



## The PAR Group Leadership Training Programs: An Overview

The PAR Group offers seven leadership training and coaching programs that focus on the skills involved in leadership and on how to implement those skills fluently. Each program:

- Helps individuals and organizations obtain measurable, quantifiable results
- Ranges from one to three days in length
- Is taught at the client's location
- Features hands-on exercises and PAR's award winning video productions and training tools.

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### **COACHING: Leadership Skills for Managers & Supervisors**

A three-day training program, *COACHING: Leadership Skills for Managers & Supervisors* focuses on the special coaching skills needed to inspire people to commit to outstanding performances. Managers and supervisors from all disciplines will benefit from this program which shows participants how to use the PAR leadership skills and gain an immediate sense of success and confidence. Conducted in a hands-on classroom environment of coached applications and instant feedback, this program covers leadership and influencing skills in the context of management and supervisory responsibilities.

### **PAR Sales Training**

During a *PAR Sales Training* work session, which runs two and one-half to three days, participants receive coaching on a unique set of leadership, customer relations, sales and influencing skills, rather than sales tactics. Because they practice those skills by selling real business improvement recommendations to each another, participants are able to put the skills immediately to use and produce measurable and tangible business results.

### **Leadership and Teamwork**

Every member of an organization can benefit from this three-day skill development program. This application focuses on improving leadership, increasing teamwork and cooperation, and driving tangible business results throughout an organization. PAR clients report that, after this training, they see greater cooperation, more business improvement ideas implemented, more effective work groups and greater customer satisfaction.

### **Everyone's A Customer I**

Designed for customer contact people and for those who support customer service or sales people, this integrated two-day program helps organizations measurably improve sheer competence at internal or external customer service, teamwork and communication. After completing this hands-on training, participants become visibly and measurably more skillful at obtaining and serving customers. *Everyone Is A Customer I* is also useful for culture change applications, work teams and process improvement teams.

### **Everyone's A Customer II**

This course is the three day leadership version of *Everyone's A Customer I*. This expanded version is coached in a special meeting format that is focused on implementing real work. Ideal for internal or external customer service managers and team members, *Everyone's A Customer II* is for anyone who needs the buy-in and support of others.



**Listening: The Key to Teamwork**

In this one-day course, participants discover the natural link between listening and teamwork in a business environment. This program is designed to increase listening, communication and teamwork skills within an organization. While appropriate for all audiences, this course particularly benefits work team members and people in internal or external customer service.

**Listening for Teamwork**

A one-day, highly visual program, *Listening for Teamwork*, is designed to improve listening skills, communication, problem-solving, and teamwork for all employees. The course combines listening with the skills that put the "team" and the "work" into teamwork. PAR's visual approach makes it especially effective with participants who learn by doing.