



Richland College, 2005 Recipient of the Texas Award for Performance Excellence and the 2005 Malcolm Baldrige National Quality Award

### ABOUT THE TRAINING

As the leading provider of AchieveGlobal training in Texas and in the top five nationwide,\* Richland College can help you invest in your company's greatest asset - its employees.

Using a variety of specially designed, award-winning training modules, AchieveGlobal course content addresses issues critical to the value systems of companies. Employees and managers are taught Key Actions to address workplace issues on topics such as *Resolving Conflicts Within Your Team, Providing Constructive Feedback, Developing Others, and The Principles and Qualities of Genuine Leadership.*

Modules are 4 hours in length and can be purchased individually or as a System. Every module is facilitated by an AchieveGlobal-certified trainer provided by the college.

Please contact your Richland College representative for pricing and additional course information or to request a consultation meeting with Corporate Services staff and AchieveGlobal facilitators to personally discuss your company needs.

**Konley Kelley**  
Assistant Dean  
Richland College  
Corporate Services  
(214) 360-1222  
kkelley@dccd.edu  
www.richlandcollege.edu

*Richland College is an equal opportunity institution*

*\*source: AchieveNet*



achievetglobal

## Customer Service Training

achievetglobal SYSTEMS and MODULES

## Leadership Teambuilding

### Achieving Results Through Genuine Leadership™

- Building Team Pride & Purpose
- Developing Team Agility: Day-to-Day Tools
- Resolving Conflicts Within Your Team
- Negotiating Resources for Your Team
- The Principles & Qualities of Genuine Leadership
- Providing Constructive Feedback
- Developing Others
- Giving Recognition
- Planning Performance Discussions
- Clarifying Performance Expectations
- Correcting Performance Problems
- Conducting Performance Reviews
- The Hallmarks of Supervisory Success
- Delegating for Shared Success
- Listening in a Hectic World
- Speaking to Influence Others
- Addressing Emotions at Work
- Resolving Conflict with Peers

• **Activating Change NEW!**

### Achieving Stellar Service Experiences™

- Reaching for Stellar Service
- Caring for Customers
- Healing Customer Relationships
- Dazzling Your Customers
- Guiding Customer Conversations
- Teaming up for Seamless Service
- Serving a World of Customers
- Developing Others
- Giving Constructive Feedback
- Recognizing Others

### WorkSkills™

- What it Takes to Succeed
- Getting the Information You Need
- Speaking with Confidence
- Positive Responses to Change
- Diffusing Emotionally Charged Situations
- Helping Your Team Work
- Managing Life Outside of Work: Handling Emergencies and Resisting Temptations

*\*Also available in Spanish*

AchieveGlobal® Summary Sheets are available upon request for any module

**Richland College,**  
Recipient of AchieveGlobal's  
**2005 Most Valuable Partner Award**