



Dwight Davis
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Development Training

Code / Course Title	Duration	Main Topics Discussed – Summary
CS1 WORLD CLASS CUSTOMER SERVICE	1 Half- Day	Putting your customer first; Improving customer first impressions; Courtesy, concern and confidence counts; Straightforward communications, Detecting customer “hot buttons”; Rapid response times; Improved customer relations; Ten steps for customer satisfaction.
CS2 CUSTOMER SATISFACTION AND RETENTION	1 Half- Day	Customer attitudes, expectations, and behaviors; Excellent customer relationships; Know your customer; Customer’s impression, experience, and satisfaction; Customer loyalty programs: Five drivers of customer equity; Customer satisfaction, loyalty, and retention.
CS3 IMPROVING YOUR COACHING SKILLS	1 Half- Day	Reasons for coaching; Opportunities for coaching; Coaching for resolution; Coaching with right considerations; Successful coaching feedback; Coaching cases for skills improvement; Building relationships through coaching; Coaching for performance improvement.
HR1 IMPROVING YOUR HUMAN RESOURCES SYSTEM	1 Half- Day	Critical priorities; Increased diversity; Improved recruiting techniques; Decreased employee turnover; Classification system considerations; Shortening the open requisition timeframe; Benefit programs purpose; Successful employee development; Key performance improvements.
MA1 MASTERING BUSINESS MARKETING	1 Half- Day	The marketing process; Developing your marketplace image; Brand development and performance; All about your customers; Market analysis; Sizing up the competition; Five “Ps” of marketing; Effective marketing communications; Ten steps for marketing plan.
PS7 PARALLEL THINKING FOR BEST SOLUTIONS	1 Half- Day	Six Thinking Hats (STH) method; parallel thinking advantage; STH and thinking methods; STH considerations and colors; Objective with facts method; Careful and Caution method; Sunny and positive method; Creativity with new ideas; The organizing and control hat.
QS1 SIX SIGMA SUCCESS STRATEGY	1 Half- Day	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 improvement tools; Other tools; Summary.
SP1 EFFECTIVE SUCCESSION PLANNING	1 Half- Day	The company advantage; Effective succession planning; Establishing a solid plan; Case studies and considerations; Critical imperatives for success; Action plan model template; Schedule template; Succession planning evaluation tools; Lessons learned; Top five to be effective.
SS1 INCREASING YOUR SALES	1 Half- Day	Sales consistency; Twelve characteristics for selling success; customer meet and greet with qualification; presentations and demonstrations; Taking command with leading questions; Creating sales climate; Art of closing; Referrals; Prospecting; Customer service.



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LS1 DEVELOPING EFFECTIVE LEADERSHIP SKILLS	2 Half-Days	Leaders or managers; Leadership and organization; The qualities of a respected leader; Leadership style; Shared team vision; SMART goals; Effective team development; building a positive environment; Rewarding positive behavior; Coaching & performance improvement.
MS1 IMPROVING YOUR MANAGEMENT SKILLS	1 Half-Day	Management and organization; Learning, Listening, Leadership; Goal setting, planning, implementing, and controlling; Authority, delegation, responsibility; Successful team building; Motivation and accountability; Feedback; Coaching; Managing changes and crises.
PS1 PERSONAL COMMUNICATIONS SKILLS	2 Half-Days	Verbal, vocal, visual communications; Clear and concise expression; Persuading others; Voice, gestures, timing, visual aids; More action taken on your recommendations; Speaking before a group; Open for improvement; Getting over fears; Developing point of view; Letters.
PS2 DEVELOPING EFFECTIVE LISTENING SKILLS	1 Half-Day	Why effective listening is important; How to effectively listen; Process of learning to listen; qualities of listening; successful listening; Understanding other people and points of view; Importance of active listening; Characteristics; Nine techniques for better listening.
PS3 ORGANIZATION AND PROCESS DEVELOPMENT SKILLS	1 Half-Day	Organization – the six core processes; values and vision; Horizontal process and new structure; Breaking through the organizational gridlock; Personal goals; Personal mastery; Available resources; Effective work strategies; Personal performance improvement.
PS4 PERSONAL ORGANIZATION & TIME MANAGEMENT SKILLS	1 Half-Day	Personal organizing audit; Paperwork crisis and solution; Scheduling priorities; Delegation and elimination; Art of filing; Basics of Time Management; Five action steps to increased productivity; mastering the time wasters; Solving procrastination; Your optimum workstyle.
PS5 Improving Your Thinking Power – Mental Flexibility – Analytical Problem Solving Skills	1 Half-Day	Mental flexibility to adapt to change; Increasing your perception; Clear observation of facts; Mind-set and attitude; View of priorities; Getting your point across with facts; Mental flexibility with others; Mind-map approaches to learning; Spontaneous thinking.
PS6 Building Your Thinking Power – The Power of Ideas – Creative Problem Solving Skills	1 Half-Day	Creative thinking for new, novel, and useful ideas; Divergent thinking – wide focus; Convergent thinking – narrow focus; Developing imagination; Option thinking for solutions; Opportunity thinking for solutions; Combination thinking; Brainstorming for group ideas.
TS1 EFFECTIVE TEAM PERFORMANCE IMPROVEMENT	1 Half-Day	Building productive team relationships; Interactive management; Increasing effectiveness; Understanding people; Developing interactive communications skills; Positive reinforcement skills; Managers and employee – cautions; A learning organization.