

Supervisory and Management

Our Supervisory and Management programs provide the basic skills that new supervisors and managers require to perform effectively on the job. Give your Supervisors and Managers the skills they need with cost effective, flexible programs from TBAA.

- ◆ *Interviewing Skills*
- ◆ *Assertiveness Skills*
- ◆ *Basic Finance for the Non-Financial Manager*
- ◆ *Conducting Performance Reviews*
- ◆ *Communication Skills*

Technology Training

Most workers do not make full use of your software investment. Many software capabilities go unused, costing you time and money. Make sure your employees save time and money through more effective use of the tools at hand.

- ◆ *Microsoft Project*
- ◆ *Microsoft Office*
 - *Beginner*
 - *Intermediate*
 - *Advanced*

Business Analysis

These 3 to 5 day programs cover the entire requirement cycle from enterprise analysis to solution verification and assessment.

- ◆ *Business Analysis Essentials*
- ◆ *Business Analysis Theory and Practice*

Team Effectiveness

Get your teams working together effectively! Harness the power of effective teamwork for your organization.

- ◆ *The Power of Teams*

Customer Service

Customer service is key to avoiding price competitiveness in the market. Build strong relationships with your customers at all levels of your organization.

- ◆ *Service That Sells*
- ◆ *Retaining Valued Customers*

The programs listed are just a sampling of the many programs offered by TBAA and its Associate Advisors. New programs are in development and custom programs are available in a variety of subject areas. We look forward to helping you get the most from your investment in your employees.

- ◆ Accelerated Learning Techniques
- ◆ Standard and Customized Training Options
- ◆ Experienced Facilitators; Experts in Their Field of Delivery
- ◆ Self-Study and Technology-Based Learning Available

Sales Training

Our programs build strong fundamentals. We take a proactive customer-focused approach based on an understanding of buyer behaviors and develop the skills necessary to maximize revenue in today's challenging market.

- ◆ *Selling In Challenging Times*
- ◆ *Sales 101: Getting To Results*
- ◆ *Advanced Sales and Account Management*
- ◆ *Sales Management for Professional Practice*

Project Management

Our Project Management training consists of 1, 2, 3 or 5 day programs to help you better manage your projects and avoid the time wasters that cause many projects to go over budget and miss critical deadlines. Effective project management can save you thousands.

- ◆ *Project Management Jump Start*
- ◆ *PMP 1-2-3*
- ◆ *Methods and Tools for Project Performance*
- ◆ *IT Project Performance*
- ◆ *Business Analysis and Project Management*

Leadership Development

Leaders set the tone for your organization. They create momentum toward results, or can de-motivate their teams through ineffective leadership behaviors. Today's companies are looking to develop leaders who can manage employees through challenging times.

- ◆ *Leadership – Your Role and Image*
- ◆ *Employee Performance Management*
- ◆ *Coaching and Developing People*
- ◆ *Dealing with Difficult Behaviors*
- ◆ *Problem Solving & Decision Making*
- ◆ *Meeting Management*
- ◆ *Speaking and Presenting*
- ◆ *Culture Change*