NST™
National Seminars Training

ON-SITE
TRAINING
PROGRAMS

ENGAGING LEARNING SOLUTIONS
FOR YOUR ORGANIZATION

NationalSeminarsTraining.com

Enterprise Learning Solutions has helped millions of employees reach their peak performance and thousands of organizations achieve their goals. Improve the performance of your team and positively impact your bottom line with a tailored training solution from Enterprise Learning Solutions.

National Seminars Training

To find out more about our tailored learning solutions, contact us:

1-800-344-4613
onsite@natsem.com
NationalSeminarsTraining.com

Close Skill Gaps.
Improve Efficiency.
Boost Your Bottom Line.

In order for your organization to reach its peak performance, you need a highly skilled, efficient work force. But with new job responsibilities, technologies, and heavy workloads, employee development can be a challenge.

The Enterprise Learning Solutions team at National Seminars Training — a leading provider of integrated training and professional development services — is here to help.

We will work with you to eliminate the skill gaps in your organization and cultivate a highly proficient staff with a tailored on-site training program.

Our On-Site Training Programs Are:

CONVENIENT
Results-focused employee training and development programs are delivered when and where you need them.

TAILORED
We can tailor any of our on-site training programs to target your core competencies.

COST-EFFECTIVE
On-site training is one of the most cost-effective ways to facilitate your organization's learning and development goals.

MEASURABLE ROI
Train a large number of employees in a minimal amount of time for one flat fee.

CONSISTENT
Your entire staff receives the same training message at the same time.

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STAR12

A training option that gives your employees unlimited access to seminars, webinars, and online courses

Sustained workplace success is best achieved when employees have recurrent access to training. STAR12 provides a continual learning experience by giving your employees access to employee training and development tools for one year.

STAR12 gives you unlimited access to:

- One- and Two-Day Seminars
- Live and On-Demand Webinars
- On-Demand Seminars
- FranklinCovey Online Audio Collection
- Tracking & Reporting

For one low annual fee, STAR12 allows you to enroll in an unlimited number of seminars, webinars, and online courses. With over 7,000 seminars throughout North America, over 200 live webinars a year, and a vast array of online training tools, your employees will always find the training they need.

And you can even assess your employees' training progress with our Tracking & Reporting feature.

With unlimited training for your employees, the opportunities are endless. They'll be able to easily find answers to almost any workplace question, learn new skills to keep pace with new job responsibilities, and solve problems quickly with expert instruction.

Call 1-800-344-4613 and talk to a Training Consultant about our special discounted rates for multiple STAR12 accounts.

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ACCOUNTING AND FINANCE

ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE
Accounts Payable for Managers
Best Practices in Accounts Payable
Organizing & Managing Accounts Payable
Organizing & Managing Accounts Payable — Canadian
The Accounts Payable Workshop for Those New to AP
The Changing Role of the Accounting Manager
The Essentials of Accounts Payable, 2-Day

COLLECTIONS
Advanced Negotiation Strategies for Handling Really Tough-to-Collect Accounts
Collections 101: Getting Delinquent Accounts to Pay Up!
Collections Law
Effective Collection Techniques for Accounts Receivable, 2-Day
Enforcing Garnishments Quickly, Legally & Accurately
Secrets to Collecting More Money
Super Effective Techniques for Collecting Accounts Receivable
Understanding and Complying With the Fair Debt Collection Practices Act

FINANCE
Building Budgeting Skills
Business Finance & Accounting Demystified
Controllers Workshop, 2-Day
Essentials of Finance & Accounting for the Nonfinancial Manager
Essentials of Finance & Accounting for the Nonfinancial Manager, 2-Day
Financial Analysis for Business Professionals
Financial Statements for Managers
How to Handle the Numbers: A One-Day Finance Workshop for
   Non-Financial Professionals
Understanding & Interpreting Financial Statements
Understanding Financial & Accounting Concepts, Statements & Terminology, 2-Day

INTERNAL CONTROLS
Implementing Effective Internal Controls
The Controller's Workshop

INTERNAL CONTROLS
Implementing Effective Internal Controls
The Controller's Workshop

PAYROLL
Mastering Payroll Essentials
Payroll Law
The Complete Guide to Payroll Management
The Essentials of Payroll Management
The Secrets of Managing Payroll
Wage & Hour Law

POLICIES AND PROCEDURES
Developing & Implementing Accounting Policies & Procedures

TAX
Sales & Use Tax Seminar
Understanding & Managing Sales & Use Tax

Can't Find the Course You Need?
We can tailor a course to target your core competencies. You choose the length, the content, and when and where it's presented.

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COMMUNICATION

CONFIDENCE AND ASSERTIVENESS SKILLS
Assertive Communication: Essential Skills for Successful Women
Assertiveness Skills for Professionals
Communicate With Confidence With Dr. Kimberly Ventus-Darks
How to Influence People
Understanding Today's Unwritten Rules of Business Professionalism
  and Workplace Etiquette

CONFLICT AND EMOTIONS
Conflict Management & Confrontation Skills Workshop: Everything You
  Always Wanted to Know About Conflict Management
Dealing With Attitude Problems in the Workplace
Handle Personality Clashes in the Workplace
Handling Conflict for Women
How to Handle Conflict With Tact & Finesse
How to Handle Difficult People
How to Handle Difficult People, Half-Day
How to Handle Emotionally Charged Situations at Work
How to Handle Negativity, Bad Attitudes & Toxic People in the Workplace

