



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>



SCHEDULE TITLE: 00CORP – Professional Service Schedule
FSC GROUP: U006

CONTRACT NUMBER: GS00F226DA

CONTRACT PERIOD: July 20, 2016 through July 19, 2021

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

CONTRACTOR:

Elevate USA, Inc.
1606 Jackson Street
Philadelphia, PA 19145-3821
Phone number: (646) 415-8713
Fax number: (215) 359-0595

CONTRACTOR'S ADMINISTRATION SOURCE: Ellen Engel

BUSINESS SIZE: Small Business, Woman Owned Small Business

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
874-4	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration Learning Management, Internships

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** N/A

1c. **COURSE RATES:** see table below

2. **MAXIMUM ORDER*:** \$1,000,000

3. **MINIMUM ORDER:** Minimum number of participants varies per course

4. **GEOGRAPHIC COVERAGE:** All countries, training in English

5. **POINT(S) OF PRODUCTION:** USA

6. **DISCOUNT FROM LIST PRICES:** All prices listed below are Net.

7. **VOLUME DISCOUNT(S):**

An additional volume discount of 1% off all orders are at or above \$100,000,
An additional volume discount of 1.5% off for all orders are at or above \$150,000,
An additional volume discount of 2.0% off for all orders are at or above \$300,000,
An additional volume discount of 2.5% off all orders are at or above \$350,000,
An additional volume discount of 3.0% off for all orders are at or above \$400,000,
An additional volume discount of 3.5% off for all orders are at or above \$450,000,
An additional volume discount of 4.0% off for all orders are at or above \$500,000,
An additional volume discount of 4.5% off for all orders are at or above \$550,000,
An additional volume discount of 5.00% off for all orders are at or above \$600,000,
An additional volume discount of 5.5% off for all orders are at or above \$700,000,
An additional volume discount of 6.0% off for all orders are at or above \$800,000,
An additional volume discount of 6.5% off for all orders are at or above \$850,000,
An additional volume discount of 7.0% off for all orders are at or above \$900,000

8. **PROMPT PAYMENT TERMS:**
2% discount if paid by day of training

9a. **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

9b. **Government Purchase Cards are accepted above the micro-purchase threshold.**

10. **FOREIGN ITEMS:** N/A

11a. **TIME OF DELIVERY:** One month to produce the program

11b. **EXPEDITED DELIVERY:** It is preferred to allow for one month to produce the program. However, delivery can be made in two weeks.

- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** N/A
- 11d. **URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** PO Box 10716, Pompano Beach, FL 33061
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. **PAYMENT ADDRESS:** PO Box 10716, Pompano Beach, FL 33061
15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** N/A
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** N/A

25. DUNS NUMBER: 967527578

26. Contractor has an active registration in the SAM database

OFF THE SHELF TRAINING PROGRAMS and SPECIAL/UNIQUE LEADERSHIP PROGRAMS

SIN(s) Proposed	Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	Price Offered to GSA (including IFF)
874-4	Custom Program Design and Development (includes instructor led training and online training)	n/a	15	40	Hour	\$ 74.58
874-4	Anger Management (Custom pkg program - instructor led)	1 day	15	40	person	\$ 100.00
874-4	Cultural Sensitivity (Custom pkg program - instructor led)	1 day	15	40	person	\$ 100.00
874-4	Taxi English (Custom pkg program - instructor led)	1 day	15	40	person	\$ 100.00
874-4	Title 31 (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	Business Practices (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	City Geography (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	Customer Service (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	Diversity (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	Special Needs (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	Building Relationships (Custom pkg program -online)	n/a	15	40	person	\$ 80.00
874-4	DiSC® (Customer pkg program-behavior assessment)	n/a	15	40	person	\$ 70.00
874 4	10 Essential Skills for Today's New Supervisor	1 day	5	30	day	\$ 2,512.54
874 4	10 Golden Rules of Time Management	1 day	5	30	day	\$ 2,512.54
874 4	ABC: Always Be Closing	1 day	5	30	day	\$ 2,512.54
874 4	Adobe Creative Suite Overview	1 day	5	30	day	\$ 2,512.54
874 4	Adobe Dreamweaver	1 day	5	30	day	\$ 2,512.54
874 4	Adobe Flash	1 day	5	30	day	\$ 2,512.54

