



Blomgren & Associates, Inc.

Career Builder

- *Building Trust
- *Creating Teams
- *Face To Face
- *Effective Meetings
- *Emotional Excellence
- *Taking Responsibility
- *Conflict Resolution
- *Empowering Employees
- *Setting Performance Expectations
- *Time Management
- *Team Decisions
- *Winning Relationships

Diversity

- *Valuing the Individual
- *Managing Diversity

Customer Service

- *Customer Service: A Strategic Advantage
- *Coaching Customer Service

Time Management

- *Managing Your Time
- *Leading Others for Effective Time Management

Change Management

- *Managing Change
- *Leading Others Through Change

Conflict Management

- *Managing Interpersonal Conflict
- *Managing Organizational Conflict

Effective Supervisory Skills

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Communication

- *Effective Communication
- *Communication Skills for Supervisors

High Payoff Hiring

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Speaking for a Lasting Impression

- *Understanding the Adult Audience
- *Developing a Dynamic Delivery
- *Speaking with Conviction
- *Presenting with Purpose
- *Raising Retention

Empowering Performance

- *Learning to Lead
- *Building Your Sales Team
- *Developing Essential Skills
- *Achieving Results
- *Leading with Momentum

Core Skills

- *Goal Setting and Planning
- *Leveraging Time
- *Communication
- *Negotiation
- *Teamwork

Principles of Partnership Selling

- *Partnering
- *Value Profiling
- *Developing Benefits
- *Presenting Solutions
- *Handling Objections
- *Closing
- *Putting It All Together

Positive Impact

- *Attitude
- *Personal Accountability
- *Balance
- *Change
- *Productivity
- *Communication
- *Leadership Opportunities

Continuous learning that drives results!



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Principles of High Performance

- *Traditional vs. HP Paradigms
- *Characteristics of HP
- *Building Trust
- *HP Performance Tools and Plans

High Performance Leadership

- *Principles of Leadership
- *Practices of Empowering Leaders
- *The Five Leadership Roles
- *Leadership Practices: A Self-Assessment
- *Personal Productivity
- *Fundamentals of HP Teams
- *Performance Expectations
- *Empowering Others For Success

Skills for HP Teamwork

- *Basic Communication
- *Giving and Receiving Feedback
- *Group Dynamics
- *Team Decision Making
- *Team Problem Solving *Conflict Resolution
- *Time Management

The Trust Factor

- *The Trust Imperative
- *Collusion
- *A Change of Heart
- *Face to Face Communication
- *Interpersonal Dialogue: Core Principles
- *Interpersonal Dialogue: The Steps
- *Harnessing Harmful Behavior
- *Strengthening Our Relationships

Developing HP Teams

- *Fundamentals of HP Teams
- *The Team Charter
- *Effective Meetings
- *Customer Focus
- *Managing The Process
- *Team Member Roles & Responsibilities
- *Setting Goals and Keeping Score

Emotional Intelligence

- *The Integrity Model
- *Conquer Your Key Moments
- *Embrace Reality
- *Exercise Responsibility
- *Clarify Your Vision
- *Define Your Purpose
- *Act With Integrity
- *Value Who You Are

Assessing Your Organization For High Performance

- *The Transformation Model
- *Current Results
- *Business Environment
- *Current Strategy
- *Core Process
- *Structure
- *Systems
- *Culture
- *Opportunities and Plans

Developing a HP Strategy

- *Overview of Strategy
- *Analyzing The Business Environment
- *Forecasting The Future
- *Creating Core Ideology
- *Defining Your Strategic Direction
- *Defining Your Competitive Advantage
- *Setting Goals
- *Creating a Master Plan

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