

Tenant Training Solutions

Learning Workshops
During Lunch



Save These Dates



Sample Winter-Spring Calendar

January

Topic: The Business Meal

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

Topic: Presentation Power

S	M	T	W	T	F	S
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March

Topic: Effective Business Writing

S	M	T	W	T	F	S
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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

Topic: De-Escalating Angry Customers

S	M	T	W	T	F	S
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

Topic: Effective Meeting Management

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

Topic: Tips on Time Management

S	M	T	W	T	F	S
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

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During Lunch



Save These Dates



Sample Summer-Fall Calendar

July

Topic: The Emerging Leader

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August

Topic: How to Deliver a Winning Sales Pitch

S	M	T	W	T	F	S
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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

Topic: Partners in Excellence

S	M	T	W	T	F	S
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October

Topic: Action Based Email Get Your Inbox to Zero

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13	14	15	16	17	18	19
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27	28	29	30	31		

November

Topic: Generations In The Work Place

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17	18	19	20	21	22	23
24	25	26	27	28	29	30

December

Topic: Taking Control of Your Career

S	M	T	W	T	F	S
1	2	3	4	5	6	7
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22	23	24	25	26	27	28
29	30	31				

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Workshop

The Business Meal

Shine While You Dine

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Overview

Can table manners make or break a promising business relationship? Absolutely! All of your professional polish is on display at the dining table. This one-hour interactive workshop leads attendees through a business lunch and teaches them to use proper dining etiquette.

Topics include how to:

- Make a great first and lasting impression
- Master table manners
- Juggle food and drink
- Polish your table conversation
- Handle gaffes at the dining table
- Tip properly
- Gain new confidence and competence



Date:

Time:

Location:

RSVP by:

Contact:





Workshop

Effective Meeting Management

Overview

Business meetings are such a critical element of effective organizational communication. When meetings are boring and ineffective they can lead to a loss of time, energy, resources and money.

This seminar provides a concise and inventive guide to improving meeting structure, participation, and results.

Topics include how to:

- Understand the cause of boring and ineffective meetings.
- Use different meeting formats for different meeting purposes.
- Engage meeting participants in ways that lead to more passionate discussions, and ultimately to better decisions.
- Handle questions and objections.

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Time:

Location:

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Workshop

Presentation Power

Get Your Point Across Every Time

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Overview

Fortunately, great presenters are made not born — it's a matter of having the right tools and knowledge. *Tenant Training Solutions* has developed the most crucial, practical techniques on delivering exceptional presentations — and condensed it into a nonstop, idea-crammed one-hour workshop facilitated by a seasoned pro.

Topics include how to:

- Identify audience needs and expectations
- Use the “Message Organizer” tool to craft key points
- Overcome nervousness and fear
- Master the “Six Elements” of presentation delivery
- Design effective visuals
- Handle questions and objections

Date:

Time:

Location:

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Contact:





Workshop

Effective Business Writing

Express yourself clearly and concisely

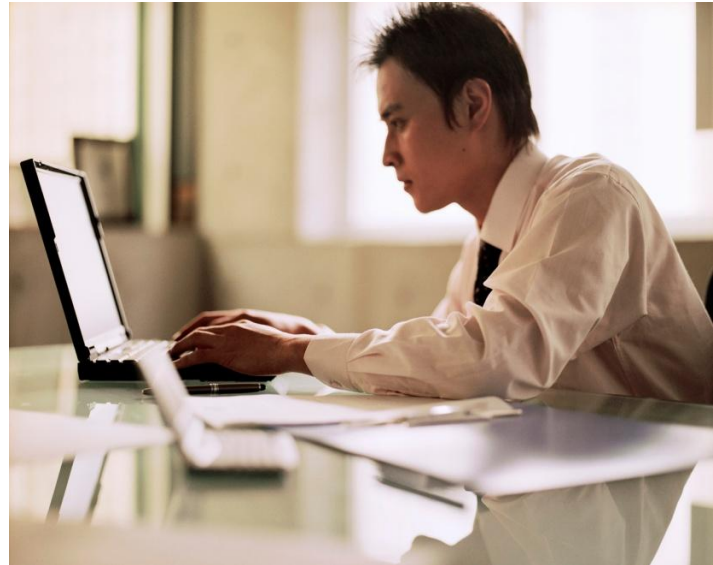
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Overview

Participants learn how to write faster with more clarity, and gain skills for revising and fine-tuning every kind of document.

Topics include how to:

- Overcome writer's block
- Capture the reader's attention
- Get to the point quickly
- Get the action you want from the recipient
- Avoid jargon, clichés and wordiness
- Use proper writing etiquette
- Write with confidence, clarity, and style



Date:

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Location:

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Workshop

De-Escalating Angry Customers

Learn the Six Steps of Defusing Anger



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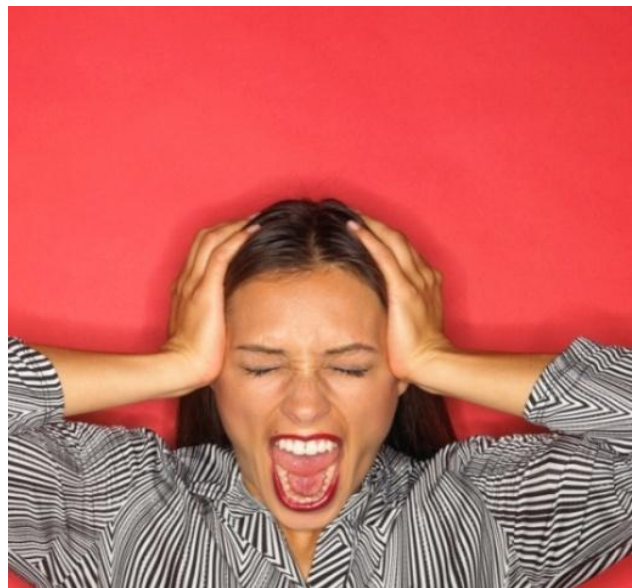
Overview

In today's internet-driven world, customers have more power than ever. Even a single angry customer can broadcast their complaints to an audience of millions.