DIPLOMACY AND TACT
Communicating With Diplomacy & Tact, 2-Day
Handling People With Diplomacy & Tact
How to Communicate With Tact, Professionalism & Diplomacy
The Essentials of Communicating With Tact & Finesse, 2-Day

GRAMMAR AND WRITING
Advanced Business Writing
Basics of Writing Policies & Procedures
Business Grammar Crash Course: AM Workshop
Business Grammar Crash Course: PM Workshop
Business Grammar for Busy Professionals
Business Writing and Grammar Essentials: Business Writing Basics, Half-Day
Business Writing and Grammar Essentials: Grammar Crash Course, Half-Day
Business Writing & Grammar Skills, 2-Day
Business Writing for the Digital World
Business Writing for the Way You Write Today
Design Newsletters, Brochures, Ads, and Reports
Email Etiquette for the Workplace
Essentials of Technical Writing
Grammar & Proofreading
Grammar Made Easy
How to Avoid Super-Embarrassing Grammar & Writing Blunders

How to Write Better and Faster
How to Write Killer Copy
Proofreading
Technical Writing Workshop, 2-Day
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The Email and Business Writing Workshop
The Secrets of Successful Technical Writing
Writing Effective Reports

INTERPERSONAL SKILLS AND WORKPLACE RELATIONS
Breaking Bad Communication Habits
Building Better Communication Skills, 2-Day
Communicating Professionalism in the Workplace
Cultivating Winning Attitudes
Diversity in the Workplace
Effectively Working With Others Using Emotional Intelligence
Emotional Intelligence
Essential Communication Skills for Technical Professionals
Essentials of Communication & Collaboration
Giving and Receiving Feedback and Constructive Criticism
How to Be a Better Team Player
How to Be a Super Communicator
How to Handle Difficult People, Half-Day
How to Influence People
How to Work With Difficult, Demanding, and Inconsiderate People
How to Work With People
Improving Your Communication: Skills for Success
Interpersonal Skills for Managers & Leaders, 2-Day
Keys to Building & Strengthening Workplace Relationships
Powerful Communication Skills for the Workplace
Powerful Communication Skills for Women
Powerful Communication Strategies — A Course for IT Professionals, 2-Day
Powerful Listening Skills
The Secrets of CLEAR Communication
Strengthening Your People Skills in the Workplace

NEGOTIATION SKILLS
Everything's Negotiable
How to Be a "Tough-as-Nails" Negotiator
The How-Tos of Win-Win Negotiation

PRESENTATION SKILLS
Business Speaking Skills: How to Sound Polished When the Spotlight's on You
Executive Presentation Skills, 2-Day
How to Build Exceptional Presentation Skills
Speaking to Persuade

CUSTOMER SERVICE
Business Professional Certification Program: Module 4 – Customer Service
Coping Skills for Customer Service Professionals
Customer Service Conference
Customer Service for Health-Care Professionals
Customer Service Redefined
Customer Service That WOWS!
Delivering Exceptional Customer Service in the Public Sector
Delivering Unbeatable Customer Service Over the Phone
Handling Difficult & Demanding Customers
How to Achieve Excellent Customer Service
How to Overcome Customer Service Nightmares: Dealing With Difficult,
   Angry & Demanding Customers
Managing Excellence: A Workshop for Customer Service Leaders
Mastering the Essentials of Customer Service: Customer Service that WOWs!, Half-Day
Mastering the Essentials of Customer Service: Handling Difficult and Demanding
   Customers, Half-Day
Positive Phone Skills
Survival Skills for the Help Desk
Telephone Skills for Customer Service and Sales Professionals
Through the Customer's Eyes Certification Program®
Through the Customer's Eyes®, 2-Day

SALES
Basic Sales Techniques
Cold-Calling for Chickens, Cowards & Scaredy Cats
Consultative & Relationship Selling, Half-Day
Handling Objections & the Difficult Sales Customer, Half-Day
How to Be a "Tough-As-Nails" Negotiator
Inbound Sales Strategies, Half-Day
Making a Powerful Sales Presentation, Half-Day
Negotiation Skills, Half-Day
Project Management, Organization & Time Management for the Sales Consultant,
   Half-Day
Prospecting, Cold-Calling, Closing & Finding New Accounts, Half-Day
Relationship Selling Strategies
Selling More by Phone
Telephone Sales – Outbound Skills, Half-Day
Top Sellers' Secrets to Overcoming Objections
Value-Added Selling, Half-Day

OPERATIONS

FACILITIES MANAGEMENT
Basics of Facilities Management
Building Security
Complete Course on Building Security, 2-Day
Complete Course on Facilities Management, 2-Day
The Essentials of Security and Facilities Management
Green Smarts for Facilities Managers
How to Better Manage Multiple Locations
Security Essentials for the Front Desk

PURCHASING
Bargaining With Vendors & Suppliers
How to Get Better Deals From Suppliers & Vendors
The Buyer's Workshop for Those New to Purchasing
The Buyer's Guide to More Effective Purchasing Strategies
The Complete Guide to Working Better With Suppliers, 2-Day

WAREHOUSING AND INVENTORY CONTROL
Best Practices in Inventory Management
Conference for Warehousing & Inventory Control Professionals
Inventory Control Conference
Managing Inventory and Cycle Counts
Organize, Regulate & Tighten Inventory Control in the Warehouse
Supply Chain Management

WORKPLACE SAFETY
Basics of Accident Prevention & OSHA Compliance
Cal/OSHA 30-Hour Compliance Course
Emergency Response Planning
Essentials of California OSHA Compliance
How to Comply With Cal/OSHA, 2-Day
Keys to Preventing Violence & Aggression in the Workplace
OSHA and the Medical Industry
OSHA 30-Hour Compliance Course
OSHA Compliance & Workplace Safety
OSHA: The Complete Compliance Workshop, 2-Day
The OSHA Compliance Workshop

