

## Training Curriculum

### Leadership and Change

- Dynamics of Leadership
- Essentials of Leadership
- Leading Change (Senior Level)
- Managing Change (First to Mid-Level)
- Taking Charge of Change (Front Line Employees)

### Management and Supervision

- Managing Performance & Developing People
- Developing People
- High Performance Coaching
- Selecting the Best
- Keys to Effective Supervision

### Team Performance

- Working Across The Organization
- Leading & Working in Teams
- Essentials of Project Management

### Professional Development

- Building Emotional Intelligence
- Effective Communication
- Conducting Effective Meetings
- Performance Consulting: Building Internal Consulting Skills
- Handling Conflict
- Enhancing Customer Service

### Career Development

- Is a Career in Management Right For You?
- Increasing Job & Career Satisfaction
- Mentoring
- Working with a Mentor

### Sales and Sales Management

- Sales Management Makes the Difference
- Selecting the Best Sales People
- Consultative Selling Skills
- Breakthrough Negotiating
- Building Customer Relationships
- Time & Territory Management
- Advanced Account Strategies

### Leadership Skills for Lean Manufacturing

- Leading Lean Transformations
- Leading Lean Change Initiatives
- Developing Lean Associates
- Lean Team Development
- What Lean Manufacturing Means to Me
- Working Across the Organization
- Working In Teams

## Why select a program by Sterling Institute?

Because our unique methodology:

- Enables us to link program objectives to the achievement of key organizational goals;
- Helps participants develop the core competencies they need in order to excel;
- Facilitates the customization of our program materials to your specific requirements;
- Stimulates participant involvement and ensures application back on the job; and
- Leads to measurable performance improvement.

