

Better Workplace Relationships

Work/Life Relationships: *How To Keep A Sense Of Humor–No Matter What!*

Winning at Office Politics: *Refining diplomacy and tact skills.*

Better Workplace Relationships: *How we are to each other is what the customer gets!*

Desirable change for better workforce behaviors: *StrengthBank® Animals and the 4-way Success Rhythm*

How to Silence the “Devil on Your Shoulder” for Greater Peace of Mind at Work: *Yes, Virginia, the battle is for your mind.*

Change

StrengthBank® - The Beginning Good Change: *Ultimate people performance upgrade for today's multi-generational and sometimes strained workforce*

Coaching Salespeople

Hard facts tell the truth: *Today's numbers do not insure long-term customer relationships*

Coaching Is Mentoring: *Right Question, Right Timing, Right Direction*

Communication

Packaging and Promoting Your Professional Image: *The inner and the outer you need to say the same thing*

Communication Skills That Build Trust: *How to relate to each other more positively and productivity*

How to Pursue an Excellent Presence In The Faceless Work of E-Commerce: *Yes, Virginia, Communication Always Has A “Face.”*

Communication Is A Two-Way Street in A Sometimes One-Way Mindset: *How to Improve Business Talking, Writing, and Relationship Skills*

Community Involvement

Boomerang Good™: *Giving-to-get - mentoring high school youth to brighter futures*

Conflict management

Conflict Resolution: *Not an oxymoron if you want cures not “Band-Aids”*

Customer service

Stellar Customer Service: *Because customers don't come with installation manuals*

Relationship Customer Service: *“In the long run ... how will it affect the customer?”*

But we have a personality conflict! *No-need-for-excuses customer relationship building.*

How We Are To Each Other Is Who We Are To The Community We Serve: Better Internal Relationships; Better Service

Delegation

The Art of Delegation: *StrengthBank® to StrengthBank® makes the most of every one's talent.*

Diversity, Sexual Harassment

Excellence in Today's Diverse Workforce: *The operative words are “Who Are We” not “Why Are They”*

Employee Retention/Hiring

RightFind Hiring: *Recruiting and Interviewing to discover lasting stars... who you think you are hiring for what you know you want them to do...*

Leadership

Leadership Management: *Getting the job done positively through others not in spite of them*

Consensus Building Leadership Skills: *Working consistently to bring people together without stifling creativity*

StrengthBank®-The Beginning Of Real Leadership: *Creating lasting followership*

Practical Leadership Is Action: How To Lead Up and Motivate Down In a Multi-generational Workforce

Management

To manage a highly technical team, Think Ringmaster not Trapeze Artist: *Technical expertise and people skills can come together.*

The First Time Supervisor: *Start strong, develop right, demonstrate leadership*

Motivation

Encouraged workforce: *How to assign energizing tasks by understanding each one's StrengthBank® potential.*

New People Structures

Making the new, changed multi-generational work structures work:
Restructuring and working smart

Healthy Companies Promote Healthy Communities: *Working for a living without sacrificing what we're working for.*

Merging Companies and Cultures: *How to make the change work for us and for those we serve.*

The upside of downsizing: *DownSized but not DownGraded...one or all!*

Patriotism and Change

When the Home Front is the Battle ground: *The Role of the Business Person in Times of National Tragedy*

Presentation Skills/writing Skills

Effective Presentation Skills: A professional speaker you are not! But! Your career depends on making presentations.

Business Writing Skills: *Building confidence before you write: Hint: it is easier than you are making it.*

Productivity

Integrity Begins with "I" and Stretches To "You": The Stuff Of Which Loyalty, Trust, Repeat Business, and Peak Performance Are Made

The Art of High Productivity: *You can lead a horse to water that the horse will drink.*

When You Can Still Laugh, You've Won!
How to Spell "Productive" In Today's Terms

Sales, and Sales for Non-Salespeople

Sales Teams that Work: *Compete Out side, Cooperate Inside*

You are In Sales But The Company Is Not Just You: *A Unique Look at the Heart of Serving the Customer Considering All The Players*

Handling Sales Call Reluctance: *How to turn the sales call process Into "the best part of the day"*

Great Brands Are not Built on Numbing Habits and Blind Assumptions: *Loyalty, lifetime customers is not blind thrust; it is built on something rock-solid -- relationship*

Unless you write your own paychecks, you are in sales! *Finding the hidden sales potential that connects you to the customer.*

Stress

Stress Relief Is Not a Myth! *How To Spell R-E-L-I-E-F in Today's Fast-Changing, Virtual Times*

Work Should Not Be What Keeps You Up at Night: *How to keep your passion in a highly demanding profession*

Team Building and Self-direction

Teams That Work: *Necessary - Compete Outside... Cooperate Inside*

Long-Term Team Building Secret: *Continual Rebuilding and Right Hiring*

Engineers As Team Players: *Learning the relational part of being a highly successful technical guru.*

Telephone Skills

TeleFlection™ *Read-my-lips PhoneTalk For Business Phone Calls*

Time Management

Time Management Monkey Business: *Your Monkey Needs to Play Alone - The Customer Already Has One*

Making time with time 24/7: *Learning to Tap Dance to the beat of the Moment*

"Beat-the-Clock" Time Management
Strong relationships add time to the clock.

Workplace Emotions

Handling Workplace Emotions: *Taming that pesky perception thing to foster productive feelings.*

Overcoming the "Us" vs "Them" for today's multi-generational workforce: *How to lessen negativity in an ever-changing environment*

Finding Possibilities in the Impossible Person: *Learning how tough personalities can contribute positively*

Workplace People Issues (Workplace Politics)

Work/Life Relationships: *How To Keep A Sense Of Humor--No Matter What!*

Winning at Office Politics: *Refining diplomacy and tact skills.*

SAMPLE STRENGTHBANK® TOPICS AND TITLES

From Sandra A. Shelton, • Sandra@SandraShelton.com

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Train the Trainer: *Beyond Giving*

Information to Live-At-Work

Your custom presentation by Sandra Shelton...