MANAGEMENT AND SUPERVISION SKILLS
25 KPIs Every Manager Should Know
Basic Supervision
Beyond Basic Supervision
Developing Trust & Respect in the Workplace
How to Better Manage Multiple Locations, 2-Day
How to Build Motivated and Productive Work Teams
How to Conduct Behavior-Based Interviews
How to Dramatically Improve Employee Performance
How to Effectively Supervise People: Fundamentals of Leading With Success!
How to Engage, Empower & Encourage Employees
How to Handle Difficult Conversations With Employees
How to Manage Off-Site Employees
How to Motivate Employees
How to Motivate, Manage & Lead a Team
How to Successfully Make the Transition to Supervisor
Interviewing People
Keys to Effectively Supervising People
Leading Across Cultures and Generations
Management & Leadership Skills for First-Time Supervisors & Managers
Management Skills for First-Time Supervisors
Manager's Guide to Employee Privacy
Managing a Virtual Team
Managing Generational Differences
Managing Under Pressure
Mastering the Leadership Secrets of Remarkable People
Motivation Techniques for Managers & Supervisors
New Supervisor's Boot Camp
Personnel Law for Supervisors & Managers
Recruiting & Interviewing Skills
Secrets to Creating & Sustaining an Energized, Engaged &
   Effective Workplace
Secrets to Getting Your Workplace REVVED!
Supervisor's Guide to Managing Entry-Level Employees
The Best-Kept Secrets of Successfully Managing Employees
The Complete Course on How to Supervise People
The Management Course
The Ultimate Supervisor's Workshop, 2-Day

ADVANCED MANAGEMENT AND SUPERVISION SKILLS
Advanced Skills for Managers & Supervisors
Beyond Basic Supervision
Creativity Day Camp for Managers & Supervisors
Financial Statements for Managers
How to Build Strategic Thinking Skills
How to Effectively Supervise People: Beyond the Basics!
Managing Contracts and Contract Labor
Secrets of Successful Critical Thinking and Creative Problem Solving
Strategic Planning, 2-Day
Succession Planning
The Essentials of Personnel Law for Managers & Supervisors
Thinking Outside the Lines for Managers & Supervisors
Vision & Communication Development

CHANGE MANAGEMENT
Accepting and Embracing Workplace Change: A Workshop for Employees
Managing During Times of Change
Managing Emotions at Work
Managing People in Turbulent Times
Workplace Politics: How to Survive & Thrive

COACHING AND TEAM-BUILDING SKILLS
Building a Positive, Motivated & Cooperative Team
Building Better Team-Building Skills
Building Team-Player Thinking
Coaching & Counseling Skills for Managers
Coaching & Team-Building Skills
Coaching, Mentoring & Team Building
Coaching, Mentoring & Team-Building Skills, 2-Day
Coaching Your Employees to Improve Performance
Essentials of Effective Cross-Functional Teams
Essentials of Effective Leadership & Team Building, 2-Day
Getting Employees to Think Outside the Cubicle
How to Be a Highly Effective Team Leader
How to Be a More Effective Team Leader
How to Motivate, Manage, and Lead a Team
The Art of Coaching Employees to Excel
The Creative Team-Building Workshop
The Leader's Guide to Team Development
The Supervisor as Coach

COMMUNICATION SKILLS FOR MANAGERS AND SUPERVISORS
Assertiveness Skills for Managers & Supervisors
Communicating With Tact & Skill for Managers & Supervisors
Essential Presentation Skills for Executives, Managers, and Team Leaders
Interpersonal Communication Skills for Managers
Interpersonal Effectiveness for Leaders, 2-Day

EMPLOYEE PERFORMANCE
A Supervisor's Guide to Managing Team Productivity and Priorities
Building Performance & Productivity Through Employee Engagement
Essentials of Effective Employee Discipline
Fish! in the Workplace
How to Deal With Unacceptable Employee Behavior
How to Eliminate Unacceptable Employee Behavior
How to Give Effective Performance Feedback & Employee Reviews
How to Handle Employee Performance Problems
How to Handle Unacceptable Behavior & Other Tough Employee
    Performance Problems
How to Legally Terminate Employees With Attitude Problems
How to Manage Employees With Awful Attitudes or Dreadful People Skills
How to Turn Around a Dysfunctional Team
Improving Employee Accountability
Straight Talk for Unproductive and Underperforming Employees
Strategies for Resolving Conflict
The Manager's Role in Developing People

LEADERSHIP SKILLS
Advanced Leadership Skills for Experienced Managers
Confidence and Credibility Skills for Supervisors
Creative Leadership Camp for Managers & Supervisors
Creative Leadership Crash Course
How to Be an Inspirational Leader
Igniting Success: A Seminar for Leaders
Interpersonal Skills for Managers and Leaders
Leadership Excellence: Leading With Purpose, Principle, and Passion
Leadership Skills for Managers
Mastering the 8 Tenets of Values-Based Leadership
Mastering the Complexities of Executive Leadership
Mastering the Leadership Secrets of Remarkable People
Preparing for the Next Level of Leadership
Social Intelligence for Leaders
Strategic Leadership Skills
Strategic Leadership Skills, 2-Day
Success Strategies for the Introverted Leader
The Leadership & Team-Building Experience
The Leadership Conference for Managers & Supervisors

