discuss what energizes introverts versus what energizes extroverts; why teams need both introverts and extroverts to be successful; strategies for increasing introvert effectiveness; and a plan for maintaining introvert energy throughout the day.
Personal Development	SUP64BD	Is Supervision in Your Future? (8)	SF	$ 222	N/A	N/A	Designed for any employee who is interested in or anticipates promotion to a supervisory role. Topics covered include: the positive and the negative aspects of supervision; the supervisor's role within the organization; important best practices for successful front-line supervision; determine if the role of supervisor is a good fit for you; strategies to increase your effectiveness in the workplace; and develop a personal plan of action tailored to your career goals.
Personal Development	SUP32-BL	Leading Employee Engagement (8)	SF	$ 342	N/A	N/A	In this program, participants discover and practice the top drivers of employee engagement. The gain an awareness of the importance of the supervisor in building engagement and develop personal action plans for increasing skill levels back on the job.

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Personal Development	COM51SD	Listening Skills: The Cornerstone for Effective Interpersonal Communication (4)	SF	$ 319	N/A	N/A	Designed for any employee who is interested in building better relationships, boosting individual and organizational productivity, and enhancing a career through improved communication skills. In this half day class, items for 8 hour session will be covered, but there will be fewer class exercises.
Personal Development	COM51SD	Listening Skills: The Cornerstone for Effective Interpersonal Communication (8)	SF	$ 225	N/A	N/A	Designed for any employee who is interested in building better relationships, boosting individual and organizational productivity, and enhancing a career through improved communication skills. Topics covered include: list the benefits of being a good listener; identify the characteristics of a good listener; assess your personal strengths and weaknesses as a listener; list the most common barriers to effective listening; describe methods for overcoming distractions—both internal and external; identify the impact of nonverbal messages on our ability to listen; utilize active and empathic listening skills; and apply listening skills to conflict resolution.
Personal Development	SUP445PHR	Manager as Career Coach (6)	SF	$ 494	N/A	N/A	Designed for supervisors and managers who wish to actively develop their employees. Topics covered include: identify career coaching roles and responsibilities; hold effective career discussions with employees; coach employees in identifying career options, setting goals, and implementing a career plan; apply key coaching skills of assessing, advising, facilitating, forecasting, and connecting; and use a career planning process to identify their own career options.
Personal Development	PRO140JWM	Managing Uncertainty (8)	SF	$ 222	N/A	N/A	Designed for anyone dealing with uncertain situations or who would like to be prepared when faces with uncertain situations.
Personal Development	PRO209JT	Managing Your Time and Multiple Priorities (8)	SF	$ 225	N/A	N/A	In this program participants will learn proven techniques for staying focused and "on task" even in the most challenging circumstances. They'll learn to deal effectively with "more-with-less" expectations, interruptions, meetings, phone calls, crises, competing priorities, interpersonal disagreements, ineffective delgation and more.