SIN(s) Proposed	Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	Price Offered to GSA (including IFF)
874 4	<i>Adobe Illustrator</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Adobe InDesign</i>	3 day	5	30	day	\$ 2,512.54
874 4	<i>Adobe Photoshop</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Anger Management</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Basic Tools for Process Improvement</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Be the Best Supervisor</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Become a Master Public Speaker (Advanced) II</i>	2 day	5	30	day	\$ 2,512.54
874 4	<i>Become a Master Public Speaker I</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Breaking Through to Tangible Goals</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Briefing Strategies</i>	2 day	5	30	day	\$ 2,512.54
874 4	<i>Business Planning Workshop</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>Business Protocol and Etiquette</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Business Writing & Mistake Free Grammar (2 day)</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Change Anything</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Change Management</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Closing the Sale</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Coaching Skills for Managers & Supervisors</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Communicating with Tact & Professionalism</i>	2 day	5	30	day	\$ 2,512.54
874 4	<i>Communication Skills for Women</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Computer Accessibility</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Conflict Management & Resolution</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Contemporary Email</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Creative Leadership for Managers</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Critical Thinking & Creative Problem Solving</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Criticism & Discipline for Managers & Supervisors</i>	1 day	5	30	day	\$ 2,512.54

SIN(s) Proposed	Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	Price Offered to GSA (including IFF)
874 4	<i>Crucial Accountability</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Crucial Conversations</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Dealing With a Difficult Workforce</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Dealing with Criticism & Discipline</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Dealing With Difficult People</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Develop Effective Surveys & Questionnaires</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>DISC Behavior Profile</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Diversity in the Workplace</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Dress For Success</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Effective Business Writing, Grammar & Proofreading</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Effective Meetings</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Effective Teams</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Elevator Speeches that Work</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Emotional Intelligence</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Essential Skills for First Time Supervisors</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Ethics in the Workplace</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Excellent Customer Service</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Facilitation Skills</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Financials for Non-Financial People</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Financials Made Easy</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>First Impressions — The Receptionist</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>FMLA – The Family Medical Leave Act</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Generating & Qualifying Internet Leads</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Generational Blending in the Workforce</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Generations in the Workforce</i>	1 day	5	30	day	\$ 2,512.54

SIN(s) Proposed	Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	Price Offered to GSA (including IFF)
874 4	<i>Grammar & Proofreading The Fun Way</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>HIPPA</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>How to Be a Great Assistant</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>How to Communicate & Collaborate on a Team</i>	2 day	5	30	day	\$ 2,512.54
874 4	<i>How to Legally Terminate Employees with Attitude Problems</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>HR Law</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Human Resources Management</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Influencer</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Innovation—Everybody's Business</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>International Business Protocol</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Interviewing & Hiring the RIGHT People</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Interviewing Sills</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>It's a Small World—Advanced Networking Skills</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>John Kotter's 8 Steps "To Do" Change</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Jump Start Your Business</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Just Jump—Innovation</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Leading When Not In Charge</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Managing Emotions Under Pressure</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Managing Multiple Priorities</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Managing Your Manager</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Memory Power</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Microsoft Access (I-III)</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>Microsoft Excel (I-III)</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>Microsoft Office Suite Overview</i>	5 days	5	30	day	\$ 2,512.54
874 4	<i>Microsoft Outlook</i>	1 day	5	30	day	\$ 2,512.54

SIN(s) Proposed	Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	Price Offered to GSA (including IFF)
874 4	<i>Microsoft Power Point</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Microsoft Word (I-II)</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Multiple Projects & Tight Deadlines</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Networking 101</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Performance Management, Coaching, and Discipline</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Personnel Law for Managers</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Plan a Master Event</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Presentation Skills I</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Presentation Skills II</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Process Improvement</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Project Management I</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Project Management II</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Project Management III</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>Project Management Leadership</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>Promoting Respect in the Workplace</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Reader-Centric Writing</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Reasonable Accommodation with ADA</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Remain Stress Free & Healthy</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Root Cause Analysis & Problem Solving</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Safety, OSHA & Workers' Comp</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Sales & Use Tax</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Satisfaction Guaranteed Customer Service</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Search Engine Optimization</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Seven Phone Calls Networking</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Sexual Harassment Training for Employees</i>	1 day	5	30	day	\$ 2,512.54

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874 4	<i>Sexual Harassment Training for Managers</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Sexual Harassment: Promoting Respect in the Workplace</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>SharePoint (I-III)</i>	3 days	5	30	day	\$ 2,512.54
874 4	<i>Six Secrets to Thinking On Your Feet</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Skillful Listening</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Smart Hiring Skills: Recruiting</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Social Media Marketing</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Speak with Clarity & Confidence</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Stress Management</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Substance Abuse Training for DOT</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Successful Performance Management</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Team Building & Coaching</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Teambuilding, Mentoring, & Coaching</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Technical Writing</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Techniques of the Great Administrative Professionals (I)</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Techniques of the Great Administrative Professionals (II)</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Techniques to Become an Excellent Mentor</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Terrific Telephone Skills</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>The Art of Self Promotion</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>The Importance of Elevator Speeches</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>The Secrets to Financial Success</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Thought Patterns for High Performance</i>	2 days	5	30	day	\$ 2,512.54
874 4	<i>Train the Trainer I</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Train the Trainer II</i>	1 day	5	30	day	\$ 2,512.54

SIN(s) Proposed	Course Title	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	Price Offered to GSA (including IFF)
874 4	<i>Transitioning from Staff to Supervisor</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Unacceptable Employee Behavior</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Working in a Multi-Cultural Workplace</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Working the Room</i>	1 day	5	30	day	\$ 2,512.54
874 4	<i>Writing for the Marketplace</i>	1 day	5	30	day	\$ 2,512.54

NOTES:

- A. All speaking fees include the development and design, facilitation, handouts sent by email, training materials, and travel expenses.
- B. Training and speaking fees are at the full day rate regardless of the time for the program.
- C. Trainer can repeat a morning program in the afternoon, or present another 1/2 day topic.
- D. Terms are 50% deposit due to reserve training date with balance of fees due on or before the training or speaking date. The deposit only to new customers.
- E. Special payment arrangements can be made for government (federal, state, local) depending on their payment policies.

Concessions: All training fees include training, training materials (up to 20 booklets-- \$5.50 each above 20).

Cancellation Policy:

In the event client needs to postpone training dates after this agreement is signed, a surcharge will be added to fees of \$200 per training day.

In the event client needs to postpone within 30 days of training a 25% admin surcharge, a \$200 per day trainer postponement fee and the travel change fee will be charged to the final invoice.

In the event client needs to cancel within 30 days of training there is no refund. All fees are due and payable.

In the event Elevate USA Inc. needs to cancel training all fees are refundable.

Course Descriptions

ADMINISTRATIVE SKILLS

How to Be a Great Assistant

In the modern workplace, administrative assistants are asked to do much more than answer phone calls.

To survive (and thrive) assistants require a very specific set of skills to complete the daily tasks that keep companies running smoothly. Communication, problem solving and priority setting are paramount skills that any assistant must have. We'll show you how to sharpen your skills with an advanced training seminar that goes beyond typical job functions.

Techniques of the Great Administrative Professionals I & II (1 or 2 days)

Elevate USA's Techniques of the Great Administrative Professionals will provide participants the skills to handle any crisis, customer or task, juggle a hectic work load, make a good impression on your supervisor, those you work with, and become an invaluable part of the machinery in your workplace.

Business Protocol and Etiquette

Conduct yourself in the proper manner with confidence in any setting in any nation around the world. Good presentation gives you the competitive edge in business and people will remember you for your ability to work effectively in any situation presented to you.

International Business Protocol

In a world of increasingly globalized interests, it is more important than ever to be able to quickly adapt to any business setting around the world. This seminar will prep you in the major international business customs and practices, as well as teach you how to pick up different protocols as you go along.

Business Planning Workshop (2-3 days)

This training includes time management, time blocking, goal setting, budget models, appointment and lead generation models, economic models and more. This program will be tailored to your company training needs. Examples of business planning are creating a business plan, project management plan, grant writing and event planning.

Financials Made Easy

Even though employees' expertise are not in the financial field, they need to understand the basics of budget, planning, and resource management. Financials Made Easy explains basic accounting principles for the non-financial person.

Financials for Non-Financial People

Elevate USA's Financials for Non-Financial People training is for participants coming from a non-financial background. It will provide them with the tools and basic knowledge of accounting and financing. Participants will learn to speak the language of financing; understand the concepts of finance and accounting; understand the complex world of accounting and finance; and learn to cut decision time in half by practicing basic accounting principles.

The Secrets to Financial Success

In today's economy we have to manage our money smartly, maximize it wisely, and take control of our entire financial life so we can be rich on any income. If we are able to eliminate financial stress we will be more productive in our jobs and in our life. This program teaches:

- How to get out of debt within seven years including your home mortgage
- How to live within your means without sacrificing your quality of life
- How to create and keep more wealth with the money you already earn
- How to maximize your savings for your future

- How to plan for a bright future

Develop Effective Surveys & Questionnaires (2-3 days)

Surveying is essentially looking at life through others' eyes. So, if you are wondering what others are thinking or doing, surveying might be your ticket.

Surveys are primarily used to gain information from people, about people, and are particularly useful to:

- Understand the history of a problem
- Highlight the human element of a success or failure
- Understand people's opinions on products and processes

Effective Meetings

Elevate USA's Effective Meetings training provides the participants the tools to lead and manage meetings to get the results they need.