HUMAN RESOURCES

BENEFITS AND PAY
Best Practices for Managing & Controlling Health-Care Costs
Essentials of Employee Benefits

EMPLOYEE MANAGEMENT ISSUES
How to Conduct Behavior-Based Interviewing
How to Conduct Effective NSPS Performance Evaluation Sessions
How to Give Effective Performance Feedback & Employee Reviews
How to Handle Employee Performance Problems
How to Legally Fire Employees
How to Legally Terminate Employees With Attitude Problems
How to Prevent & Handle Workplace Incivility
The Interviewing People Workshop
Legally Hiring and Managing Independent Contractors and Temporary Employees

HR LAW AND COMPLIANCE
Critical Issues in Personnel Law for Supervisors & Managers
Emerging Issues in HR: A Legislative Update
Essentials of Human Resources, 2-Day
FLSA Compliance & the HR Department
FLSA Compliance Update
FMLA Compliance Update
HIPAA Compliance & the HR Department, Half-Day
How to Legally & Effectively Conduct Internal Investigations
How to Legally & Effectively Handle Employee Leave Issues, 2-Day
Human Resources and the Law
Human Resources Legal Update
Leading Across Cultures and Generations
The Medical & Dental Practice OSHA Compliance Course
Navigating the Complex World of Workers' Compensation
Personnel Law for Supervisors and Managers
Preventing and Handling Workplace Harassment and Discrimination
Preventing & Handling Workplace Violence, Aggression & Bullying
Preventing Sexual Harassment: How to Minimize Organizational Risk
Preventing Workplace Lawsuits
Sexual Harassment Training for Employees
Sexual Harassment Training for Managers
Untangling the Confusing Web of ADA, FMLA & Workers' Compensation Regulations
   HR Law Update
Worker's Compensation: A One-Day Workshop for HR Professionals

HR OPERATIONS
Employee Retention Strategies
Essentials for Personnel & HR Assistants
Human Resources for Professionals Who've Recently Assumed
   HR Responsibilities
Managing Human Resources, 2-Day
The Human Resources Conference

HR POLICIES AND RECORDS MANAGEMENT
Basics of Writing Policies & Procedures
Documentation Retention & Management for HR Professionals
From Policy to Practice: Creating Highly Effective Social Media Procedures for HR
How to Write a Comprehensive Employee Handbook
Policies and Procedures for HR: How to Update, Communicate, and Enforce
Writing Effective Job Descriptions, Half-Day
Writing HR Policies and Procedures

HR STRATEGIC LEADERSHIP
Decision-Making and Problem-Solving Skills
Ethics in the Workplace
Innovation and Creativity
Positive Risk Taking

TRAINING
Best Practices in Training
Developing Successful Training Programs for the Workplace
   (Intermediate Instructional Design)
Facilitation Skills
High-Impact Training Skills for Professional Trainers, 2-Day
How to Be a Better Trainer
How to be a Confident, Credible & Successful Trainer
How to Create & Conduct Training That Sticks
How to Design Training Programs (So That Anyone Can Present Them Successfully)
How to Develop and Deliver Exceptional Training
Powerful Communication Skills for the Workplace
Producing Effective Orientation & Training Programs, Half-Day
The Creative Training Conference
Train the Trainer
Trainer's Creativity Day Camp
Training the Unmotivated & Reluctant Learner

PRODUCTIVITY

ADMINISTRATIVE SKILLS
Administrative Assistants Conference
Getting Results Without Direct Authority
How to Excel as an Administrative Professional
Management Skills for Administrative Professionals and Key Support Staff
Safety & Security Measures for Front-Desk Personnel
Secrets of Effective Records Management, Retention & Destruction
Security Essentials for the Front Desk
The Complete Front-Desk Professional
The Essentials of Managing the Front Desk
The Exceptional Receptionist, Half-Day
The Extraordinary Assistant
Time and Project Management for Administrative Assistants
Vital Management Skills for Today's Top Executive Assistants &
   Administrative Secretaries

PROJECT MANAGEMENT
Fundamentals of Effective Project Management, 2-Day
How to Manage Projects, Priorities & Deadlines
PMP Exam Prep
Project Management Boot Camp, 2-Day
Project Management for IT Professionals
Project Management: Staying on Top of Priorities, People, Deadlines & Budgets
The Basics of Project Management & Execution

TIME MANAGEMENT AND ORGANIZATIONAL SKILLS
7 Keys to Exceptional Personal Productivity
Essential Time Management and Organizational Skills
Event Planning Made Simple
How to Get More Organized
How to Lead a Meeting
Managing During Times of Change
Managing Projects & Priorities
Organization Skills for the Overwhelmed
Time Management & Organization Skills
Time Management: Take Charge of Your Time & Learn to Work Smarter, Not Harder
Total Time Management

CONFERENCES
Conference for Professional Women
Conference for Women: Professional Insights, Ideas & Innovations
Dr. Kim on Professional Excellence for Women
Professional Woman's Empowerment Tour
The Conference for Women at Work
The Leadership & Development Conference for Women
The Women's Conference Tour
The Women's Leadership Conference

WORKPLACE SKILLS FOR WOMEN
Handling Conflict and Confrontation for Women
Leadership & Supervisory Skills for Women
Leadership Skills for Women
Personal Mastery for Women

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MARKETING
Advanced Copywriter's Workshop
The Big Data Workshop for Marketers
Business-to-Business Marketing, 2-Day
The Content Marketing Conference
The Content Marketing Workshop
The Copywriter's Workshop
Creative Marketing Conference
Creative Marketing Strategies, 2-Day
Design Newsletters, Brochures, Ads, and Reports, 2-Day
How to Write Attention-Getting Newsletters
How to Write Killer Copy
Marketing 101: Fundamentals of Marketing for the Modern World
Marketing Conference
Marketing Math & Finance, 2-Day
Successful Direct Mail Strategies