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Personal Development	PDV387SD	Mastering Change: Survival Skills for Turbulent Times (4)	SF	$ 319	N/A	N/A	Designed for anyone struggling to adapt to the massive changes and stressors that characterize today's organizations. Topics covered include: reasons why we resist change; four stages in adapting to change; destructive reactions to change; your own change style; positive strategies for responding to change; steps in planning for change; when to assert yourself with change and when to let it go; and strategies for dealing with your frustration in a constructive way.
Personal Development	COM360CH	Mediator's Academy (40)	SF	$ 374	N/A	N/A	Designed for those individuals who have been tapped by the organization to provide conflict management services and others who would like to increase his/her value to the organization by becoming a trained mediator. Meets the 40-hour professional standards for becoming trained as a mediator. Topics include: the role of the mediator, communication and active listening skills, ethical dilemmas and how to deal with them, conflict resolution, conducting the mediation, dealing with an impasse, practice with mock mediations, laws, statutes, and regulations applicable to mediation.
Personal Development	COM262JWM	Men and Women Working Together: a Gender Communication Workshop (8)	SF	$ 222	N/A	N/A	Designed for any employee wishing to improve workplace communication and productivity. Topics covered include: gender-based differences in work and communication style; societal and cultural gender norms; the "Good Old Boy" barriers; the "Cinderella Syndrome"; roadblocks that inhibit effective communication between men and women; and techniques for enhancing understanding and productivity between genders.
Personal Development	MGT70SD	Negotiation Skills (4)	SF	$ 319	N/A	N/A	Designed for any employee who would like to increase his/her ability to negotiate. Topics covered include: describe different negotiating strategies and identify advantages/disadvantages of each; identify negotiation steps and how to apply them; manage emotions – yours and others'; recognize negative or manipulative negotiation strategies and know how to counter them; describe skills to learn another's needs in order to find ways to obtain agreement with a plan; identify BATNA (Best Alternative to No Agreement); and explain when "walking away" is your best option because negotiation is impossible.
Personal Development	LDR298MW	Open, Honest, Supportive Leadership (4)	SF	$ 706	N/A	N/A	This program deals with best practices used by top leaders to build healthy, productive work enviroments.

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Personal Development	COM127LR	Overcoming Stage Fright (8)	SF	$ 222	N/A	N/A	Designed for anyone whose anxiety about public speaking is a barrier to career and personal fulfillment. Topics covered include: identify negative effects that hamper your ability to come across as professional; list self-talk statements that create or control uncomfortable physical effects; describe ways to replace irrational and limiting beliefs about your presentation with affirming, positive beliefs; practice presenting in escalated amounts of time to slowly build comfort and confidence.
Personal Development	CDV384GR	Personal Career Leadership: Taking Control for Maximum Payoff (16)	SF	$ 367	N/A	N/A	This course consists of four 4-hour sessions and is designed for individuals who would like to learn the fundamentals of career management. Topics include: creating a focused resume, developing effective interviewing skills, building strong relationships and a powerful network, and mastering and leveraging change.
Personal Development	CDV385HR	Planning for the Power Years: A Next Phase Exploration for Boomers Considering Retirement (8)	SF	$ 302	N/A	N/A	Designed for individuals 50 years of age and older who are approaching retirement or are thinking about retiring from their current career. Topics include: retirement then and now, concerns and expectations for the next phase of life, to work or not to work, the "ideal" retirement, and financial planning to support your retirement vision.
Personal Development	COM120PC	Powerful Business Writing (8)	SF	$ 225	N/A	N/A	Designed for anyone whose job requires the preparation of effective written communication. Topics covered include: tailor writing to the needs of the reader; create an effective business letter and e-mail; use a practical plan and simple methods to save time; write clearly and concisely; edit, proof, and format for the greatest effect; use appropriate language; and seek feedback to improve writing.
Personal Development	COM72BL	Presentation Skills (8) (Lewis)	SF	$ 342	N/A	N/A	Designed for any employee who makes or will make presentations as part of his/her responsibilities. Topics covered include: plan a presentation around a central theme; identify audience needs and format your presentation accordingly; design strong introductions and conclusions; practice powerful eye contact skills; practice techniques for effective posture and gestures; describe techniques for handling audience questions; develop strategies for handling hecklers.

