

THE NORTHWEST BOARDROOM

SALES / LEADERSHIP / PROFESSIONAL DEVELOPMENT

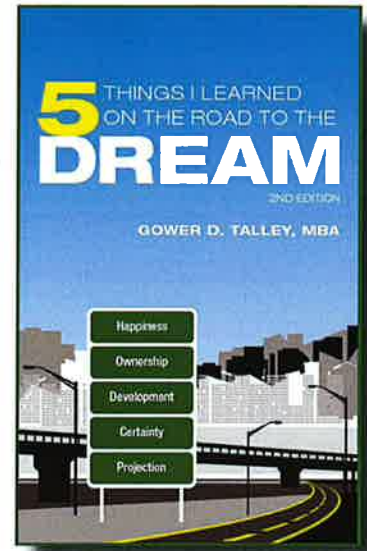


Course Catalog
2010-2011

THE NORTHWEST BOARDROOM

The Northwest Boardroom is an organization that helps people and organizations achieve performance excellence and professional development through **high impact – results oriented** training. The Northwest Boardroom hosts open forum workshops on leadership, management, sales and professional development. Boardroom facilitators support organizations of all sizes and types by creating tailored training and development solutions designed to facilitate your unique goals and then delivering them in house, at our facility or at a coordinated location. The Northwest Boardroom combines world class curriculum and expert facilitation with a broad range of experience so as to create a training experience unlike any other - bringing you measurable results.

The Northwest Boardroom is a Partner level member of the Portland Business Alliance.



THE BOARD

The Board at The Northwest Boardroom is a group of community leaders who are at the heart of The Northwest Boardroom experience. The Board is first a curriculum advisory board providing guidance and feedback from a real world perspective that augments the world class academic material. Board members also serve as *In Seminar* keynote speakers, adjunct facilitators, and they represent The Northwest Boardroom and the general concept of *excellence through development* in their communities.

PRESIDENT- GOWER D. TALLEY, MBA



Gower Talley is a member of the American Society for Training and Development, MENSA and the Veterans of Foreign Wars -

Gower has served as a regional Training Manager, a state level Marketing Director, owner and president of a seven figure retail operation and is a Desert Storm Veteran. He is the winner of a national entrepreneurial contest, has appeared on "Fox and Friends" and is the author of the personal development book *5 Things I Learned on the Road to the Dream* (released internationally Dec 2008). Gower also presents an exciting keynote address based on the material from his book called *The 5 Choices* (please call The Northwest Boardroom for availability and scheduling.) Over the past 25 years Gower has developed and conducted training programs on topics ranging from cold war era (European theater) nuclear security to account generation sales to leadership development. A lifelong learner himself, Gower is currently pursuing a PhD in Organizational Leadership. Gower is a dynamic speaker and trainer who personally facilitates many of the programs conducted through The Northwest Boardroom.

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Effective Supervisory Skills

A Great Leader Inspires Others to find Confidence in Themselves.

Understanding the Role of the Supervisor

Supervisors play a key role in any organization. They are responsible for creating a link between upper management and front-line employees, and have a dramatic impact on employee performance and behavior.

In this full day program your supervisors will gain an understanding of their role in the organization and acquire knowledge of the legal issues and liabilities facing supervisors. Afterward, they will have a desire to develop more effective supervisory skills and leadership competencies.

Part 1: The Effective Supervisor

- Identify the top ten mistakes of new supervisors
- Identify competencies necessary for success
- Identify individual strengths and opportunities for improvement
- Develop ideas and a plan to improve your individual competencies

Part 2: Legal Considerations for New Supervisors

- Identify a supervisor's legal responsibility
- Discuss aspects of the employment relationship