PRODUCT DEVELOPMENT AND POSITIONING
Developing Effective Surveys and Questionnaires
How to Develop, Execute & Analyze Surveys, 2-Day

SOCIAL MEDIA
Advanced Social Media Marketing Techniques
Facebook Marketing for Relative Newbies
Social Media Marketing
Social Media Marketing, 2-Day

WEB MEDIA AND MARKETING
Digital Marketing Boot Camp: 2-Day Workshop
E-Commerce & Web Marketing Strategies
How to Dramatically Improve Your Website!
Internet Marketing Conference (Online Marketing)
Internet Marketing Strategies
Search Engine Optimization
Website Optimization: Secrets to Improving Your Site so You Can
   Achieve Incredible Results
WordPress® for Beginners

END USER GRAPHICS APPLICATIONS
Adobe® Creative Suite®, 2-Day
Adobe® Illustrator®, 2-Day
Adobe® InDesign® for Beginners
Adobe® Photoshop® for Beginners
Design & Page Layout Skills
Digital Design Conference
Essentials of Prepress & Print Production, 2-Day
Interactive Web Design With Flash®
Killer Creative Techniques Using Adobe® Photoshop®
Optimizing Crystal Reports

END USER MICROSOFT® OFFICE® APPLICATIONS
Advanced Access® for the Power User
Advanced Excel® for the Power User
Advanced Excel® Training, 2-Day
The Essentials of Microsoft® SharePoint®
Excelling With PowerPoint®
How to Create & Deliver Exceptional PowerPoint® Presentations
Installing, Administering & Troubleshooting Microsoft® SQL Server®
Mastering Microsoft® Excel® 2007: Advanced
Mastering the Essentials of Microsoft® Access® — Tips, Tricks & Shortcuts
Microsoft® Excel® 2007: Power Tips, Techniques, and Shortcuts
Microsoft® Excel®: Tips, Techniques, and Shortcuts
Microsoft® Office® 2010
The Microsoft® Office® Workshop
Microsoft Outlook Unleased
Microsoft® Project Management, 2-Day
Time-Saving Microsoft Excel Tips, Techniques, and Strategies

HARDWARE AND NETWORKING
Essentials of Wireless Networking

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TRAINING IN SPANISH AND FRENCH

FRENCH CANADIAN

Building Team-Player Thinking (Créer un esprit d'équipe)

Customer Service That WOWS! (Un service à la clientèle épatant!)

How to Conduct Behavior-Based Interviews (Comment realizer
   des entrevues basées sur le comportement)

How to Effectively Supervise People: Fundamentals of Leading With Success
   (Comment superviser les gens de façon efficace: les principes d'une
   gestion réussie)

How to Handle Conflict & Confrontation) (Comment aborder les conflits
   et la confrontation)

How to Lead a Meeting (Comment diriger une réunion)

How to Manage Emotions and Excel Under Pressure (Comment gérer les
   émotions au travail et exceller sous pression)

Managing Projects and Priorities (Comment gérer les projets et les priorités)

Organizational Skills for the Overwhelmed (Techniques d'organisation
   pour les gens débordés)

The Essentials of Communication and Collaboration (Les principes
   essentiels de la communication et de la collaboration)

SPANISH

Basic Supervision (Supervisar Su Personal)

Dealing With Attitude Problems & Unacceptable Behavior (Soluciones
   Realistas Para Confrontar Problemas de Personalidad en el Trabajo)

How to Build Motivated & Productive Work Teams (Cómo Desarrollar
   Equipos de Trabajo Motivados y Productivos)

How to Manage Time & Organize Your Life for Professionals (Cómo
   Manejar el Tiempo y Organizar Su Vida Professional)

How to Prevent Sexual Harassment (Previniendo el Acoso Sexual:
   Cómo Minimizar el Riesgo Organizativo)

How to Resolve Customer Complaints (Cómo Resolver las
   Quejas de los Clientes)

How to Work With People (Cómo Trabajar con Gente)

OSHA Compliance (Seguridad en el Lugar de Trabajo y
   Cumplimento con OSHA)

Powerful Listening Skills (Eficaces Habilidades Para Escuchar)

Relationship-Selling Strategies (Estrategias Para La Venta Por Relación)

SPECIAL AUDIENCES

Fundamentals of Supervision in the Public Sector, 2-Day
HCAHPS: What It Means for You, Your Patients, and Your Hospital
Management Skills for Health-Care Supervisors
Office Administration Training in the Public Sector, 2-Day
Professional Skills Training in the Public Sector
Project Management Skills in the Public Sector

PERSONAL DEVELOPMENT

CAREER PATH
Career Development
Job Hunter's Guide to Interviewing
Job Hunter's Guide to Résumé Writing
Mastering Ambiguity in the Workplace

PERSONAL PRODUCTIVITY AND EFFECTIVENESS
Decision-Making & Problem-Solving Skills With Analytical Thinking
Effective Goal-Setting & Planning Skills
FAST Reading: An Information Management Program
How to De-Junk & De-Stress Your Life
Thinking Inside the Box with Steven Iwersen
Understanding Today's Unwritten Rules of Business Professionalism and
   Workplace Etiquette

SELF-IMPROVEMENT
The One-Day Finance Workshop for Non-Financial Professionals
Self-Empowerment: Develop Confidence and Motivation
Thinking Inside the Box
Thinking Outside the Lines

STRESS AND LIFE BALANCE
Life Balance & Stress-Reduction Solutions

CERTIFICATION PROGRAMS

Each certification program consists of multiple instruction and application modules based on core competencies. Participants will be required to take both pre- and post-tests to measure learning in each module. In addition, each module contains instruction and application components, which will help each participant transfer the knowledge and skills from the session and apply them directly to the workplace.

