

Top 5 at X5

Our Most Popular Workshop Topics and Objectives

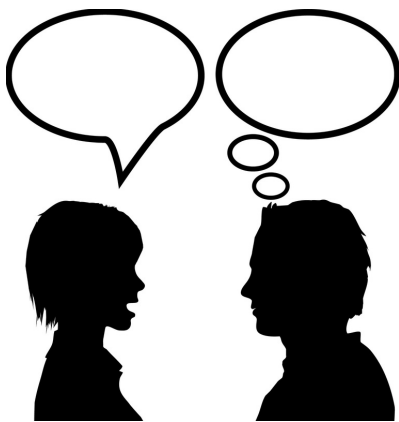
Goal Setting

Help employees and employers get what they want



- ✓ A look at what we do and how we do it, but most importantly why we do what we do
- ✓ Better understand individual “WHY” to promote professional development and career growth
- ✓ A look at Outcomes (What), Purpose (Why) and Action (How)
- ✓ Discover what we want and why we want it and learn how to achieve goals

The Art of Effective Communication



- ✓ Establish a working definition of communication
- ✓ Review communication models and their key elements
- ✓ Apply personality assessments to develop effective communication skills
- ✓ Investigate different styles for communicating and aspects each employs
- ✓ Establish how tolerance for disagreement affects effective communication
- ✓ Devise strategies to avoid unnecessary conflict
- ✓ Identify common communication filters and their potential impact
- ✓ Analyze how authority shapes communication
- ✓ Adopt tools for effective communication
- ✓ Develop a personal communication action plan

Enhance Productivity and Time Management



- ✓ Assess individual time management styles and differences
- ✓ Understand effective productivity techniques and principles
- ✓ Recognize the causes of procrastination and apply timesaving techniques
- ✓ Utilize the priority matrix in decision-making

Defining Remarkable Service



- ✓ Explore the concepts and benefits of remarkable customer service for your business
- ✓ Work with your team to set remarkable customer service standards in your industry and ensure you are attentive to customer needs and meet their expectations
- ✓ Demonstrate value in all customer engagements and interactions through effective rapport building and follow up techniques

Creating a Culture of Good Habits in Sales and Service



- ✓ Collaborative discussion on individual goals, challenges and techniques to create positive focus and build team momentum going forward that is sustainable
- ✓ Focus and discussion on individual and team habits
- ✓ Focus on healthy decision-making. (Mentally, physically and emotionally)
- ✓ Illustrate need for teamwork and dependence on others to achieve individual and corporate goals
- ✓ Understanding and applying OPA -Outcome-Purpose-Action. (Who do we need to become?)

Your business may qualify for the **Canada-Alberta Job Grant**, where up to **2/3** of approved training costs will be funded up to **\$10,000** per trainee. Maximum grant is **\$300,000** per employer per fiscal year.