

RCS TRAINING

HIGH PERFORMANCE WORKSHOPS

Achievement in Customer Excellence	The “people” part of customer service is as important as the “technical” part. Learn customer satisfaction techniques that turn customers into raving fans.
Avoid Workload Avalanche; Smart Ways to Regain Sanity	Regain and maintain control over time, energy, processes, and people. Avoiding workload avalanche is easier when you establish routines and overcome time wasters.
Communicate with Confidence	Communicate effectively with customers and coworkers using expert listening and communication skills. Employ practical strategies for understanding what is expected of you, and be able to express what you need in order to do your job better.
Creative Problem Solving	Thinking outside the box is easier and more productive when you engage the full brain. Gain confidence in looking outside defined boundaries to develop creative solutions.
Don’t Let Stress Wear You Out!	Develop strategies to successfully control workplace stress and fatigue. Leave this workshop empowered and energized for success.
Embrace Change!	Change is inevitable. Identify, understand, and embrace change positively.
Ethics and Diversity in the Workplace: Understanding, Accepting, and Communicating	Today’s workplace is becoming increasingly diverse. Strong work ethics and the ability to understand and accept diversity as part of the workplace culture is vital to the success of any business.
Fight, Flight, or Flow	Learn to develop positive solutions to overcoming and controlling professional and personal conflict.
Identify and Overcome the Five Dysfunctions of a Team	Leaders are challenged to understand and overcome team dysfunctions in order to achieve success. Based on Patrick Lencioni’s <u>The Five Dysfunctions of a Team</u> .
Initiative Begins with “I”	Increase confidence, knowledge, and willingness to take responsibility for your work product. Learn to take initiative and put ideas into practice.
Gen Z: Soon-to-be Your Colleagues and Customers	The Generation Z mentality is vastly different from previous generations and is highly influenced by their technological upbringing. Examine generational differences that will influence the workplace in 2020. Learn how to communicate with and respond to their unique set of wants and needs.
Manage Multiple Processes, and Do it Well	To multitask or not to multitask? Today’s world demands you juggle multiple processes and priorities, and respond to imposed deadlines. Identify and overcome time wasters, and master prioritizing in order to control multiple obligations with ease and professionalism.
Perfect Presentation Skills	Build confidence in public speaking skills. Learn to present in an interesting, engaging manner that will leave your audience informed and wowed.

Go to [RCSTraining.com](https://www.rcstraining.com) for additional topics, or contact John Shermetaro at

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Personal Effectiveness and Productivity – Put P.E.P. in your Step	Productive people are skilled at achieving goals in an efficient, effective manner. Use self-awareness exercises to overcome limiting beliefs that negatively impact productivity and the ability to set and reach goals.
Professionalism and Business Etiquette: Keys to Intentional Success	Professional presence builds trust with others and empowers you to operate in any business environment with confidence and competence. Develop your branding, and master the art of presenting yourself in a professional manner.
Set Your Goals	Identify critical goal setting criteria, key obstacles and challenges to reaching goals, and rewards, benefits, and sacrifices that must accompany goal setting.
T.E.A.M. Building 1.0 – Understand Personality Differences with True Colors	Based on Mary Miscisin’s <u>Showing Your True Colors</u> , identify your work and communication style, and use the knowledge gained to work better with colleagues, avoid conflict, and master customer service.

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