Trainers who deliver these programs will be certified in the core competencies they teach. These programs are highly interactive, with learner participation at both the individual and group level. As with all our on-site training, these programs can be scheduled at a time and location most convenient for you.

ADMINISTRATIVE ASSISTANT CERTIFICATION PROGRAM – Half-day content, half-day application
Module 1: Professionalism
Module 2: Communication, Part 1
Module 3: Communication, Part 2
Module 4: Customer Service
Module 5: Business Writing
Module 6: Conflict Management
Module 7: Organization & Time Management
Module 8: Management, Critical Thinking & Decision Making

BUSINESS ESSENTIALS CERTIFICATION PROGRAM – Half-day modules
Module 1: Business Grammar
Module 2: Business Writing
Module 3: Business Math
Module 4: Business Finance for Nonfinancial Professionals
Module 5: Managerial & Cost Accounting: Basic Principles
Module 6: Managerial & Cost Accounting: Advanced Techniques
Module 7: Email Writing for Business

BUSINESS PROFESSIONAL CERTIFICATION PROGRAM – Half-day content, half-day application
Module 1: Professionalism
Module 2: Communication, Part 1
Module 3: Communication, Part 2
Module 4: Customer Service
Module 5: Business Writing
Module 6: Conflict Management
Module 7: Organization & Time Management
Module 8: Management, Critical Thinking & Decision Making

MANAGEMENT & LEADERSHIP CERTIFICATION PROGRAM – 1-day content, 1-day application
Module 1: Leadership
Module 2: Management
Module 3: Communication
Module 4: Coaching
Module 5: Organization
Module 6: Change Management

ORGANIZATIONAL CHANGE AGENT CERTIFICATION PROGRAM – 1-day modules
Module 1: How to Successfully Introduce and Deal With Change in the Workplace
Module 2: Strategies for Resolving Conflict
Module 3: Time Management and Organization Skills
Module 4: Cultivating Winning Attitudes and Countering Negativity
Module 5: Innovation and Creativity
Module 6: Building Team-Player Thinking
Module 7: Cultural Awareness
Module 8: A Manager's Guide to Getting Employees to Think Outside the Cubicle
Module 9: Positive Risk Taking
Module 10: Creative Decision Making and Problem Solving

THE HIGH-PERFORMANCE SALES CERTIFICATION PROGRAM – Half-day content, half-day application
Module 1: Basic Sales Techniques (1-day program, no application)
Module 2: Prospecting, Cold-Calling, Closing & Finding New Accounts
Module 3: Consultative & Relationship Selling
Module 4: Negotiation Skills
Module 5: Value-Added Selling
Module 6: Telephone Sales – Outbound Skills
Module 7: Inbound Sales Strategies
Module 8: Handling Objections & the Difficult Sales Customer
Module 9: Making a Powerful Sales Presentation
Module 10: Project Management, Organization & Time Management for the Sales Consultant

THROUGH THE CUSTOMER'S EYES® CERTIFICATION PROGRAM – 1-hour modules; completed in 1 day
Module 1: Why Customer Service Matters
Module 2: What Customers Want
Module 3: Essential Customer Service Skills, Part 1
Module 4: Essential Customer Service Skills, Part 2
Module 5: Handling Complaints & Dealing With Angry People
Module 6: Customer Service as a Strategic Marketing Tool & Customer Service Teams

Strengthening the Administrative Foundation at the University of Notre Dame

The University of Notre Dame – Administrative Support Services

Industry – Higher education

Established – 1842

Headquarters – Notre Dame, IN

Division – Administrative support for collegiate institution

Footprint – Approximately 550 administrative professionals out of approximately 4,700 staff and faculty

Business Challenges
- Need to develop and update both functional and technical skills of administrative assistants
- Need for programs specifically developed for administrative professionals

Solution Results
- New skills and techniques being applied to daily jobs
- Higher manager interest and engagement in training process
- Development of productive networks among those who have participated

Executive Summary

While the source of Notre Dame's strength is its faculty, the administrative assistants are a key foundation to its success. There are approximately 550 administrative professionals employed at Notre Dame, supporting over 4,700 staff and faculty members. On a daily basis, they provide planning, coordination, and support of administration and faculty activities, record keeping, and student customer service.

Creating Strength With Knowledge Development

An internal study conducted at Notre Dame by the Academy (the provost, deans, and associate deans) determined a need to develop and update both the functional and technical skills of Notre Dame's administrative assistants. The administrative assistants also expressed a need for training customized specifically for them.

Kara McClure, manager of learning and organizational development for Notre Dame, looked to National Seminars Training (NST) for a solution.

"They had an existing series that advertised much of the same content that we were seeking to provide. They were willing to customize some of the content to best match our needs," says McClure.

NST worked with Notre Dame to take an existing administrative assistant certification program and develop it into the university's specialized program called Today's Administrative Professionals (TAP).

Nearly 200 administrative assistants have participated in TAP, giving positive feedback and appreciation for a structured course customized for them. They also acknowledged that others within Notre Dame could benefit from courses similar to the TAP program.

National Seminars Training

There are plans to develop further training for the administrative professionals along with other custom programs for other areas of Notre Dame.

