

TOTAL EXCELLENCE

MANAGEMENT CORP.

GUIDING PEOPLE TO EXCELLENCE
ORGANIZATIONALLY, PROFESSIONALLY & PERSONALLY

Total Excellence Management Corporation provides comprehensive Training & Development designed specifically for organizations committed to Excellence as a key objective for competitive advantage.

Realizing every organization's barriers and goals are different, TEM works directly with each of its clients to understand their unique needs and provide a curriculum that creates the most value for their organization. A sampling of TEM's course offerings is provided below for review:

ORGANIZATIONAL EXCELLENCE

Blueprint for Excellence

This comprehensive organizational training program guides companies through the implementation of the Blueprint Improvement Process and drives the development and enhancement of the five key attributes validated as essential to success: Teamwork, Commitment, Accountability, Communication and Discipline. *(The Blueprint for Excellence can be delivered as a stand alone workshop or as part of a comprehensive 12-month program.)*

Developing Team Skills

Provides insight into the key components of 'High Performance Teams' and the stages through which all teams move. Helps participants understand and develop the roles and relationships necessary for effective teamwork. Targets strengths and areas of improvement that individuals must identify to become key team contributors. Multiple simulations and team exercises are utilized for practice and application of these key skills.

Customer Service Strategies

Every customer contact with and within an organization is a "moment of truth". Customer Service Strategies was designed to help managers and front-line employees improve and effectively manage these customer-contact moments. Participants learn how to enhance Sales and Customer Satisfaction through positive customer relationships and develop techniques for dealing with difficult people and complaints.

Winning Through Excellence

Creates an understanding of the 8 common barriers that all quality organizations face in their pursuit of excellence. Introduces 5 key principles essential to overcoming these barriers and provides an outline of how to implement these principles within your organization.

PROFESSIONAL EXCELLENCE

Intro to "IT"

(Interpersonal Technology)

Developed by Dr. James Gwaltney, Intro to "IT" provides an overview of Interpersonal Technology. This proven technology provides individuals with insight into their own communication style and how to become

more effective when communicating with contrasting styles. Being armed with this new understanding and Interpersonal Technology has proven to significantly increase professionals' personal, team and organizational effectiveness. *(Participants receive a Personal Style Inventory for in-session discussion and after-session reference and application.)*

Strategic Sales Mapping (SSM)

Addresses competency development in identifying customers and their needs, selling techniques, implementing the sales cycle, and closing the sale. Integrates techniques for reading and adapting to customer styles with the skills needed to move effectively through the sales cycle. Extensive role-playing is utilized for hands-on application of these new skills.

Advanced

Strategic Sales Mapping

Advanced Strategic Sales Mapping utilizes the techniques learned during the introductory course for development of strategies for penetrating new markets, analyzing opportunities, and developing skills in account management. Both SSM courses integrate research from both business and the behavioral sciences to enable sales success through a nine step sales cycle, behavior style recognition, and non-verbal body language identification.

Advanced Leadership Seminar

Today's competitive environment forces leaders to continuously raise the standard of performance for their organization, themselves, and their employees. The Advanced Leadership Seminar is designed to prepare leaders and managers for these broadened responsibilities. Participants evaluate themselves as leaders in a context that goes beyond daily experience. The seminar focuses on visioning, planning, dealing with change, leadership styles and increasing skills and effectiveness.

Effective Business Presentations

Effective Business Presentations was designed for managers, supervisors and professionals, who give presentations to inform, influence, convince or persuade a group. Topics include audience analysis, communication tools, organization, research and preparation, utilizing visual aids, and methods of delivery. Participants prepare and present their presentations, which are videotaped for review, assessment and improvement feedback.

Advanced

Business Presentations

Advanced Business Presentations was designed specifically for executives, managers and professionals who already possess significant experience in giving presentations. This course turns good presenters into GREAT presenters. As a result, this course focuses heavily on the specific skill sets and areas of improvement of the individual participants. As in the introductory course, participants present while being videotaped for review, assessment, instructor critique and coaching.

Negotiation Strategies & Tactics

A fast-paced, experiential program that teaches the skills necessary to effectively confront differences, resolve issues, and reach lasting, high-quality agreements. Participants learn to manage the negotiation process from planning through implementation; assess when to negotiate; and, recognize and diffuse tactics of the other party. Participants also learn how to manage differences and reduce conflict; negotiate effectively for resources; achieve desired results; and enhance relationships.

Making Meetings Productive

A good brown bag course, this course teaches professionals how to effectively plan and facilitate meetings. Learn why meeting agendas are important; how to develop an effective agenda; and how to follow agendas when planning and leading or facilitating a meeting. This course will even teach you how to make people 'want' to attend your meetings due to the value delivered.

The Art of Project Management

This hands-on, practical seminar focuses on project flow, accountability, management and completion of projects, management of people and project evaluation. In the course, project managers learn how to influence others to accept and assist in a project, how to set measurable project objectives, and how to develop realistic performance standards.

The Mentor Process

Leadership creates the foundation for the vitality and success of any organization. Therefore, building strong leadership is a continual process of individual growth through experience and development. The Mentor Process is a systematic approach that assists organizations in coaching leaders and managers through a continuous one-on-one mentoring relationship to provide the skills needed for current and future challenges.

Managing Your Career

This course provides participants with insight and skills to better manage their own career growth and development. Participants complete a pre-workshop inventory (the Campbell Interest and Skills Survey) and receive written feedback concerning their interest and skills. Attention will be given to creating a vision for growth through clarifying values and setting goals. Participants will also analyze their current work situation and devise action plans for improvement.

Effective Delegation

Effective Delegation provides an in-depth look into what delegation is and why we fail to do it. The Do's and Don'ts of delegation will be discussed and an action plan to improve participant delegation will be provided for self-introspection and identification of areas for growth.



Interpersonal Effectiveness

Based upon Interpersonal Technology, this course helps participants identify key listening, communication, and relationship skills necessary for personal effectiveness. Participants practice skills used to resolve conflicts, solve problems, work within and across functional lines, and give and receive feedback.

Integrated Problem Management

The goal of this course is to provide a flexible and powerful set of strategies for problem management. Participants will review a wide range of problem-analysis and problem-solving concepts, techniques, and tools. The course provides a problem-solving model that effectively organizes information about a problem into three related dimensions: Situation, Target, and Proposal. Emphasis is placed upon clarifying goals, identifying relevant information, using resource analysis, and thinking creatively for effective resolution.

The Life Triangle:

Balancing Organizational, Professional & Personal Success

In today's fast-paced world it is becoming more and more difficult to balance our many pressures. How can we be successful in our company, our profession and our personal lives? Is it possible? This course says 'yes' and provides techniques to help you manage your life triangle for balanced success.

Overcoming Procrastination

Procrastination is a personal barrier that we must learn to overcome in order to develop personal excellence. This course examines why we procrastinate and provides methods to overcome the powerful instinct and learned behaviors of procrastination.

Continuous Self-Improvement

Like organizations, individuals wishing to achieve personal excellence must develop a plan for continuous self-improvement. This powerful course will help you learn how to develop a formal process for setting, monitoring, and accomplishing personal improvement goals.

Becoming Self-Accountable

The highest form of accountability is self-accountability. To become self-accountable, one must learn to properly monitor their commitments and take responsibility for their completion. This course provides individuals with concepts and tools to help them to reach this pinnacle.



THE ONLY TRUE MEASURE OF OUR SUCCESS
IS OUR CLIENTS' SUCCESS.