Part 3: Leadership and Vision

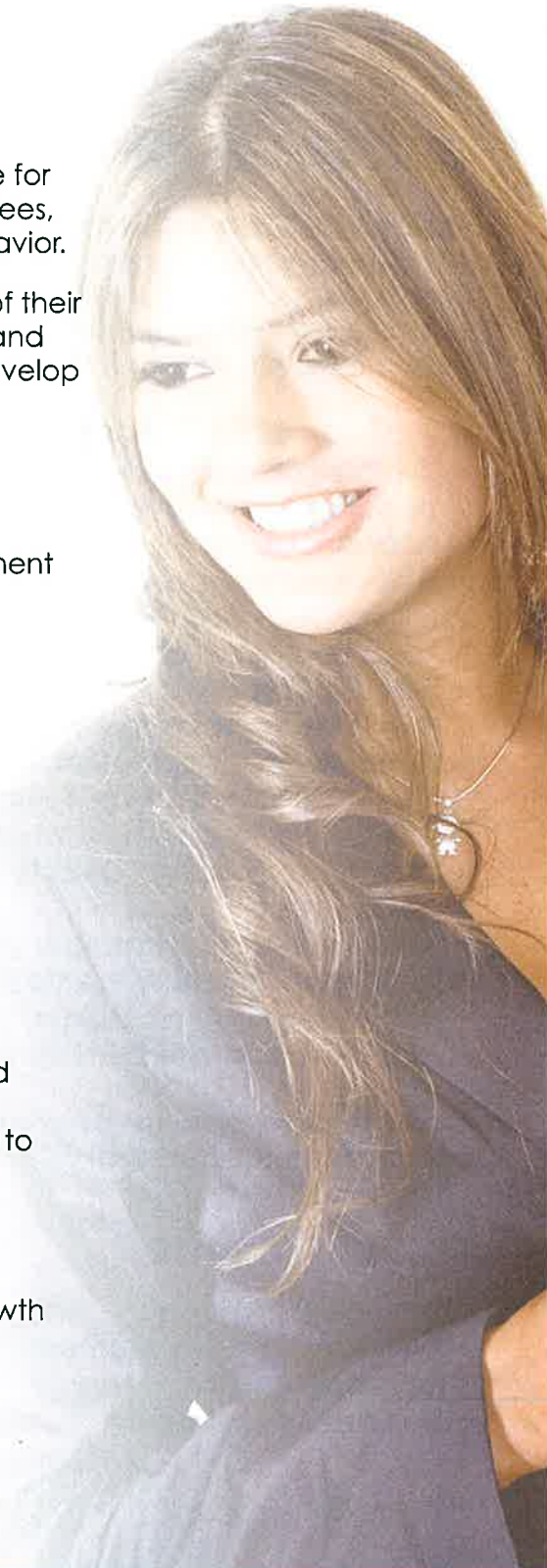
- Identify the role of vision in leadership
- Identify the key characteristics of an effective vision
- Create a personal leadership vision statement

Part 4: Motivating Others

- Identify a model of motivation
- Identify the differences and similarities between values and beliefs
- Practice developing "win-win" situations when attempting to change others' behaviors

Part 5: Enhancing Your Supervisory Skills

- Write a personalized action plan
- Complete a performance plan to assist in professional growth and development



Customer Service

In Reality, Goods and Services aren't Sold; Products and Services are Bought by Customers.

Customer Service: A Strategic Advantage

Leaders in today's rapidly changing business world have determined that there is more to success than catchy advertising campaigns. Whether it is a business, a professional practice, a health care facility or a government agency, success comes to organizations that are dedicated to looking after their customers. Quality alone is not enough.

High-performance organizations have realized that their proactive approach to employee skills development helps them leverage customer service as a strategic advantage.

In this first module you will:

- Define a version of customer service
- Discover customer expectations
- Recognize the customer experience
- Enhance customer service skills

Coaching Customer Service

Effective customer service coaches focus their attention on monitoring performance, providing feedback and recognizing accomplishments. They direct their attention to every level of customer service delivery, working with superstars as well as low performers to improve their customer service skills.

Organizations that place high value on attracting new customers, dazzle customers with their superior services and keep them long term, value the role that coaching plays in developing their workforce.

Topics Include:

- Understanding customer service coaching
- Developing customer service coaching techniques
- Coaching customer service personnel
- Enhancing customer service coaching skills