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Personal Development	COM72LR	Presentation Skills (8) (Royal)	SF	$ 225	N/A	N/A	Designed for any employee who makes or will make presentations as part of his/her responsibilities. Topics covered include: plan a presentation around a central theme; identify audience needs and format your presentation accordingly; design strong introductions and conclusions; practice powerful eye contact skills; practice techniques for effective posture and gestures; describe techniques for handling audience questions; develop strategies for handling hecklers.
Personal Development	PRO78SR	Project Management: An Integrated Approach to Managing Projects and Daily Operations (16)	SF	$ 250	N/A	N/A	Designed for individuals who want to learn the basics of project management to use with special projects and in daily operations. Topics covered include: manage projects based on an integrated approach; develop and manage project scope; develop a project plan; manage project costs; assess project performance; develop risk management plans for the project; understand project integration; and learn project management applications.
Personal Development	COM461PC	Proofreading and Editing Skills (4)	SF	$ 325	N/A	N/A	Designed for anyone who is responsible for error-free documentation or supports management and others by editing written material. Topics covered include: the practical differences between rewriting, editing, and proofreading; your personal proofreading strengths and weaknesses; choose a proofreading method that works best for you; explain where most errors occur; manage your time and work space to proofread more effectively; and increase speed and accuracy in finding errors.
Personal Development	MGT869DR	Robert's Rules of Order: The Art of Parliamentary Procedure (7)	SF	$ 257	N/A	N/A	Designed for individuals who are required to conduct meetings with formal voting procedures. Topics covered include: identify the key elements of a meeting conducted with Robert's Rules of Order; list the motions and order of precedence; describe the process for handling amendments; explain voting procedures; explain a quorum; describe executive sessions; explain the rules of debate; and list the key elements of effective meeting management.
Personal Development	MGT91DB	Statistics Made Easy (8)	SF	$ 328	N/A	N/A	This program provides an introduction to "everyday" statistics. Topics include understanding, developing, interpreting and applying statistics in a variety of situations such as decision making, reporting, and presentations.
Personal Development	WEL95WM4	Stress Management for Frontline Employees (4)	SF	$ 313	N/A	N/A	Designed for anyone who would like to cope more effectively with the stress of a fast-paced, high-customer contact job. Topics include: assessing coping skills, techniques for dealing with stressful job situations, and building resiliency.

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Personal Development	WEL95JWM	Stress Management: How to Stay Balanced and Energized in a Do-More-with-Less World (8)	SF	$ 294	N/A	N/A	Designed for anyone. Topics covered include: identify the major sources of stress in your life; describe proven methods for eliminating or coping more effectively with stress; list strategies for preventing burnout; discuss ways to control "self-created" stress; and develop a personalized action plan using the Essi Systems StressMap® workbook.
Personal Development	SEC102PC-D	Taking Minutes of Meetings (8)	SF	$ 234	N/A	N/A	Designed for any employee responsible for recording minutes of meetings. Topics covered include: describe methods for identifying the key points of a meeting; write clear, concise summaries in the third person; use current, up-to-date formats; and explain the legal and historical value of minutes.
Personal Development	COM455LR	Talking Points: Tools, Tips, and Techniques for "Tough Conversations" (7)	SF	$ 293	N/A	N/A	Designed to help individuals successfully manage important and potentially-volatile conversations. Topics include: definitions of a tough conversation, assessing current skill levels, planning for a tough conversation, tips for staying "centered" during a tough conversation, when to decide against a conversation, and practice with case studies.
Personal Development	TQM400SD	Team Skills (4) (Drury)	SF	$ 419	N/A	N/A	Designed for anyone who works on a team and would like to improve skills for being a team player. Topics covered include: identify the characteristics of outstanding and ineffective teams; identify normal stages of team development and the position of your current team; list benefits of team organizations; identify the five foundations of a high-performance team; explore skills required in a team organization and perform a self-assessment; and develop an action plan for optimal functioning in a team.
Personal Development	SUP82-315T	Team Skills (4) (Temme)	SF	$ 319	N/A	N/A	Designed for anyone who works on a team and would like to improve skills for being a team player. Topics covered include: identify the characteristics of outstanding and ineffective teams; identify normal stages of team development and the position of your current team; list benefits of team organizations; identify the five foundations of a high-performance team; explore skills required in a team organization and perform a self-assessment; and develop an action plan for optimal functioning in a team.
Personal Development	SUP82-26SD	Teams, Team Building & Conflict (8) (Drury)	SF	$ 275	N/A	N/A	This one-day introductory program addresses the skills needed by supervisors to ensure high-functioning, high-performance teams.

