

JANUARY

Raise The Customer Service Crossbar

Featuring **Jack Mackey**

Create sustainable loyalty and revenue.

Deliver Results The First Time

Featuring **Andy Bounds**

Develop communication skills and the ability to drive the right results.

FEBRUARY

Lead Your Team Through Change

Featuring **Dr. Kimberly Alyn**

Move through change with trust and without resistance.

Six Steps To Effective Mentoring

Featuring **Dr. Terry Paulson**

Create the context for growth.

MARCH

The Road To Negotiating Success

Featuring **Roger Dawson**

Learn the art of measured concessions and how to make profitable decisions.

Create A Blueprint For Team Success

Featuring **Mark Sanborn**

Set team benchmarks and align expectations.

APRIL

How To Inspire Innovation

Featuring **Ron Crossland**

Break through creative barriers to find profitable answers.

How To Create Consensus

Featuring **Andy Bounds**

Apply techniques that spark buy-in and cooperation.

MAY

The Leader's Mindset

Featuring **Dr. Nido Qubein**

Position your team to succeed.

Develop Effective and Devoted Employees

Featuring **Simon Bailey**

Hire the right employees and build a culture that excels.

JUNE

How To Improve Workplace Performance

Featuring **Mark Sanborn**

Ignite the passion and discipline of your team with the right activities.

Increase Accountability And Responsibility

Featuring **Dr. Kimberly Alyn**

Foster commitment and actions that reflect core values.

JULY

Stimulate Strategic Thinking

Featuring **Ron Crossland**

Envision outcomes and equip your team to defeat barriers.

Leadership Influence Through Emotional Intelligence

Featuring **Colleen Stanley**

Propel managers to a new level of leadership and influence.

AUGUST

Strategies For Dealing With Dissatisfied Customers

Featuring **Jack Mackey**

Help your team diffuse anger and deal with predictable problems.

Ten Ways to Increase Morale and Motivation

Featuring **Mark Sanborn**

Make it easy for others to choose to be motivated.

SEPTEMBER

Techniques For Managing Personality Styles

Featuring **Dr. Kimberly Alyn**

Manage strengths and weaknesses.

How To Be An Effective Problem Solver

Featuring **Dr. Nido Qubein**

Implement seven steps to solve problems.

OCTOBER

Communicate With Impact

Featuring **Andy Bounds**

Cause people to act the way you want them to.

Building Your Business Is Everyone's Business

Featuring **Thomas Frey**

Devise strategies to stay ahead of the competition and remain relevant in the future.

NOVEMBER

Managing Time For Maximum Results

Featuring **Mark Sanborn**

Improve the ability of your team to focus on the right things.

Better Performance Through Better Teamwork

Featuring **Jack Mackey**

Build the climate that builds your team.

DECEMBER

Conflict Resolution Techniques

Featuring **Dr. Kimberly Alyn**

Discover and practice how to resolve differences non-absolutely.

Leadership Strategies

Featuring **Ron Crossland**

Lead with credibility and integrity.