This creates enormous challenges – and potential liabilities – for companies, but it also presents unprecedented opportunities.

This seminar by *Tenant Training Solutions* on managing the angry customer shows business professionals how to establish and maintain credibility by using six steps to defuse anger.

Filled with best practice case studies based on work with Fortune 500 companies, the workshop offers a clear strategy to sustain a competitive advantage by creating enduring, loyal relationships with today's customers.



Date:

Time:

Location:

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Contact:





Workshop

Tips on Time Management

Reevaluating Time and Attention

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Overview

This workshop will teach you easy to use principles and techniques that will help you to better manage your time and attention.

Topics include how to:

- Understand the matrix of self-management.
- Reevaluate how you use your time and what you pay attention to.
- Make it all work by using five patterns.
- Implement key elements that make a significant difference in using the tips.
- Reduce the unconscious resistance to acquiring new habits.

Date:

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Workshop

The Emerging Leader

Building Leadership Skills

Overview

The Emerging Leader program gives new supervisors and managers the basic skills they need to manage people successfully.

The program is designed to provide a foundation of interpersonal skills that support individual growth, team initiatives and performance improvement efforts.

Topics include:

- The Five Attributes of a Good Leader
- Leadership Tools that Work
- What is Effective Communication?
- How to Assert Yourself without Offending Others
- How to Create Instructions that Really Instruct

Date:

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Workshop

How to Deliver a Winning Sales Pitch

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Overview

In today's world, evaluators / buyers are looking to have two questions answered in business development presentations: Can we work with these people? And should we trust them with our project?

The client already knows you're technically competent. It's not about the technical work, it's about the people. What you need to do is help the client answer those questions in your favor.

Topics include how to:

- Communicate you and your company's identity through **well-timed, intelligent, and artful self-promotion**.
- Develop a **commanding presence** while still being yourself.
- Select and use relevant visual materials to gain **maximum impact** and **understanding**.
- Handle questions with **confidence** and **quick understanding**.



Date:

Time:

Location:

RSVP by:

Contact:





Workshop

Partners in Excellence Team Building

Get Everyone Moving in the Same Direction

Overview

Team talent, efficiency, intelligence, and clout are pretty useless unless a team has some clue where it is going and how it is to contribute to the organization's overall strategies for success.

Learning to lead others is *the* critical skill for today's managers. Every day, you are challenged to lead—to get others to work at your direction toward your organization's goals.

So What Do Highly Successful Teams Talk About?

- They talk about “*what’s important around here?*”
- They talk about “*where are we headed?*”
- They talk about “*what we stand for!*”

This workshop offers proven, easily understood, step-by-step instruction in how to get others to follow you.

Date:

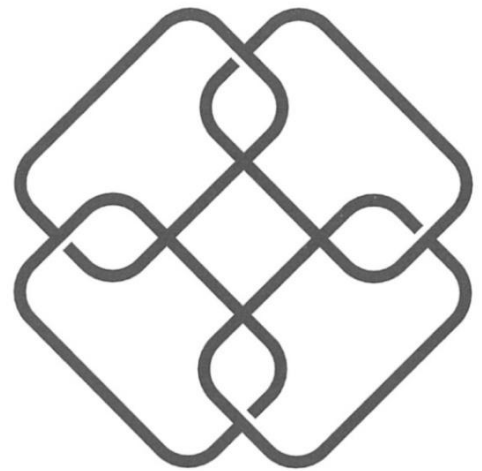
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Workshop

Action-Based Email *Get Your In-Box to Zero!*



Overview

Do you multitask your way through an avalanche of emails every day?

Do constant email interruptions define your work day?
Prevent you from managing your time?

Are you wading through so many email essays that you feel you're at the tail end of a chain letter?

Just when you need it most, along comes Action Based Email. *Tenant Training Solutions* has developed a highly effective 4-step strategy of simplifying the management of information.

It's time to address email overload and reclaim your life.

Date:

Time:

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Is Email Overload
Getting You Down?



Reclaim Your Life!





Workshop

Generations In The Work Place

Bridging the Generation Gap at Work

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Overview

Come join us for a lively, informative presentation that helps businesspeople work more effectively and productively with other generations.

Topics include how to:

- Understand the unique differences of the four generational groups.
- Understand each groups preferred work environments, leaders, and communication styles.
- Discover effective ways to work through generational differences.
- Gain tools that can be applied immediately.



Date:

Time:

Location:

RSVP by:

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Workshop

Taking Control of Your Career

It's Not Who You Know, It's Who Knows You

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Overview

In today's competitive business world, just working hard and doing your best is not enough to get ahead. Missing out on plum assignments? Wondering why you were out of the loop on a critical bit of news?

If you want to learn to skillfully communicate your talents and accomplishments without feeling uncomfortable this class is for you.

Now a top business coach shows you how to communicate your identity through well-timed, intelligent, and artful self-promotion.



Date:

Time:

Location:

RSVP by:

Contact:

