



For Your Successful Performance Solution



**Dwight Davis**  
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## Development Training

### Course Details

**Code:** **CS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **WORLD CLASS CUSTOMER SERVICE**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of effective customer service and relationships principles and successful business skills.

The topics to be discussed are as follows\*\*:

- Putting your customer first
- Improving customer first impressions
- Courtesy, concern, and confidence counts
- Straightforward communications makes the difference
- Listening to detect customer “hot buttons”
- Importance of rapid response times
- Single point of customer contact
- Customer call-back responses for improved customer relations
- The customer is always right
- Ten steps to ensure customer service satisfaction
- Building and developing life-time customers

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of successful customer service principles and business skills. In addition, participants will be able to use additional skills to develop and take customer relations and service to the highest levels.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants.  
“World Class Customer Service” – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

This course will be “fun” as well as educational! You learn MORE when you are having fun!



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## Development Training

### Course Details

**Code:** **CS2** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **CUSTOMER SATISFACTION AND RETENTION**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with improved understanding and development of customer relations principles and skills used in building and developing satisfied customer relationships and customer retention.

The topics to be discussed are as follows\*\*:

- Customer attitudes, expectations, and behaviors
- Building and maintaining excellent customer relationships
- Know your customer
- Customer's pre-purchase impression
- Customer's purchase experience
- Customer's post-purchase satisfaction
- Customer loyalty programs
- Five drivers of customer equity
- Customer satisfaction measurement
- Customer loyalty and retention

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of customer relations principles and skills. Participants will be able to use these additional skills to improve customer satisfaction and customer retention.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants.  
"Customer Satisfaction and Retention" – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **CS3** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **IMPROVING YOUR COACHING SKILLS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of effective coaching principles and skills used to lead and develop successful teams and organizations.

The topics to be discussed are as follows\*\*:

- Reasons for coaching
- Opportunities for coaching
- Determining if coaching is a resolution
- Coaching with right considerations
- Successful coaching with feedback
- Coaching cases
- Coaching skills improvement
- Building relationships through coaching
- Coaching for performance improvement

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of successful coaching principles and skills. In addition, participants will be able to use additional skills to more effectively lead and develop successful teams.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. "Improving Your Coaching Skills" – 20 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **HR1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **IMPROVING YOUR HUMAN RESOURCES SYSTEM**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your human resources employees with improved understanding and development of the human resources systems and skills used in qualifying, staff hiring, staff development, as well as the operation of benefits and retirement programs and the HRIS system.

The topics to be discussed are as follows\*\*:

- Critical objectives and priorities
- Increased diversity in the organization
- Improved recruiting techniques
- Suggestions for decreased employee turnover
- Classification system updates and considerations
- Shortening the open requisition process timeframe
- Health and welfare benefits programs
- Pension, retirement, and stock programs
- Successful employee training and development programs
- Employee records and HRIS system
- Key performance improvement success factors

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of business sales principles and skills. Participants will be able to use these additional skills to improve customer rapport, maintain better control of the sales process, and increase sales closures.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. "Increasing Your Sales" – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **LS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **DEVELOPING EFFECTIVE LEADERSHIP SKILLS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 2 Half Days – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of effective leadership principles and skills used to lead and participate in successful teams and organizations.

The topics to be discussed are as follows:

- Leaders or managers
- Leadership and organization
- The qualities of a respected leader
- Understanding and identifying your leadership style
- Learning effective team learning styles
- Building a “shared vision” with your team
- SMART goals and team contract agreement
- Successful and effective team development
- Understanding team motivation and accountability
- Building a positive team environment
- Rewarding positive behavior and accomplishments
- Coaching and performance improvement

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of successful leadership principles and skills. In addition, participants will be able to use additional skills to more effectively lead and participate in successful teams.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There are two (2) presentation packages for this course with handout packages for participants.

“Characteristics of Effective Leaders” – 40 plus pages.

“Developing Your Leadership Skills” – 40 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **MA1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **MASTERING BUSINESS MARKETING**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with improved understanding and development of business marketing principles and skills used in improving your business impact with customers in the marketplace.

The topics to be discussed are as follows\*\*:

- The Marketing Process
- Developing your marketplace image
- Brand development and performance
- All about your customers
- Importance of market analysis
- Sizing up competition and market share
- Marketing strategy development
- Five “Ps” of Marketing
- Effective marketing communications
- Ten steps of a successful marketing plan

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of business marketing principles and skills. Participants will be able to use these additional skills to master business marketing requirements with improved and effective use of marketing communications for increased marketing performance and market share.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. “Mastering Business Marketing” – 40 plus pages.

### Notes:

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## Development Training

### Course Details

**Code:** **MS1** – Contact Dwight Davis for arrangements regarding this course

**Name:** **IMPROVING YOUR MANAGEMENT SKILLS**

**Type:** Team and Personal Skills Development for managers and supervisors (employees also)

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements

**Description:** This course will provide your managers and supervisors with an improved understanding of management principles and skills used to lead successful organizations

The topics to be discussed are as follows:

- Management and organization
- Learning, listening, and leadership
- Goal setting, planning, implementing, and controlling
- Authority, delegation, responsibility
- Successful team building
- Team motivation and accountability
- Feedback and encouragement
- Coaching and performance improvement
- Process improvement and quality
- Managing changes and crises with effective solutions

**Objectives:** Upon successful completion of this training, your managers and supervisors will have an improved understanding of successful management principles and skills. In addition, participants will be able to use additional skills to more effectively build and develop successful teams and organizations

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. "Improving Your Management Skills" – 40 plus pages.