Plan a Master Event

Plan an event for any group, size, or occasion. This program teaches participants how to handle various logistics, plan ahead, minimize potential pitfalls of large or small events, and to think on their feet to resolve problems that inevitably arise. Participants will be encouraged to think outside of their comfort zone to come up with unique event ideas, solve logistical problems, and create a satisfying program for all attendees.

Dress for Success

You seldom get a second chance to make a good impression. We judge others, and in turn, we are judged on appearance. The good news is this is one area of our lives where we can be pro-active and make significant changes that will positively impact our careers. Elevate USA's Dress for Success training offers participants sound advice and simple steps they can take to immediately transform their professional image.

Managing Your Manager

Managers and employees have an important and critical relationship. Managers need to have cooperation and support from their employees. Employees need direction, vision, and resources from their managers. In every situation, both have to communicate and work together to reach the organization's goals. Elevate USA's Managing Your Manager program will show participants how to create a productive professional relationship with their managers by understanding their managers' leadership, behavior, and work styles, strengths and weaknesses, and how each side can benefit from each other.

COMMUNICATION SKILLS

Excellent Customer Service

This program will help participants deal with difficult people, identify the root of customer requests or problems, and develop a smooth process for resolving customer issues. Key modules include communication, creative problem solving and critical thinking skills, and conflict resolution to ensure satisfying customer service remedies.

Satisfaction Guaranteed Customer Service (2 day)

Satisfaction Guaranteed-Customer Service: One of the most important components of a successful business is maintaining customer satisfaction. This training, developed by experts with decades of experience, will teach your workforce the keys to keeping customers satisfied in person and over the phone, advanced techniques for dealing with angry customers, how to keep their cool under duress and many other trade secrets.

Interviewing Skills

Interviewing is an art. Participants will learn about facilitating open communication, understanding people and how we communicate, communicating with emotional intelligence and effective listening skills. This course will then teach how to prepare for an interview, do's and don't of questioning, and how to handle interviews in tense or conflict situations.

Memory Power

The human brain is a complex and fascinating living computer that modern science still knows relatively little about. However, there are observable factors and techniques that can be used to manipulate your brain to your advantage. This seminar will teach you the techniques that will allow you to organically and effortlessly recall valuable information. After this seminar you'll remember that important statistic or critical business meeting; remember long-term facts for exams, proposals, or business meetings; limit your reliance on post-it notes and electronic reminders. As you implement the techniques you use in this seminar, your short and long-term memory will improve.

Six Secrets to Thinking on Your Feet

The Six Secrets to Thinking on Your Feet: Have you ever hung up the telephone or walked away from a conversation thinking—I wish I said...instead? This seminar teaches your workforce how to think effectively on their feet. By the end of this workshop your employees will have the tools and techniques to think and speak in a short amount of time without getting flustered and adapt strategies on the go. Your employees will be calm and effective. They will learn the secrets of how to manage on the spot conflict confidently, prevent communication problems, and become better communicators.

Dealing with Difficult People

We've all been there, having to deal with that insufferable co-worker in the next cubicle. Some people just have a talent for getting under your skin. But in a place of business, the worst thing you could do is lose your cool with that person. We've compiled a list of techniques guaranteed to help you deal with different and difficult personalities and diffuse potentially explosive situations.

Dealing With a Difficult Workforce

Sometimes an entire division or pocket of the workforce can prove difficult for managers and supervisors. What do you do when the problem extends beyond a single individual? Elevate USA's trainers and coaches will help managers identify the root of the problem and the best ways to address it without inflaming tensions. This can lie in behavior clashes, unfair workload, communication problems, or other underlying issues. By taking a comprehensive approach, participants will learn how to uncover and meet the problem head on in a way that satisfies all parties.

Communicating with Tact & Professionalism

Most experts agree, to get ahead in life you need that certain something. Call it what you will, charisma, confidence, a combination of both. Every top operator, from CEOs to presidential candidates, has one thing in common – the ability to relate easily to everyone. Communicating well is a skill that will take you far, perhaps even farther than you imagined. Our instructors will arm you with every tool in their

arsenal so you too can go out there and communicate effectively.

Skillful Listening

There's a difference between hearing and listening. How often do you listen to someone only to realize you don't have a clue what they just said? This seminar teaches you the skill of true listening. You will be able to recall information like never before with a series of mind exercises and tricks that lead to results.

Communication Skills for Women

Never feel awkward about interjecting an idea into a meeting again. Designed specifically for today's working women, this seminar will teach you tips and tricks that will help you become more confident around others while gaining the respect of your peers.

