



## ***Training & Interactions***

### **What is it?**

The Intelitech Group offers several training programs that will help to improve communication and relationships within your organization:

### **BUILDING EFFECTIVE AND INNOVATIVE TEAMS**

Successful team members don't do the same thing at the same time; they do the right thing at the right time. The Team Dimensions Training helps individuals work from their strengths by identifying their most natural team role, while giving them added appreciation for the contributions of others. The four roles include: Creator, who generates ideas; Advancer, who promotes great ideas; Refiner, who challenges ideas; and Executor, who manages details through completion. Identify individual strengths. Build team unity. Foster innovation. Reduce project cycle time. Negate stress and conflict.

### **EMPOWERING PEOPLE TO UNDERSTAND AND EXCEED WORK EXPECTATIONS**

Committed, productive employees are key to organizational success and a healthy bottom line. The Work Expectations Training empowers people to explore 10 critical work expectations that impact today's employment relationships: Recognition, Autonomy, Expression, Career Growth, Diversity, Teamwork, Structure, Environment, Balance, and Stability. The Work Expectations Training is effective in a variety of work settings, including: working on a team; transitioning to a new position; experiencing organizational restructuring; creating meaningful performance reviews; and making the most out of the office routine. The result of this training is increased productivity and reduced turnover.

### **UNDERSTANDING INNOVATIVE TIME MANAGEMENT AND HOW YOU FIT IN**

If you could reduce wasted time by just five minutes every hour, productivity would jump 8.3 percent. The Time Mastery Training helps individuals set priorities and manage time more effectively by evaluating their effectiveness in 12 critical areas: Attitudes, Goals, Priorities, Analyzing, Planning, Scheduling, Interruptions, Meetings, Written Communications, Delegation, Procrastination, and Team Time. The Time Mastery Training includes a workbook that helps individuals and teams develop customized strategies for improving productivity and finding greater balance in their daily lives. Put time to work for your organization.

### **HEARING AND UNDERSTANDING WHAT OTHERS MEAN**

Successful organizations know that good communication is not just about speaking well. It's about the quality of the connection between the senders and the receivers of the information. Personal Listening Training helps individuals identify and understand which of the five listening approaches they use to experience, process, organize, store, and retrieve information: Appreciative, Empathic, Comprehensive, Discerning, and Evaluative. It can be useful in a variety of applications, including customer service, presentation skills, conflict resolution, and team-building. Reduced uncertainty and greater clarity bring increased productivity.

## **EMBRACING WORK DIVERSITY**

As the dramatic shift to a highly diverse workforce continues, organizations - large and small - must help all workers understand, accept, and capitalize on differences. The Discovering Diversity Training allows individuals to explore their own viewpoints on workforce diversity in four key areas: Knowledge, Understanding, Acceptance, and Behavior. Add the Discovering Diversity Training to the mix and transform resistance into acceptance, cooperation, and respect. Organizations worldwide use this to tap into the rich supply of innovation and insight that diversity offers.

## **CULTIVATING A POSITIVE ATTITUDE AT WORK**

Employee attitude is increasingly cited as the number one performance-related issue of companies, both large and small. Coping with the continuous changes of the downsized, team-oriented, and increasingly diverse workplace has left many people confused, fearful, and sometimes angry. As attitudes deteriorate, so do commitment, loyalty, and performance.

## **THE ART AND SCIENCE OF PROFESSIONAL SALES**

Gain a competitive advantage and improve the effectiveness and adaptability of every member of your sales team. Sales Strategies training helps both new and experienced salespeople to keep the focus on customer needs, create and maintain relationship-based sales, meet sales goals by developing competencies in a wide variety of selling situations, and reduce direct sales costs by increasing sales call effectiveness.

## **CONSTANCY AMID CHANGE**

The personal transition training provides people with a self-directed process for dealing with change. Designed around a 3-phase transition model of endings, the neutral zone, and new beginnings, this interactive training provides a road map to guide people from resistance to acceptance to action.

## **COLLECTORTALK! - EFFECTIVE DEBTOR COMMUNICATION**

CollectorTalk! is tailored to the debt recovery professional. Because collection activity may create an adversarial situation, CollectorTalk! focuses on methods of debtor interaction designed to provide positive collection results. Interactions covered are both verbal and written and are tailored to achieve the best response from each individual account.

### **Expected Results**

Your employees will have a clearer vision of what is expected, will develop effective communication skills, and will acquire a greater sense of fulfillment.

### **How to get started**

Contact one of our consultants via [email \(consult@intelitechgroup.com\)](mailto:consult@intelitechgroup.com) or at 360-260-9780 to arrange for an initial analysis and review.