### Notes:

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## Development Training

### Course Details

**Code:** **PS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **PERSONAL COMMUNICATIONS SKILLS**

**Type:** Team and Personal Skills Development for managers and supervisors (employees also)

**Duration:** 2 Half Days – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements

**Description:** This course will provide your employees with a comprehensive understanding of personal communications for both verbal and written skills.

The topics to be discussed are as follows:

- Basic verbal communications – verbal, vocal, visual
- Ability to clearly and concisely express ideas
- Persuading others with communication skills
- Voice, Gestures, Timing, Visual Aids
- Getting more action taken on your recommendations
- Speaking in meetings and before a group
- How to be open for learning and improvement
- Getting over the “fears” of handling personal challenges
- Formulating Action Plans
- Developing your “Point of View” for presentation
- Written communications – memos, reports, and letters

**Objectives:** Upon successful completion of this training, your employees will be able to clearly and concisely express their ideas and thoughts. In addition, participants will be able to use additional skills to more effectively communicate for both verbal and written requirements.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There are three (3) presentation packages for this course with handout packages for participants.

“Personal Communications Skills” – 30 plus pages.

“Basic Verbal Communications” – 20 plus pages.

“Effective Presentation Skills” – 20 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **PS2** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **DEVELOPING EFFECTIVE LISTENING SKILLS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with a comprehensive understanding and importance of effective personal listening skills.

The topics to be discussed are as follows:

- Why effective listening is important
- How to listen effectively
- The process of learning to listen
- Developing the quality of listening
- Effective listening for success
- Understanding other people and points of view
- Listening to help make better decisions
- Importance of active listening
- Characteristics of active listening
- Nine techniques for better listening

**Objectives:** Upon successful completion of this training, your employees will be able to actively and more effectively listen in both individual and group situations. In addition, participants will be able to use additional skills to more effectively listen in team environments to improve communication and make better decisions.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation packages for this course with handout packages for participants. "Developing Effective Listening Skills" – 30 pages.

### Notes:

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## Development Training

### Course Details

**Code:** **PS3** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **ORGANIZATION & PROCESS DEVELOPMENT SKILLS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with a comprehensive understanding of basic organization and process development skills.

The topics to be discussed are as follows:

- Organization – the six core processes
- Values and vision
- Horizontal process and new structure
- Breaking through the organizational gridlock
- Acceptance of personal goals
- The practice of personal mastery
- Effectively working with available resources
- Planning effective work strategies
- Improving personal performance
- Wheel of learning – individual and teams

**Objectives:** Upon successful completion of this training, your employees will be able to have an improved understanding of basic level 1 organization and level 2 process development skills. These skills will help the participants to develop and improve their understanding and function within our organization with improved communications.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation packages for this course with handout packages for participants. "Organization and Process Skills" – 40 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **PS4** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **PERSONAL ORGANIZATION & TIME MANAGEMENT SKILLS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with a comprehensive understanding of personal organization and time management skills.

The topics to be discussed are as follows:

- Taking a personal organizing audit
- The paperwork crisis and solution
- Organization and scheduling priorities
- Delegation and elimination
- The fine art of filing
- The “basics” of time management
- Shaping your workday
- The concentric circles of time management
- Five action steps to increased productivity
- Mastering the time wasters
- Solution for the procrastination problem
- Finding your optimum workstyle

**Objectives:** Upon successful completion of this training, your employees will be able to have an improved understanding of personal organization and time management skills. These skills will help the participants to improve their personal processes and increase their personal productivity

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There are two (2) presentation packages for this course with handout packages for participants.

“Personal Organization Skills” – 19 pages.

“Time Management Skills” – 28 pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **PS5** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **Improving Your Thinking Power – Mental Flexibility  
– Analytical Problem Solving Skills**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with analytical problem solving skills, that will help you “think outside the box” to identify better and improved solutions.

The topics to be discussed are as follows:

- Mental flexibility to adapt to change
- Increasing your perception
- Clarity in observation of facts
- Mind-set and attitude – It’s effect on behavior
- Point of view relative to priorities
- How to get your point across with the facts
- Mental flexibility in our communications with others
- Mind-Map approaches to learning and remembering
- Spontaneous “Thinking on your Feet”

**Objectives:** Upon successful completion of this training, your employees will be able to have increased mental flexibility and ability to “think outside the box.” In addition, participants will be able to use these additional skills to more effectively identify and implement improved solutions to problems.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation packages for this course with handout packages for participants.  
“Building Your Thinking Power – Mental Flexibility” – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **PS6** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **Building Your Thinking Power – The Power of Ideas  
– Creative Problem Solving Skills**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with creative problem solving skills, that will help you “think outside the box” to identify better and improved solutions.