Generations in the Workforce

There are four different generations in the modern workforce - each with their own way of working, communicating, and solving everyday problems. These days, you may find yourself competing with, or supervised by, someone half your age. This can cause tension and animosity that leads to resentment and inefficiency among your co-workers, employees and management. This program helps you communicate with the different generations in the workforce.

Emotional Intelligence (2 day)

Elevate USA's Emotional Intelligence training will teach you how to grow your personal emotional intelligence and change your behavior towards others in a way that helps you understand others and improve your communication channels.

Crucial Conversations (2 day)

Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from declining quality to strained relationships—it's likely that you're experiencing the effects of a poorly held crucial conversation. A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored, cause teams to get less-than-desirable results. This workshop will show you how to achieve effective dialogue at all levels in your organization and reduce deference and defiance.

How to Communicate & Collaborate on a Team

No matter who you are, no matter how powerful or productive you might be, you're nothing without a team behind you. An effective team will not only empower you and your project, but it will increase your abilities many times over. Teams have to work as a well-oiled machine if they are going to be productive. This training will help you communicate and collaborate with team members to get the results you need. This training is totally interactive. Participants will work in teams competing against each other using the dynamics of leadership, teamwork, communication, and collaboration. Through planned exercises and challenges each team will compete against the other to complete the challenges. Each challenge will teach leadership, communication, and collaboration skills.

Terrific Telephone Skills

Talking on the phone can be an acquired and highly valuable skill. Whether you work in customer service, sales, or management, sounding confident and knowledgeable during a telephone conversation will project competency to whoever is on the other end of the line. This program will give

your staff the skills to speak using clarity and confidence. Active listening skills will help them quickly address the issue and satisfy the conversation.

CONFLICT & STRESS MANAGEMENT

Remain Stress Free & Healthy

Don't let stress rule your life. With the help of this seminar you will be able to stay calm and work efficiently at peak levels under any high-stress environment. While your coworkers and peers and buckling under the pressure, you'll be getting ahead.

Stress Management

This workshop helps increase employee productivity with stress management training tailored to meet the needs of your organization. Employees learn how to cope more easily with heavy workloads, demanding expectations, and the daily dramas that cause stress at work and at home. This workshop will give your employees the tools to increase their mental toughness and decrease the likelihood they will be distracted by negative emotions while under pressure. The members of your workforce will spend more time being focused and productive and less time feeling annoyed and frustrated.

Managing Emotions under Pressure

With all the stress in the office and big deals hinging on your every decision, emotions can have a tendency to run high. Relationships are fragile, especially in the workplace, where you have to rely on your colleagues to achieve greater goals. Letting your emotions get the better of you can be disastrous. We'll teach you how to keep your thoughts and emotions in check, even under the most stressful situations.

Anger Management

The co-worker who can productively confront his team mate about his negative attitude increases his team's chance of success as well as minimizes destructive conflicts. The customer service agent who can defuse the angry customer not only keeps her customers loyalty but makes her own day less troublesome. This one-day workshop is to help give you and your organization that edge.

Conflict Management & Resolution

Elevate USA's Conflict Management and Resolution training will teach participants how to effectively communicate and how to satisfactorily resolve disputes. Communication and conflict resolution skills must be learned. Most often, poor communication and conflict resolution styles must be corrected and replaced with approaches that are more conducive to creating peace in the workplace and at home.

Dealing with Criticism & Discipline

Nothing is harder than handling criticism and discipline. This program will teach staff and managers how to address these hot button issues with tact, professionalism, and transparency to avoid hurt feelings and enforce positive corrective behavior for the benefit of the organization,

HR LAW

Sales and Use Tax

This training will help your organization with tips and techniques that may save you thousands in penalties. Learn about the most misunderstood aspects of sales and use taxes, about your state's requirements and other jurisdictions where you have tax liability. At this training you will learn where to find the latest changes in the sales and use tax that governs your industry, learn how to protect your company from audit surprises, explore tax savings opportunities you may not be aware of, understand more about how e-trade is affected by sales and use tax, how to streamline your recordkeeping, and get the answers to all of your sales and use tax questions.

HIPPA

The privacy rule is no joke yet sometimes it is treated as such. This class is no snoozer as it explores really complicated issues that your employees may face on a day-to-day basis. There are practical solutions offered and challenging questions are welcomed. The government may be vague in certain areas of this law so the class offers advice that is commonly used throughout the various industries while citing some recent cases as a justification for the recommended course of action.

Safety, OSHA & Worker's Comp

Do your employees take safety seriously? When employees complete this class, they understand the WIIFM (What's in it for me?), and this topic takes priority in their thinking. Visuals are the key to compliance and this class is full of them. Who wants to lose a limb? Is a paper cut a serious injury? Can anyone fall down a flight of stairs - you bet! Reducing workers' compensation claims is a situation where everyone wins. Any H.R. Professional can add that to your list of accomplishments, but you can't do it alone. This engaging program will guarantee compliance because it is in everyone's best interest.

