

TRAINING SOLUTIONS 2012

Zeder Group Customizable Programs will provide you with the latest solutions to your Business and Operational Concerns

OUR **BIG 5** ARE LISTED BELOW:

HR EXCELLENCE

TALENT ACQUISITION & RETENTION | PERFORMANCE MANAGEMENT | TRAINING & DEVELOPMENT | EMPLOYEE RELATIONS

PERSONAL DEVELOPMENT

ANGER & STRESS MANAGEMENT | TIME MANAGEMENT | PUBLIC SPEAKING | PRESENTATION SKILLS
| NETWORKING ESSENTIALS | CREATIVE PROBLEM SOLVING & CONFLICT RESOLUTION

MANAGEMENT ESSENTIALS

FIRST TIME MANAGER | EFFECTIVE BUSINESS MEETINGS | COMMUNICATE WITH IMPACT | LEADING TEAMS

ADVANCED LEADERSHIP

MANAGING ORGANIZATIONAL CHANGE | LEARNING ORGANIZATION | EMERGING LEADERS
| WIN-WIN NEGOTIATION | TRAIN THE TRAINER | THE ART & SCIENCE OF LEADERSHIP

SALES & CUSTOMER SERVICE

SALES FUNDAMENTALS | THE CUSTOMER-CENTRIC ORGANIZATION | CALL CENTER TRAINING | PHONE SKILLS

For more details please visit www.zedergroup.com
Or e-mail us on training@zedergroup.com