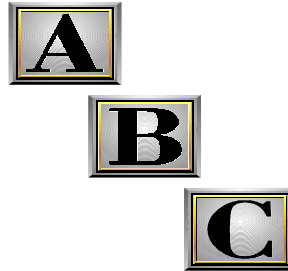


Learning LAB Associates “Turnkey” Training Programs

It’s easy as “A, B, C”

Save time & money by Purchasing Learning LAB “turnkey” Training Programs

Everything you need to deliver tested, proven & highly interactive workshops is in our Facilitator Kits



Purchase Learning LAB’s interactive training workshops as “turnkey” training programs with everything you need to deliver training in-house. In addition to a proven interactive workshop, there are **NO** required site license fees. Reproduce the training materials and deliver the training whenever and wherever you want.

Each workshop has a complete Facilitator Kit that includes:

- Facilitator outline
- Facilitator script
- Media suggestions
- Participant guide
- All interactive learning activities, i.e. video scenarios & debriefings, case studies, role plays, personal profiles, assessments, inventories, writing & editing exercises, checklists, guidelines, etc.
- Power Point slideshow (to use as a computer generated slide show or use to make overhead transparencies)
- Workshop evaluation form

Have training available when you need it. Learning LAB workshops keep your “training doors” open

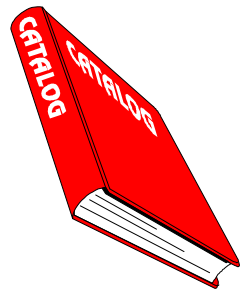


Contact us at lynnann@trainlab.com if you don’t see your topic here. We are adding new workshops monthly. Volume discounts offered on purchase of three or more “turnkey” training programs.



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Learning LAB Associates Training Programs for Purchase



Speak Well Workshops (Presentation & Public Speaking Skills)

- Tips & Techniques to Present Like a Pro (1 or 2 days - Presentation Skills [Basic or Advanced])

Write Well Workshops (Writing Skills)



- Effective Business Writing (1 day – Write clear, concise, credible memos, letters, e-mail, minutes of meetings)
- Modern Business Grammar (1/2 day – Avoid the 9 most common mistakes in business grammar today)
- Writing Winning Proposals (2 days – Write proposals that win in the private sector)
- Technical Writing (2 days – Use our 8-step process to write policies, procedures, and user manuals, includes planning guidelines and a tool to estimate the time required for your documentation project)
- Instructional Design & Course Development (2 days – Use our 6-step process to develop the right course for the right people at the right time)
- Instructional Design for Web-based Training & e-Learning (2 days – Use our 6 step process and format to develop web-based training)

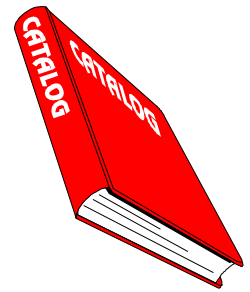
Sell Well Workshops (Sales Skills)



- Marketing by Referrals & Endorsements (1 day – Enable and help your customers sell “you”)
- Creative Telephone Selling Techniques (1 day – Sell quickly and easily over the telephone)



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Team Building Workshops (Working Effectively in Teams)

- Beginning your Effective Work Team (1/2 day – Create a team mission statement, critical success factors, charter, norms, boundaries, and performance objectives)
- Visioning and Goal Setting (1/2 day – Create a team vision and set team S.M.A.R.T. goals)
- Effective Communication Skills (1/2 day – Identify your dominant communication style and learn to adapt to communicate effectively with team members whose styles differ from yours)
- Escape from the Black Hole (1/2 day – Facilitate, participate, and scribe effectively in meetings – techniques to keep meetings short and productive)
- Creative Problem Solving Techniques (1/2 or 1 day – Use our 5 techniques to solve problems creatively in groups)
- Conflict Management Skills – (1/2 day – Identify your dominant mode of handling conflict and learn to use other modes depending on the situation)
- Active Listening Skills –1/2 or 1 day – (Identify your natural listening approach and use other approaches depending on the situation. Learn the four skills in Active Listening)

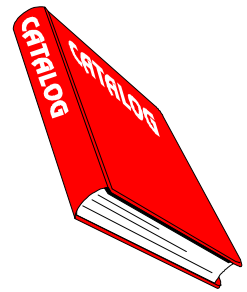
Human Resources Training (Important HR Issues)



- Coaching for Performance Improvement (1/2 or 1 day – Learn to train and orient employees to the realities of the workplace and help them to remove barriers to the optimum work experience)
- Sexual Harassment – Recognize and Avoid It! (1/2 or 1 day – Identify perceptions and assumptions that lead to sexual harassment and learn how to avoid “iffy” situations)
- Work Rage Prevention (1/2 or 1 day – Identify predictors of violence and learn practical intervention techniques)
- The Positive Interviewing Process (1/2 or 1 day – Create a positive interview environment and learn behavioral and situational interviewing techniques)
- The Customer Isn't Always Right – But He Is Still the Customer (1 day – Create customers for life; handle difficult situations effectively)



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Human Resources Training (Important HR Issues)

- Customer Service Over the Telephone (1 day – Create customers for life over the telephone)
- Dressing Casually, Yet Professionally (1/2 or 1 day – Discover the difference between “business casual” and “social casual.” Create a professional image when dressing in “business casual”)

Personal Profiles & Assessments

Learning LAB Associates is a distributor of Inscape Publishing (formerly Carlson Learning Company) personal profiles, assessments, and training programs. Contact us at lynnann@trainlab.com for the lowest prices on these valuable tools and accompanying training programs:

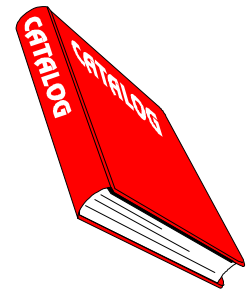
Personal Profiles, Assessments & Inventories (Tools to Understand Yourself & Others)



- DiSC Personal Profile 2800 Series® (Identify your dominant behavior, communication & work style; a plan to understand yourself and others)
- Managing Work Expectations & Transforming Attitudes® (Identify your role in the organization and your personal expectations in that role)
- Time Mastery (Time Management) Profile® (Identify your strengths and areas of improvement in 12 key areas including scheduling, priorities, delegation, procrastination, meetings, and paperwork)
- Personal Listening Approaches Profile® (Discover your personal approach to listening & learn to match your approach to communication needs)
- Discovering Diversity Profile® (Build the bridge to understand, appreciate, and work well with diversity)
- Dimensions of Leadership Profile® (Identify the twelve dimensions of leadership including inspiring others, problem solving, team building, collaboration, and enthusiasm. Discover your leadership potential)
- Coping & Stress Profile® (Identify your stress factors in four areas of life and learn new coping mechanisms to decrease day-to-day stress)



2008 Course Catalog



Action Planners
(Tools to Work More Efficiently &
Effectively)

- DiSC Management Action Planner® (Become a better manager by developing positive management strategies)
- DiSC Sales Action Planner® (Increase sales results by creating successful sales strategies. Identify your customer's "comfort zone", open the call, present, negotiate, and close the sale)
- DiSC Customer Service Action Planner® (Increase customer satisfaction by identifying your customers' DiSC dimensions of behavior and their preferred approaches to communication and problem solving)