Sexual Harassment: Promoting Respect in the Workplace

What is sexual harassment? What is not considered sexual harassment? What is 3rd party sexual harassment? What is quid pro quo? Which type of sexual harassment is the worst in the eyes of the law? All of these questions will be answered and more in this enlightening seminar. Attention H.R. Professionals as you will need to get your pen out. Action plans as well as policies revisions will be discussed. New legislation will be covered which will cause everyone to make changes in how we behave with one another in the workplace.

Ethics in the Workplace

Elevate USA's Ethics in the Workplace training will teach participants how to draw clear lines in the blurry world of office ethics and how to encourage ethical practices to improve their workplace.

Personnel Law for Managers

Do you suspect that there are fraudulent FMLA and Worker's Comp claims in your organization? Is there high turnover? Do you have trouble retaining good employees? Do you think that some employees are "working the system"? If you answer yes to any of these questions you need this seminar. Managers and Supervisors need to know the law and how it works. This course will focus on the E.E.O.C. and the DOL and the important role they play in our organizations. Don't worry if you are unfamiliar with the alphabet soup (Title VII, FLSA, EPA, ADEA, FMLA, ADA, HIPAA, GINA, OSHA, etc.) you will understand by the time this course is finished!

Smart Hiring Skills: Recruiting

Choosing to hire the right people is the most important action your organization takes on a continual basis. Are you hiring the right people? Do you have high turnover? If the answer is yes then you

probably need work on your recruiting, interviewing, and hiring skills. What about the legal ramifications? Do your Managers and Supervisors know what areas are taboo to discuss in the interview process? If the answer is no then you could face legal action. Learn the legal aspects of this program as well as participating in a fast-paced seminar that will leave you with at least 3 questions that you can use in your next

How to Legally Terminate Employees with Attitude Problems

Sometimes employees refuse to cooperate. This can not only become a drag on the productivity and resources of the organization, but on other employees and managers as well. This program teaches participant to utilize existing organizational rules and employee handbook outlines to terminate troublesome employees who are beyond reconciliation or further conflict management steps.

FMLA—the Family Medical Leave Act

This program covers the application and legal guidelines of the Family Medical Leave Act. Ensure your organization is compliant by defining the law, addressing what it means for you and your staff, and what your rights are.

Reasonable Accommodation with ADA

Reasonable accommodation is guaranteed under the Americans with Disabilities Act. This program will help employers understand the law, what it means to the organization, and how to accommodate employees protected under the act.

Human Resources Management

Stay up to speed with the latest employment laws, privacy rules, and health insurance and other regulatory compliance. This program will give HR professionals the tools they need to save your organization money, legal penalties, and maintain a happy workforce. Conflict management will help resolve disputes and understand the liability your organization could face in the event of workplace violence, sexual harassment, or other discrimination. HR professional who participate will gain the knowledge necessary to provide pertinent information to managers and staff on an every-day basis.

Substance Abuse Training for DOT

Mitigate substance abuse for Department of Transportation employees by defining substance abuse, instituting common-sense policies and restrictions on violation, and counsel your staff on their responsibilities as members of your organization.

PRESENTATION SKILLS

Speak with Clarity & Confidence

It's a common myth that some people are born with "the gift of gab" – that is, the ability to chat away effortlessly and connect with people, whether it be in a business or casual environment. While some people do possess a natural affinity for conversation, it is a learned talent. You too can master this talent. Much like writing, to become competent in conversation you simply have to tackle a few basic skills to communicate with the best.

Become a Master Public Speaker (I & II) (1 or 2 days)

A true leader can motivate people through the power of speech. Becoming a master speaker isn't just about overcoming the number one fear of most people, it's about motivating your employees, coworkers, family, or friends. Unlock the keys to speaking in front of groups and unlock the power to

change your life and the lives of others.

Presentation Skills (I & II) (1 or 2 days)

Elevate USA's Presentation Skills training will teach you how to prepare powerful and persuasive presentations, deliver presentations effectively, develop yourself into a confident and competent speaker, and prompt action from an audience. This training is interactive. All participants will have numerous chances to practice their presentation skills.

The Art of Self Promotion

Of all the skills and techniques that can take you to the top of your field, or get you the career and business you've always wanted, none are more important than self-promotion.

