

# Insights2Training Success



Delivering high-quality,  
customized training has  
never been simpler.



[www.insights2improvement.com](http://www.insights2improvement.com)

Tel 585.426.7520

## Why choose Insights2Training solutions?

Design and delivery ensure learning goals are met.



Customized with your:

**Business Problems**

**Case Analysis**

**Role Plays**

# Insights2Training Customizable Training Course List

## CHANGE MANAGEMENT

- Capitalizing on Change
- How to Handle Change and Upheaval
- Leading Through Change
- Mental Models: The Key to Making Reality-Based Decisions

## COACHING

- The Art of Successful Coaching
- Coaching Conversations
- Delegating for Growth
- Developing Direct Reports
- Effective Coaching Skills

## COMMUNICATION

- The Art and Science of Communication
- The Art of Effective Communication
- The Art of Influencing Others
- Assertiveness Skills
- Communication Mystery: Solved
- Communication Skills for Emerging Leaders
- Communication Skills for Technical Professionals
- Dealing with Difficult Conversations
- Effective Listening Skills
- Fundamentals of Effective Facilitation
- Giving and Receiving Feedback
- How to Manage Your Emotions
- Managing Difficult Interactions
- Supervisor Communication Skills

## CONFLICT & STRESS

- Challenging Negative Attitudes at Work
- Civility in the Workplace
- Conflict Management
- Dealing with Difficult Conversations
- Dirty Little Secrets that Negatively Impact the Workplace
- How to Manage Your Emotions
- Managing Difficult Interactions
- Resolving Conflict at Work
- Violence in the Workplace

## CUSTOMER SERVICE

- Cultivating Customer Loyalty
- Customer Service over the Phone
- What Customers Really Want

## DELEGATING

- Cultivating Customer Loyalty
- Developing Direct Reports

## **DIVERSITY & HARASSMENT**

Cultural Competency  
Diversity Awareness Training

## **DIVERSITY & HARASSMENT**

The Multi-Generational Workplace  
Preventing Workplace Harassment  
Sexual Harassment

## **EMOTIONAL INTELLIGENCE**

How to Manage Your Emotions, yes?  
Implementing Strategy  
Increasing Your Emotional Intelligence

## **EMPLOYEE & PROFESSIONAL DEVELOPMENT**

Business Etiquette  
Developing Direct Reports  
Employee Initiative: How to Make It Happen  
Ethics in the Workplace  
Goal Setting for Success  
The Great Balancing Act: Maintaining Work/Life Balance  
How to Be an Outstanding Receptionist  
How to Develop and Deliver Dynamic Presentations  
How to Manage Your Emotions  
Ideas Into Action  
Motivating Employees to Be Their Best  
The Multi-Generational Workplace  
Productive Work Habits  
Solid Business Writing

## **FINANCE**

Budgeting Basics  
Finance for Non-Financial Professionals

## **GENERATIONAL**

How to Manage Generation X Employees  
The Multi-Generational Workplace  
The Sandwich Generation: Balancing Home, Eldercare, and Work

## **HUMAN RESOURCES**

Behavioral Interviewing  
Career Planning and Development  
How to Conduct Internal Investigations  
Interviewing and Hiring  
Performance Management  
Positive Approaches to Resolving Performance Problems  
Retention: Attracting and Keeping Your Best

## **LEADERSHIP & MANAGEMENT**

Adapting Your Style for Increased Effectiveness  
The Art of Successful Coaching  
Communication Skills for Emerging Leaders  
Delegating for Growth  
Developing Direct Reports  
First-Time Manager  
How to Manage Generation X Employees  
Leading and Motivating  
Leadership 101  
Leading Through Change  
Leading Today's Workforce: A Step-by-Step Guide to Building Leadership Skills  
Managing Managers  
Managing Technical Professionals  
Motivating Employees to Be Their Best  
Secrets to Management Success  
Supervising in an Automated Environment  
Supervisor Communication Skills  
The Toughest Supervisor Challenges and How to Overcome Them

## **NEGOTIATING & SALES**

Effective Negotiation Skills  
Getting to Yes: Successful Sales Negotiation  
Sales over the Phone  
Sales Presentation Skills  
Successful Selling Skills and Strategies

## **ORGANIZATIONAL DEVELOPMENT**

Building Organizational Trust  
Fundamentals of Strategic Planning  
Ideas Into Action  
Office Politics  
Succession Planning

## **PERFORMANCE MANAGEMENT**

Assessing and Managing Performance  
Developing Direct Reports  
Performance Management  
Positive Approaches to Resolving Performance Problems

## **PROBLEM SOLVING & DECISION MAKING**

Creative Problem Solving  
Critical Thinking Skills  
Dynamic Decision Making  
Mental Models: The Key to Making Reality-Based Decisions  
Solving Business Problems

## **PROJECT MANAGEMENT**

Project Management  
Real-World Project Management

## **TEAM BUILDING**

Cross-Functional Teams  
Defining Team Roles and Responsibilities  
Managing Remote Teams  
Managing Teams  
Team Building  
The Team Foundation

## **TIME MANAGEMENT & MEETINGS**

Getting Things Done  
Juggling Multiple Priorities  
Meeting Management  
Productive Work Habits  
Time Management  
Team Building  
The Team Foundation

# **Request more information today!**

**Contact us to discuss your specific training needs, how to ensure the training is put-2-work and see how easy it is to simplify your training delivery.**

**[info@insights2improvement.com](mailto:info@insights2improvement.com)**

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