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Personal Development	SUP82-26BL	Teams, Team Building & Conflict (8) (Lewis)	SF	$ 358	N/A	N/A	This one-day introductory program addresses the skills needed by supervisors to ensure high-functioning, high-performance teams.
Personal Development	SUP82-26JT	Teams, Team Building & Conflict (8) (Temme)	SF	$ 225	N/A	N/A	This one-day introductory program addresses the skills needed by supervisors to ensure high-functioning, high-performance teams.
Personal Development	COM104PC	Technical Writing Skills (8)	SF	$ 228	N/A	N/A	Designed for employees responsible for developing, editing, and designing layout for technical documents. Topics covered include: understand and follow a 5-step process for planning your technical writing; be able to group and arrange information according to managerial and scientific principles of organization; discover methods for layout and formatting of technical documentation; write documents efficiently and without procrastination; and revise and improve readability of your technical document..
Personal Development	CSV105BD	Telephone Customer Service (4)	SF	$ 313	N/A	N/A	Designed for employees who have front-line responsibility for telephones and other employees who depend upon the telephone to accomplish their job. Topics covered include: the differences between face-to-face communication and telephone communication; list personal and organizational benefits of effective telephone communication; identify solutions for challenging telephone situations; and describe individual and team attributes that create good telephone skills.
Personal Development	PDV163TC	Thinking Optimistically (4)	SF	$ 344	N/A	N/A	Research has proven that a positive attitude is related to personal good health and productivity and that a positive attitude can be learned. In this program, participants will be introduced to the skills and practices that lead to an optimistic outlook.
Personal Development	TRN390BL	Train the Trainer (8)	SF	$ 342	N/A	N/A	This one day class is a modified version of Adult Learning Techniques. This class is designed for anyone responsible for training who would like to ensure that training sessions are participant-centered, interactive, and provide a platform for true skill development. Topics covered include: setting measurable course objectives; creating lesson plans using adult learning strategies; descriptive language to trigger the senses; questions that encourage learning, participation, and application; enabling trainers to facilitate their own learning; and evaluating training effectiveness.

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Personal Development	TNR390CH	Trainer's Academy, The AGTS (36)	SF	$ 263	N/A	N/A	Designed for new or soon-to-become trainers, this course provides basic skills for being an effective instructor. Topics covered include: set course objectives; write lesson plans; set up a classroom for maximum effectiveness; design and use appropriate visual aids; demonstrate three group participation techniques; demonstrate effective platform skills; demonstrate effective handling of questions; demonstrate ways to effectively handle disruptive behavior; and evaluate a training session.
Personal Development	PDV348CH	True Colors (4)	SF	$ 525	N/A	N/A	Each of us has our own style, preferences, and ways of working. The True Colors® Personal Success Seminar will help participants explre their own as well as others' distinctive personality strengths and stressors. They'll gain respect for and a appreciation of differences in the way people function, and through this new perspective improve relationships, communication, productivity and job satisfaction.
Personal Development	SEC511BD	Ultimate Administrative Assistant (8)	SF	$ 222	N/A	N/A	Designed for administrative assistants, executive assistants, and other office support professionals. Topics covered include: list characteristics of top-ranked assistants; explain how organizational skills affect your image; practice the key steps in active listening; practice key assertive techniques and influencing skills; list important steps in managing change; explain how your value is increased by effective problem solving and decision making; explain what is meant by “big picture” skills; and name specific actions for dealing successfully with office politics.
Personal Development	PSL266JWM8	Understanding and Dealing with Violence in the Workplace (8)	SF	$ 222	N/A	N/A	Designed for any employee in a public contact role. Topics include: the profile of potentially violent people; identifying the warning signs that violent actions are about to occur; intervention techniques that avert violence; verbal and nonverbal strategies that reduce the chances of violent acts; methods of dealing with fears/anxieties about dealing with violent individuals; and how to implement programs that reduce the potential for violence in a specific workplace.
Personal Development	COM381JWM	Understanding Non-Verbal Communication (4)	SF	$ 313	N/A	N/A	Designed for anyone who would like to improve communication through a better understanding of non-verbal communication. Topics covered include: understanding body language; functions and patterns of body signals; facial language; tonal language; culture-specific interpretations; and putting it all together for improved communication.