According to McClure, "We'll continue to offer TAP until it becomes apparent, through participation numbers, that we have satisfied the need. We will also begin to assess the next level of needs for this important group of contributors and expect that some of the needs will be technological. We have, and will, utilize NST for our additional training needs for other staff on campus as our skill needs require."

Measurable Results Prove Training Makes a Strong Impact

Participants and managers have seen tangible improvements thanks to the TAP course. Notre Dame has reports from participants and managers of new skills, more confidence, and new techniques applied to the job – from being more organized to taking more initiative (taking notes, offering to do new tasks, preparing agendas without being prompted, and researching information).

There is markedly higher interest and engagement from managers at each new TAP session kickoff, interim talks, and program final events.

To measure the application and impact of the TAP program, the University of Notre Dame contracted with the Corporate Executive Board (CEB). Leveraging the Training Effectiveness Dashboard, a survey tool developed by CEB's Corporate Leadership Council, the TAP program produced the following results, as rated by managers:

- *29 percent improvement in participants' overall performance (many already were good)*

- *34 percent improvement in specific skills and knowledge that TAP was designed to improve*

- *44 percent of materials and content have been applied to the job*

In addition, administrative professionals from all areas of Notre Dame come together and meet one another. "TAP alumni have developed productive networks with each other to share ideas and practices," said McClure. "They appreciate the opportunity TAP offers to get together and grow personally and professionally."

About NST
NST offers hundreds of live and online training topics for organizations, from interpersonal communication and team-building workshops to critical human resources and accounting regulatory programs, plus every management subject in between. Our sole mission is to provide the results-producing training you need, when and where you need it, and at a price that is cost-effective for you and your organization. For more information, please call 800-344-4613.

Smart City Networks Implements New Training Plan, Saves $22,000, Increases Productivity

Smart City Networks

Industry – Technology

Established – 1986

Headquarters – Las Vegas, NV

Products – Provides technology solutions for convention centers and hospitality venues

Footprint – Nearly 300 employees in 40 different sites across the country

Business Challenges
- Deliver training to employees in various locations — who are all on varying seasonal schedules

- Implement flexibility in training formats and time frames for training

- Eliminate travel costs associated with in-person seminars and training

Solution Results
- Flexible program and variety of topics to meet location schedules and manager needs

- Cost savings through local seminars and online training options

- Increased productivity and knowledge on key topics

Executive Summary

More than 25 years ago, Smart City Networks became the first company in its industry to recognize the importance of telecommunications for the exhibitor experience at convention centers. It began focusing its mission on making superior service delivery a reality.

Today, Smart City Networks manages the technology services for more than 6,000 events annually … in more than 35 facilities, including trade/consumer exhibitions, conferences, and meetings. It serves more than 60 sectors – from consumer electronics to home and garden shows.

Linking the Educational Connections

Smart City Networks decided to develop a consistent training program for its management teams. It needed a solution that provided a variety of subjects and presentation formats while keeping costs low. Smart City Networks looked at several different opportunities and training providers. National Seminars Training was one of those providers.

J.P. Windle, director of human resources at Smart City Networks, spoke with a STAR12 account representative at length, and ultimately chose STAR12.

According to Windle, "The STAR12 program offered the most cost-effective, dynamic, and diverse training opportunities for Smart City Networks on a national level. It was tailored enough to cover all of our needs and, overall, was exactly what we were looking for. It was the right combination for us."

Working together, Smart City Networks and the Enterprise Learning Solutions team put together a combination of public seminars and online audio and webinar training options that would accommodate managers in each city location in the company, no matter what their work schedules were.

"We are located all over the country, and with the recession, the cost is too high to fly managers in for training. This is why we love STAR12. We can still train and reach out to others at the same time," said Windle. "The program itself is exceptional and outstanding. Anyone can benefit from it, and there is such a great offering and variety, it's easy to choose from."

Communicating Past the Challenges

Cost and flexibility were two main concerns for Smart City Networks when it started looking for a training solution, and the Enterprise Learning Solutions team helped with both.

Smart City Networks has many locations across the country, and each hosts different event schedules. It became difficult to coordinate training for all Smart City Networks managers at one time, in one place.

According to Windle, "The majority of our centers all run differently, so we can't really do traditional training. A busy season for one location might be the downtime for another. In the past, we tried to bring all of our managers to our headquarters for formalized training, but that quickly became very costly."

The Enterprise Learning Solutions team helped Smart City Networks create a training program that was flexible enough to let each city participate as time and event seasons allowed. Each manager had to attend four in-person seminars and four online webinars a year. Smart City Networks put together a combination of public seminars and online audio and webinar training options that employees could choose from in order to fulfill their training goals.

Windle states, "This solution lets our management go to webinars or seminars when they have downtime or are available. As some areas enter their slower times of year, we've seen participation pick up. We really appreciate the flexibility that STAR12 has created in this training program."

The program includes a variety of one- and two-day seminars in all the cities where Smart City Networks operates. Training can be scheduled quickly and easily – at the best time for each area's event schedule. With the combination of local seminars and online options, all costs for travel and lodging have been eliminated.

A Training Solution That Exhibits Positive Results

The program was offered to 70 members of Smart City Networks, mainly general managers and exempt management team members. As of spring 2011, the group had participated in over 1,000 audio conferences and webinars and nearly 60 public seminars, with a cost savings of nearly $22,000 from previous training options.

"They think it's awesome," said Windle. "Since implementing STAR12 training in our company, we have seen more productivity, more understanding on subjects such as communication and leadership, and new ways to incorporate things they've learned into their jobs."

