



This course is designed for:

- Work groups striving to accomplish common goals
- Sales teams who want to better understand their customers, improve communications, and strengthen relationships

Our results:

“I believe after this training that my group is more prepared to build customer relationships that will lead to loyal customers and long term sustained growth for Gem City. I would recommend Simplesoft Solutions to any company that believes that communication skills are vital to maintaining and growing their business.”

- William B. Hay
Director of Manufacturing
Gem City Engineering

Summary

The purpose of this seminar is to help you learn how to increase your effectiveness and reduce frustrations in working with other people so that everyone benefits - you, your colleagues, your teams, and your organization. One of the best ways to improve your effectiveness is to better understand yourself and others. Then you can build on that understanding to create an environment most conducive to your success, as well as develop strategies to adapt to the needs of others. Our personality differences, not only frame the way we see the world and interpret each other behaviors, but they govern our communications. As we work to understand ourselves and others we learn how to better communicate with those who have a different view of the world.

Course Content

- Understand your behavioral tendencies and develop an understanding of how your behavior affects others
- Respect, appreciate, understand, and value individual differences
- Enhance strategies for working together to increase productivity
- Increase your effectiveness by improving your relationships with others.

Note: This one full day or two half day seminar uses interactive exercises to deal with the types of issues and situations that every work group encounters in their pursuit to work together to accomplish common goals. Video segments and hands on skill practices are also used to teach and reinforce the above skills. Who said learning couldn't be fun!



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