The topics to be discussed are as follows:

- Creative thinking for new, novel, and useful ideas
- Divergent thinking for expansion to a wide focus
- Convergent thinking for reducing to a narrow focus
- Developing your imagination to culture innovative ideas
- Option thinking to assist in problem solving situations
- Opportunity thinking to move to creative solutions
- Creative guesswork to build hypothesis to a solution
- Creating combinations to come out with novel results
- Brainstorming for group creative solutions

**Objectives:** Upon successful completion of this training, your employees will be able to have increased mental flexibility and ability to “think outside the box.” In addition, participants will be able to use these additional skills to more effectively identify and implement improved solutions to problems.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation packages for this course with handout packages for participants.  
“Building Your Thinking Power – The Power of Ideas” – 40 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **PS7** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **PARALLEL THINKING FOR BEST SOLUTIONS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of parallel thinking principles and skills used to lead and develop successful teams to arrive at best solutions at a higher performance rate.

The topics to be discussed are as follows\*\*:

- Six Thinking Hats Methods in a Changing World
- Parallel Thinking
- Six Hats and Thinking Direction
- Six Thinking Hats Considerations and Colors
- The WHITE Hat – Objective with Facts
- The RED Hat – the Emotional View
- The BLACK Hat – Careful and Cautious
- The YELLOW Hat – Sunny and Positive
- The GREEN Hat – Creativity with New Ideas
- The BLUE Hat – the Organizing and Control Hat

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**\*\*\* Derived from the licensed “Six Thinking Hats” - CoRT Thinking Program by Edward De Bono**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of successful parallel thinking principles and skills. In addition, participants will be able to use additional skills to more effectively lead and develop successful teams to achieve the best solutions at a higher performance rate.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. “Parallel Thinking for Best Solutions” – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

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## Development Training

### Course Details

**Code:** **QS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **SIX SIGMA SUCCESS STRATEGY**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of Six Sigma quality principles and skills used to lead and develop successful teams and organizations.

The topics to be discussed are as follows\*\*:

- Quality Programs and Systems
- Five Major Strategic Business Objectives
- Key Process with Owner's Criterion
- Customer Requirements Considerations
- The Core of Six Sigma
- The Five Steps of Six Sigma Tactics
- Ten Technical Tools to Improve Sigma Performance
- Ten Other Tools to Assist in the Process
- Summary

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of successful Six Sigma principles and skills. In addition, participants will be able to use additional skills to more effectively lead and develop successful teams to achieve Six Sigma performance.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants.  
"Six Sigma Success Strategy" – 30 plus pages.

### Notes:

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## Development Training

### Course Details

**Code:** **SP1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **EFFECTIVE SUCCESSION PLANNING**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of Succession Planning principles and skills used to lead and develop successful teams and organizations.

The topics to be discussed are as follows\*\*:

- The Company Advantages
- Effective Succession Planning
- Establishing a Solid Plan
- Case Studies and Considerations
- Critical Imperatives for Success
- Action Plan Model Template
- Succession Planning Schedule Template
- Succession Planning Evaluation Tools
- Lessons Learned
- Top Five for Effective Succession Planning

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of effective Succession Planning principles and skills. In addition, participants will be able to use additional skills to more effectively lead and develop a Succession Management Plan to achieve a successful and functioning succession program.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. "Effective Succession Planning" – 20 plus pages.

### Notes:

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## Development Training

### Course Details

**Code:** **SS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **INCREASING YOUR SALES**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with improved understanding and development of business sales principles and skills used in qualifying, presenting, demonstrating, and closing successful product and services sales.

The topics to be discussed are as follows\*\*:

- Sales consistency day-by-day every day
- Twelve characteristics for selling success
- Meet and greet with customer qualification
- Customer presentations and demonstrations
- Taking command with leading questions
- Creating the selling climate
- Preparation and response to objections
- The art of closing
- Referrals and prospecting with success
- Customer follow-up and customer service

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of business sales principles and skills. Participants will be able to use these additional skills to improve customer rapport, maintain better control of the sales process, and increase sales closures.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants. "Increasing Your Sales" – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

This course will be "fun" as well as educational! You learn MORE when you are having fun!



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## Development Training

### Course Details

**Code:** **TS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **EFFECTIVE TEAM PERFORMANCE IMPROVEMENT**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your managers and supervisors with an improved understanding of management and employee skills used to build and develop successful and effective team organizations with performance improvement.

The topics to be discussed are as follows\*\*:

- Building productive team relationships
- Principles of interactive management
- Increasing employee on-the-job effectiveness
- Understanding people
- Developing interactive communication skills
- Positive reinforcement skills
- Managers – cautions and correction
- Employee and subordinate – cautions
- A learning organization
- Reward and recognition for reinforcement

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your managers, supervisors, and employees will have an improved understanding how to develop, build, and maintain successful teams and organizations with increased effectivity and performance improvement.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation packages for this course with handout packages for participants. "Effective Team Performance Improvement" – 40 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

This course will be "fun" as well as educational! You learn MORE when you are having fun!