Why Choose NST?

Smart City Networks chose STAR12 for online training and public seminars because of the program flexibility and the large variety of topic choices employees have.

The STAR12 program offers unlimited access for an entire year to every live seminar produced by NST. In the last year, more than 11,000 seminars were offered in more than 350 locations throughout the United States and Canada, and members can attend seminars in their immediate area or anywhere training is provided in North America.

Customers also receive unlimited 24/7 access to the STAR12 online learning collection of training tools, videos, webinars, skill assessments, and more.

"Being well into the program, it's just a great way to go. We love the variety and that we don't have to pay individually for things. This program offers the most bang for the buck. I'd highly recommend it to anyone, and in fact, I have recommended it to those in my local human resources chapter and other monthly meetings I attend," said Windle.

"We look forward to continuing our training through STAR12 and working with them to improve our reporting tools and streamlining our course structure to fully benefit managers of all levels and to be more facility specific."

NST
National Seminars Training

Paramount Staffing Enhances Its In-House Training Program; Sees Successful, Measurable Results

Paramount Staffing

Industry – Work force staffing

Established – 1998

Headquarters – Northbrook, IL

Product – Provides industrial staffing services for a variety of businesses

Footprint – 16 branch offices spread throughout the central United States with more than 100 core staff employees and over 5,000 temporary workers

Business Challenges
- Train staff members in various locations and as new employees are hired.

- Track the training to ensure it is being completed.

- Develop a certification program for service coordinators.

Solution Results
- Online training offers easy access to courses and tracking of participation.

- Tailored training packages include in-house certification programs.

- Employees are adopting the program and applying their skills.

Executive Summary

Paramount Staffing is a leading supplier of light industrial temporary workers with 16 branch offices in Illinois, Tennessee, Arkansas, Texas, New Jersey, and Georgia. Working closely with clients to develop strategic long-term relationships, Paramount Staffing offers a wide range of customized services to meet employer needs and improve efficiency. Paramount Staffing's service coordinators receive extensive training to ensure they accurately match staffing talent to perfectly fit each individual job.

Strategic Supplements Enhance Training

Paramount Staffing developed an in-house training program for its staffing service coordinators, but it quickly became evident that it needed more. It needed an additional training solution that could be tailored to fit its multiple locations and new staff hires while providing live events as well as online training. Patricia McLean, vice president of human resources for Paramount Staffing, was familiar with NST, and contacted us for more information about seminar training.

McLean attended a NST Speaker Showcase, where she learned about NST's STAR12 program. "It was an answer to our prayers. There is a plethora of programs available and such a wide variety of topics to choose from. We didn't consider anyone else, as no one else was doing anything like this," said McLean. "For everything it offers, the price was very cost-effective. STAR12 offered easy accessibility and flexibility to deliver an overall better solution than trying to organize and conduct centralized training."

Paramount Staffing has been using STAR12 for over two years to supplement its in-house training program. It continues to expand the program throughout the organization by implementing service coordinator certifications and recommending courses to help employees meet their individual goals. "STAR12 is now part of our culture," said McLean.

Investing for In-Action Results

Paramount Staffing employees adopt the program at day one. When service coordinators and managers are hired, they are immediately signed up for access to the STAR12 program and given a suggested path of training. Taking advantage of the training allows them to advance their careers and improve their overall job performance, starting from the first day forward.

During performance reviews, if it appears employees need assistance reaching an individual goal, managers will suggest specific additional STAR12 programs and seminars that can help them succeed.

Collaboration Helps Create Tailored Training for Paramount

One key aspect Paramount Staffing wanted to work into its training was a certification program for its placement coordinators that focused on recruiting, customer service, and dealing with clients. To develop the program, McLean and executive staff at Paramount Staffing put together a list of topics they want to include and submitted it to their STAR12 account representative. Working with the account representative, they were able to create tailored programs, and Paramount Staffing now offers four certification programs through STAR12: *Through the Customer's Eyes Levels I & II; Fair, Legal, and Effective HR Skills for Managers*; and *50 Ways to Become a More Effective Team Leader*.

A Training Solution With Tracking & Reporting

Tracking participation was another key concern for Paramount Staffing. Paramount is able to track course participation through system reporting provided by the STAR12 program, showing details such as who attended, how long the person participated, and other key metrics. Paramount Staffing also has employees give formal recaps of the courses they take. It gives employees an opportunity to share what they learned from the seminar with their manager and others in the department and provide feedback about the training.

Why Paramount Staffing Chose STAR12

Paramount Staffing chose STAR12 Enterprise for online training and public seminars because of the large variety of courses offered, the ease of use, and the flexibility to incorporate topics that supplement in-house training.

"The programs are excellent, and the customer service is fantastic. If I can't find something or have a question or problem, I just contact my account representative and she gets right back to me with an answer. We plan to continue using the program into the future, and I have even recommended it to some of our staffing clients," said McLean. "Using STAR12 was an easy decision and has taken a large burden off my plate. Having the STAR12 program is like having a training manager on my staff."

About NST and STAR12

The STAR12 program offers unlimited access to every live seminar and webinar produced by NST. In the last year, more than 11,000 seminars were offered in more than 350 locations throughout the United States and Canada, and members can attend seminars in their immediate area or anywhere training is provided in North America. STAR12 participants also receive unlimited, 24/7 access to mySTAR12.com featuring on-demand training, quick-tip videos, articles, and more.

NST is one of the nation's leading providers of continuing education, delivering more than 11,000 seminars and conferences annually in the United States and Canada to more than 10 million professionals.