

# Professionally Speaking

Corporate Workshop Packages



Keystone Consulting  
487 Elm St.  
Sudbury, Ontario  
P3C 1W4  
(705) 670-1837  
[www.keystoneconsulting.on.ca](http://www.keystoneconsulting.on.ca)  
[keystone@personainternet.com](mailto:keystone@personainternet.com)

“As we say in the  
training industry:  
Under Promise  
and Over Deliver”

*Nancy Friedman  
The Telephone “Doctor”*

### **Human Resources and Management**

- Advanced Interview & Hiring Skills
- Training, Discipline & Termination
- Employee Review Skills
- Employee Training: Process & Procedure
- Policy & Procedure Development
- Management Logistics
- Stress Management
- Time Management

### **Customer Service**

- The Service Mentality: A Mind Set for Serving Customers
- From Curt to Courteous
- Proactive Customer Service
- How to Avoid Emotional Leakage
- Essential Elements of Internal Customer Service
- Determining Caller Needs

### **Telephone Specific**

- Basic Telephone Skills
- How to Treat Every Caller as a Welcome Guest
- How to Handle the Irate Caller

### **By The Numbers**

- Four Cs of Coaching Skills
- Five Forbidden Phrases
- Six Cardinal Rules of Customer Service
- Seven Keys to a Positive Mental Attitude

### **Business Skills**

- Conflict Resolution
- Dealing With Difficult People
- Comprehensive Business Writing
- Change Management
- Email Etiquette
- Increasing Communication
- Challenging Negative Attitudes
- Organized & Effective

### **Marketing & Advertising**

- Marketing Your Organization
- Trade Show Preparation
- Advertising Options
- Media Relations
- Show Stopping Publications
- Lessons In Creativity

### **Professional Skills Development**

- Train the Trainer
- Event Strategies
- Essential Presentation Skills

In order to ensure that you receive the training you want and need, one of our representatives will meet with you prior to booking courses. This gives you the opportunity to voice any special requests, and allows us to tailor the courses to meet your specific needs.

“What great thing would you attempt if you knew you would not fail?”

*Robert Schuller*



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