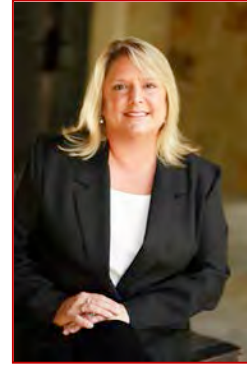


**Sharleen Smith**  
**Director of Professional Development**  
**Continuing Education • Troy**  
**University**  
**Training Topics and Consulting Services**



ADD - Brief bio of Sharleen  
ADD - bio and photo of Jane  
ADD – bio and photo of Ruth  
ADD – bio and photo of Lee

**TOPICS**

**CERTIFICATION PROGRAMS**

Train-The-Trainer  
Presentation Skills  
Facilitation and Consulting Skills  
Executive Leadership  
Customer Focused Culture  
Certified Manager or Supervisor Course  
Corporate or Agency Leadership Academy

**CUSTOMIZED TRAINING TOPICS**

***Business***

Communication Skills  
Interpersonal Relations  
Conflict Management  
Customer Service  
Goal Setting  
Handling Difficult People  
Ethics in the Workplace  
Humor in the Workplace  
Break-through Thinking  
Handling the Tough Customer  
Telephone and Email Etiquette  
The Professional Assistant  
Myers-Briggs Type Inventory  
DISC Temperament Styles  
Career Counseling  
Resume Writing  
Cultural Competence/Diversity (Engagement)  
Networking  
Impression Management

Branding and Marketing  
Board Development and Strategies  
*and more...*

***Executive Leadership***

Understanding Your Leadership Style  
Effective Leadership  
Leadership Challenge  
Change Management  
Strategic Planning  
Critical Analysis and Thinking  
Characteristics of Leaders  
Leading and Directing Teams  
Ethical Leadership  
Organizational Development  
Strategic Leadership  
Communication Strategies  
Interpersonal Relations  
Stages of Leadership  
Managing vs. Leadership  
Executive Accountability  
Managing Performance and Productivity  
Selecting and Leading a Diverse Workforce  
*and more...*

***Management Development***

Understanding Your Management Style  
Effective Management Skills  
Employee Performance Documentation (Legal & Management Considerations)  
Moving from Supervisor to Leader without Changing Positions  
Performance Appraisal  
Employee Discipline  
Performance Coaching  
Delegation  
3D Communication  
Managing Problem Employees  
The Troubled Employee: Substance Abuse and Management  
Workplace Violence  
Motivating Employees  
Counseling Employees  
Employee Engagement  
Managing Diverse Employees  
*and more...*

***Individual Development***

Understanding Your Communication Style  
Presentation Skills

Stress Management  
Time Management  
Assertiveness  
Personal Power (Boundaries and Attitude)  
Employee Motivation  
Purpose and Performance in Work  
Generations at Work  
Destination Success  
Wellness  
Effective Sales  
Learning Styles  
Problem Solving  
Conflict Management  
Handling Emotions and Attitudes  
*and more...*

### ***Teamwork***

Team Formation and Development  
Team Building  
Team Mission Development  
Team Leadership  
Being an Effective Team Member  
Independence to Interdependence  
Adventure Based Workshops (Exercises including High and Low Ropes)  
Cultural Diversity  
Team Productivity  
*and more...*

### ***Legal Issues***

The Many Faces of Harassment  
Employment Issues in ADA  
Legally Defensible and Documentation and Communication  
Violence in the Workplace  
Family and Medical Leave Act  
Sexual Harassment  
Discrimination in the Workplace

### **CONFERENCE KEYNOTE/MOTIVATIONAL SPEECHES**

“Rest *in* Peace or Rest *and* Peace”  
“Negatives for a Positive Attitude”  
“Flying Without the Red Cape”  
“Balancing Your Life While Walking On a Tightrope”  
“The Four “Cs” of Leadership”  
“Looking Up a Mountain – Coming Down a Molehill”  
“MAP”ping Out Priorities”  
“Thinking Out Of the Box”

“Leadership from the Inside Out”  
“... in the meantime...”  
“Extreme Makeover: Self Edition”  
“Break-through Thinking for Organizational Expansion”  
“Hocus Pocus Leadership”  
“Merry-Go-Round or Roller Coaster”  
“Hokey Pokey Leadership”  
“Can You Win the Tour de France?”  
“Your Life, Your Luggage”  
“PAR for the Course”  
Would You Follow You?

## **CONSULTING**

### ***Human Resource Management Services***

Policies and Procedures Development  
Employee Orientation Development  
Job Analysis  
Writing Job Descriptions  
Identifying Essential Functions: Compliance with ADA  
Mentoring Programs for Employees  
Executive Interviewing  
Performance Appraisal Systems  
Discipline Systems  
Employee Interview Systems  
Employee Surveys  
Classification and Pay Studies  
Training Curriculum Development  
Job Coaching

### ***Organizational Services***

Organizational Surveys  
Internal and External Customer Service Survey  
Customer Service Secret Shopper  
Change Management Processing and Implementation  
Decision-making Facilitation  
Strategic Planning  
Customer Service Focused Culture  
Training Development Management  
Marketing  
Branding  
Communication Strategies and Plan  
Public Awareness Campaigns  
Organizational Business Structure and Processing  
Recruiting  
Workforce Development  
Succession Planning

**Executive Leadership and Business Coaching** (one-on-one)

Leadership Coaching

Business Coaching

Life Coaching

Performance Coaching

Mentoring Programs