Corporate Education at Forsyth Tech

Classes and Services for Your Business Needs

Forsyth Tech delivers corporate education that produces measurable, sustainable results. Our wide range of highly effective classes and services offers proven solutions for delivering results in competency management, leadership, workforce development, performance management, and succession management. This list provides a solid overview of the available topics and courses.

ForsythTech

Education For Life

www.forsythtech.edu

Change Management

While change can cause a lot of disruption in the workplace, knowing how to deal with it positively can make a world of difference. Keep your ever-changing organization on course and ready for what the future holds.

> How to Handle Change and Upheaval
> Leading Through Change

Coaching

What does it take to be an effective coach? Help coaches learn how to conduct effective meetings and reviews, and improve employee performance.

> The Art of Successful Coaching
> Coaching Conversations
> Delegating for Growth
> Developing Your Direct Reports
> Employee Initiative
> Motivating Employees to be Their Best
> Positive Approaches to Resolving
  Performance Problems

Communication

Effective communication involves a lot more than just trying to get a message across. From listening skills to assertiveness, feedback, and difficult conversations, these are the tools that will transform the people in your organization into world-class communicators.

> The Art of Effective Communication
> The Art of Influencing Others
> Assertiveness Skills
> Communication Mystery: Solved!
> Communication Skills for Emerging Leaders
> Dealing with Difficult Conversations
> Developing Positive Relationships at Work
> Effective Listening Skills
> Skillful Collaboration
> Solid Business Writing
> Supervisor Communication Skills

Conflict & Stress Management

Conflict doesn't have to be a negative experience. With the right skills in place, conflict can be a powerful catalyst for change and improvement. Help everyone on your team – from the front lines to management – resolve conflict, manage stress, and foster positivity and cooperation.

> Challenging Negative Attitudes
> Civility in the Workplace
> Conflict Management
> Dealing with Difficult Conversations
> How to Manage Your Emotions
> Managing Stress
> Resilience
> Resolving Conflict At Work

Customer Service

Stellar customer service is what sets extraordinary companies apart from the rest. That's why customer service training is one of the best investments money can buy. Show your reps how to keep customers satisfied in all situations.

> Customer Service Over the Phone
> What Customers Really Want

Diversity & Harassment

Organizations are made up of people, and people are different from one another. Create an environment of cohesion with training that builds awareness and acceptance. Address the sensitive topics of diversity and harassment with professional, effective content.

> Cultural Competency
> Diversity Awareness Training
> Ethics in the Workplace
> The Multi-Generational Workplace
> Preventing Workplace Harassment

Emotional Intelligence

Research shows that people who are emotionally intelligent make better decisions, better team members, and better leaders. The good news is that emotional intelligence can be developed and improved – with the right training.

> Developing Positive Relationships at Work
> How to Manage Your Emotions
> Increasing Your Emotional Intelligence
> Resilience

Employee & Professional Development

Reinforce the fundamentals with training targeting the good business practices that underlie the responsibilities of any employee. Improve anyone's performance with writing and presentation skills, a firm grasp on etiquette and ethics, and an awareness of their future within an organization.

> Business Etiquette
> Career Planning and Development
> Civility in the Workplace
> Communication Skills for Emerging Leaders
> Critical Thinking Skills
> Developing Positive Relationships at Work
> Effective Listening Skills
> Employee Initiative
> Ethics in the Workplace
> First-Time Manager
> Getting Things Done
> How to Make Yourself Indispensable
> Ideas Into Action
> Juggling Multiple Priorities
> Mental Models
> Motivating Employees to be Their Best
> Productive Work Habits
> Social Media at Work
> Solid Business Writing

Finance

Numeracy and financial literacy are essential to anyone – especially in an organization. All the activity in a business is supported by, produces, and moves money. Make sure your team is able to orient their work with their resources by providing them with the financial training they need.

> Budgeting Basics
> Financial Intelligence

Human Resources

People are the keystone of any organization. From building the right team to keeping employees on the best career track for them, human resources training is instrumental in creating a positive and successful organizational culture.

> Behavioral Interviewing
> Career Planning and Development
> The Multi-Generational Workplace
> Preventing Workplace Harassment
> Succession Planning

Leadership & Management

Being a manager or leader requires a wealth of knowledge and a whole host of skills. Whether you are training first-time managers or seasoned leaders, you'll find something for everyone, from communication and delegating to coaching, strategic planning, and professional development.

> Adapting Your Style
> Communication Skills for Emerging Leaders
> Delegating for Growth
> Developing Your Direct Reports
> First-Time Manager
> Leadership 101
> Leading Through Change
> Managing Managers
> Managing Offsite Employees
> Managing Teams
> Supervisor Communication Skills
> Systems Thinking
> The Toughest Supervisor Challenges
    and How to Overcome Them

Negotiating & Sales

Successful negotiating and selling require many well-honed skills, including understanding needs and expectations, creative problem solving, effective communication, and trust—just to name a few. Transform your representatives into expert negotiators ready to face any situation.

> Effective Negotiation Skills
> Selling Essentials: Coaching for Performance
> Selling Essentials: Developing Clients for Life
> Selling Essentials: Opening the Sales Call
> Selling Essentials: Presenting Solutions,
    Overcoming Objections, and Closing the Sale
> Selling Essentials: Prospecting
    and Territory Management
> Selling Essentials: Understanding the Sales Cycle
> Selling Essentials: What to Ask & How to Listen

Organizational Development

An organization's culture can mean the difference between success and failure. Solidify the foundation of your organization, and start building toward a stronger and better future.

> Building Organizational Trust
> Defining Team Roles and Responsibilities
> Delegating for Growth
> Ethics in the Workplace
> Fundamentals of Strategic Planning
> Ideas Into Action
> Managing Offsite Employees
> Mental Models
> Succession Planning

Performance Management

Managing the performance of others is a fundamental responsibility of any manager or leader, but may be difficult to approach, especially for someone new to the role. Help your managers keep performance aligned with organizational goals, and meet conduct issues head-on.

> Employee Initiative
> Juggling Multiple Priorities
> Motivating Employees to be Their Best
> Performance Management
> Positive Approaches to Resolving
   Performance Problems

Problem Solving & Decision Making

Problem solving and decision making define the path of organizational growth. Get your team thinking critically and creatively, and watch performance and processes improve.

> Creative Problem Solving
> Critical Thinking Skills
> Mental Models
> Systems Thinking
> Why We Struggle with Tough Decisions

Project Management

These days, just about everyone plays the role of project manager. While specialized charts and sophisticated programming may be overkill, a solid set of real-world skills is not. Keep your team (and your projects) on track, and give them the skills they need to take on any task.

> Budgeting Basics
> Managing Offsite Employees
> Productive Work Habits
> Real-World Project Management
> Skillful Collaboration

Team Building

We all work with and within teams every day. Great organizations are built on great team work. Make sure your teams are well-managed and collaborating successfully.

> Defining Team Roles and Responsibilities
> Managing Teams
> Skillful Collaboration
> Team Building

Time Management & Meetings

The way we spend our time affects all aspects of our work. Especially in teams, employees need to ensure that work is getting done, and progress is being made. Give your team fundamental time management skills, and watch their performance and outlook improve!

> Getting Things Done
> Juggling Multiple Priorities
> Meeting Management
> Productive Work Habits
> Time Management

For details about specific classes and services for your business needs, contact our Corporate Education Department at 336.734.7717.