Briefing Strategies

Information overload is common these days. From cellphones to email, face-to-face communication is becoming obsolete. With new types of communication, however, there is a certain amount of information that is lost and misunderstanding can easily occur. That's why in-person briefings are becoming more important to convey information accurately to your coworkers. Elevate USA's Briefing Strategies training will teach you and your team how to develop effective ways to brief your team without losing valuable time, how to stay on track with projects, how to stick to priorities, and how to manage staff feedback and questions.

SALES SKILLS

The Art of Self Promotion

Our mothers' always told us not to brag. But in today's competitive business world we have to know how to promote ourselves. This training session teaches the tools, techniques and the secrets the successful business people use to promote themselves and their business. In addition, discover the secrets of building a referral business

Seven Phone Calls Networking

You are only seven phone calls from contacting anyone. This program teaches participants how to find and build channels of communication through their existing network to reach influencers and decision makers with just seven phone calls.

Networking 101

Success depends on your network – a lifetime web of personal and professional associates. But networking isn't just who you know, it's how you approach them. Are you afraid to call on your network? What can you offer your network to make them receptive to you? This program will teach participants how to build and utilize their most effective contacts in an intelligent fashion.

Breaking Through to Tangible Goals

Everyone has a dream. But what are the chances of that dream becoming reality? Often, it isn't enough to have dreams. You need to turn them into real, tangible goals. We teach you how to set those goals in a system supporting your ultimate, long-term goals, how to set and actionable steps to help you reach each one.

It's a Small World—Advanced Networking Skills

You are only 7 phone calls from knowing anyone in the world. This popular training program is ideal for company rainmakers and sales people. Training covers how to build and use your network. The session ends with demonstration of how networking practically works. Do you want to be in touch with Oprah Winfrey, Bill Gates, and Donald Trump? We demonstrate how networking can work to connect you with anyone in the world you would like to meet. (Minimum 30 attendees)

Closing the Sale

Selling, perhaps the toughest skill to master, is also the foundation on which every business is based. Our revolutionary sales training will ensure that you have all the knowledge necessary to separate you from the pack and secure your place among top salespeople. Learn how to establish value, answer objections and ask for the sale 6-8 times while still maintaining a great rapport with your buyer.

ABC: Always Be Closing

You have them interested, you've promoted the product or service, but now you have to close. This program focuses on getting the commitment and getting the money. Interest isn't enough if you never sign a contract. Participants will learn the subtle and overt skills to closing a sale on the spot, while interest is high.

Elevator Speeches that Work

Can you sum up your job description or business proposal in thirty seconds or less? More importantly, can you make the prospect listening to you want to know more? That's the key to an elevator speech. Brevity and a good hook. At the end of this seminar every attendee will leave with a rough draft of a great elevator speech that will have people engaged and interested in what you have to offer.

Working the Room

We teach you how to capitalize on any situation. If you walk into a room full of strangers, we guarantee that you'll have the skills to come out having met everyone and with some good business contacts. With the skills learned at this seminar, every awkward engagement will turn into a fruitful business opportunity.

Jump Start Your Business

If your business is stagnating, you need a reset. This program will bring in an Elevate USA consulting team that will analyze your business, identify areas for improvement, and shake up the thinking of executives and management staff to boost growth and expand in different directions.

Generating & Qualifying Leads

To make a sale, you need leads. This program covers the various ways to build lists, and generate and quantify your own quality leads. It's not enough to compile names – you need to know the interest level of each to properly capitalize on it. Unqualified leads are wasted leads.

Social Media Marketing

Social media is about keeping your target market aware of your presence. Learn how to craft compelling social media strategies without spamming or annoying your potential clients. Participants will learn how to identify wants, express benefits, and engage the audience in content they want to experience.

Managing Multiple Priorities

As you know, rarely do you ever have just one project to work on. In the business world the ability to juggle multiple responsibilities and tasks is essential. At times it can get a bit overwhelming. Our seminar will show you how to cope with several demanding priorities at a time while giving them all the attention and care they deserve.

CHANGE MANAGEMENT

John Kotter's 8 Steps "To DO" Change

Whether you are considering a small or big change, it's typical for others to feel uneasy as they are taken out of their comfort zones. Elevate USA's John Kotter's 8 Steps "To Do" Change training, based on the most widely known and applied model in the world, will help facilitate a smooth transition to any new scenario in an organization.

Change Management

Our collection of deep-seated beliefs and assumptions create our view of the world. Sometimes these beliefs are so deeply held that we don't realize they are in play. When faced with evidence that conflicts with our beliefs, we look for flaws in the evidence rather than flaws in our beliefs. These assumptions can be painfully difficult to change. With Elevate USA's Change Management training, participants will learn communication strategies to guide their colleagues and organization through the change process.