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Personal Development	PDV345SD	Understanding Yourself and Others (8)	SF	$ 231	N/A	N/A	Designed for anyone who would like to build more positive, productive relationships and/or anyone who has been through True Colors™ training and would like to take a deeper look at type. Topics covered include: describe what temperament is and how preferences affect your relationships; identify strengths and weaknesses of each temperament and how conflicts can arise; describe the characteristics of your own temperament type; list methods for approaching other temperament types to maximize positive interaction; and apply new skills to a variety of real-life situations.
Personal Development	COM117QM	Web 2.0: Understanding & Using Blogs, Wikis & Other Social Media (8)	SF	$ 231	N/A	N/A	Designed for employees who would like to understand the social media in order to make informed decisions as to their value at work and at home.
Personal Development	PDV159SD	Your Attitude is your Success (4)	SF	$ 319	N/A	N/A	Designed for all employees who wish to explore how "attitude" affects their lives and how it can be changed if desired. Topics covered include: describe how choice affects your attitude; define a “positive attitude” and why it is important; identify and transform common negative attitudes; use techniques to keep from catching negativity from others; and use 10 methods for creating positive thinking in your life.
Quality Service	CSV361BD8	Be a Customer Service Superstar (8)	SF	$ 228	N/A	N/A	Designed for employees who want to bring new meaning to customer service for themselves and the organization. Topics covered include: Five factors that significantly influence customer service; how employees control the customer’s experience; the difference between meeting an expectation and “wowing” a customer; recognize the four different types of organizations in terms of their customer service orientation; explain how different communication styles work or don’t work in achieving the goal of good service relationships; eight steps to being a customer service superstar; and develop and implement your own personal action plan.
Quality Service	PDV239BL	Brand Your Life, Live Your Brand (8)	SF	$ 342	N/A	N/A	In this unique customer service program, participants are made aware of their own behavior through a powerful feedback instrument. Using in-class discovery and action planning, they are helped to better align their behavior with their intentions in terms of customer service.

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Quality Service	CSV175JT	Customer Service Excellence (4)	SF	$ 313	N/A	N/A	This introductory program concentrates on proven techniques for building rapport and relationships with both external and internal customers. It builds on the basic characteristics of quality customer service and moves to specific techniques for determining customer needs and expectations, meetings and exceeding those expectations, and gathering regular customer service feedback to ensure continuous customer service excellence.
Quality Service	PDV114BD	Etiquette Essentials for Business Professionals (4)	SF	$ 313	N/A	N/A	Designed for anyone who wants to make a good impression and feel more at ease in social settings. Topics covered include: explain the importance of a positive first impression; make introductions with grace and ease; apply the rules of etiquette to the use of the telephone and other electronic devices; understand and apply the do's and don't of e-mail usage; list the top rules of business meeting and event etiquette; list the key points of business dining etiquette; state at least three rules of business travel; state five ways you can be more successful in the workplace by observing etiquette rules; and identify a personal etiquette action plan.
Quality Service	CSV472JWM	Managing the Angry Public (8)	SF	$ 225	N/A	N/A	Designed for anyone who interacts with the public and who would like to increase interpersonal effectiveness. Topics covered include: what anger is and how it works; how to listen to an angry person without becoming angry yourself; ways to diffuse anger in others; practice techniques to gain cooperation from an angry person; recognize the warning signs that an angry person may turn violent.