Change Anything

The irony of change is that the more control you think you have—the more you rely on personal willpower—the less likely you are to succeed. Many of us are blind to and outnumbered by the ways in which the world is organized to drive our current behavior. In this class, you will learn how to take control over the sources of influence that control you and change anything.

Just Jump—Innovation

The ability to innovate—to problem solve, experiment, create ideas, drive growth, collaborate, and add value—is not just the responsibility of a select few in your agency. We are all capable of innovating every single day—if we simply adopt the innovator's mindset. Elevate USA's Just Jump training goes beyond teaching the theory of innovation at a personal and organizational level; it shows you exactly how to do it.

Innovation—Everybody's Business

Use creativity to develop innovative strategies for your workplace. Develop critical thinking strategies that promote innovative approaches to new and existing problems that will prompt your workforce to see issues in a new light that can lead to enhanced productivity, creative thinking, and problem solving.

COMPUTER SKILLS

Microsoft Office Suite Overview

A complete rundown of all critical and widely-used Microsoft Office Suite resources and software. The program can be taken as a whole or broken into smaller sections based on ability level and software.

Microsoft Access (I-III) (1 to 3 days)

Learn the basics of design and progress to fully-functional databases. This new seminar from Kyle McCloud will teach you everything from creating tables and forms to making it functional by designing macros and switchboards. Keep your information organized and easy to retrieve with your new Access abilities.

Microsoft Excel (I-III) (1 to 3 days)

We're taking you beyond the basics with our in-house computer expert Kyle McCloud. With this engaging seminar you'll learn all the advanced techniques that will transform an ordinary spreadsheet program into one of the most powerful tools in your business arsenal. Keyboard shortcuts, advanced options, we cover it all.

Microsoft Outlook

Elevate USA's Microsoft Outlook training will cover the crucial features of the program business professionals can't do without. Features that simplify and streamline their work, boost productivity, scheduling a calendar for important meetings and events, managing contacts, creating and executing a to do list, managing mail and more. This training will provide the shortcuts, tips and strategies to making the most out of Outlook.

Microsoft Power Point

Elevate USA's Microsoft Power Point training will cover the basic essentials of this program and provide them the tricks and strategies that will their presentations the extra 'wow' effect that will make an impact towards their audience.

Microsoft Word (I-II) (1 to 2 days)

With Elevate USA's Microsoft Word (I-II) training, participants will discover a world of benefits as they unlock features to boost their productivity. Uncover hidden shortcuts to creating reports, newsletters, tables, charts, and articles. This training will prepare participants for any kind of document.

Adobe Creative Suite Overview

A complete rundown of all Adobe Creative Suite resources and software. The program can be taken as a whole or broken into smaller sections based on ability level and software.

Adobe Photoshop

The basics and advanced applications of Photoshop. From simple-to-understand instructions that familiarize the novice with graphic design and photo manipulation to more advanced techniques that produce professional-quality work.

Adobe Dreamweaver

Basic, intermediate, and advanced web-design using the powerful Dreamweaver software. From simple HTML to complex web-design.

Adobe Flash

All the resources to produce or package Flash applications, instructional videos or interactive programs into self-contained files or website integration.

Adobe InDesign

The premier publishing and layout application. Produce top-quality books, magazines, informational booklets, newsletters, and executive summaries. Learn the simple layout tools, typesetting, and graphics integration to create eye-catching content.

Adobe Illustrator

Combine the power of Photoshop with the vector graphics editing capabilities of Illustrator. Create logos, icons, sketches, and typography for the web or print.

DIVERSITY**Promoting Respect in the Workplace**

This program includes all types of diversity including gender differences, age, technology, physical disabilities, culture, and religion. There are self-assessments and exercises that may surprise long-term employees as well as those that are new to the workplace. One test will help participants to understand that we put people into categories almost immediately upon meeting them. Some categories include: Appreciation, Acceptance, and Tolerance. This has been designed to help people to recognize their differences and understand that I am not different from you but I am different like you.

Working in a Multi-Cultural Workplace

Many challenges face our workforce in the midst of our ever changing demographics. However these challenges can be turned into opportunities to provide exceptional service to the community by becoming more culturally and Diversity aware. In this training, participants will gain information to better prepare them in a culturally sensitive fashion, become aware of biases and how to address them, gain tools to better communicate with people of different backgrounds, and strategies for mitigating conflict.

Diversity in the Workplace

Commitment to diversity awareness is a vital strategy for both positive personal growth and productive business growth. In this dynamic, one-day program, your employees will develop their own awareness of and sensitivity to the wide variety of people that surround them every day.

Generational Blending in the Workforce

A comprehensive course that covers the four main generations in the current workforce. This involves identifying various communication, conflict resolution, and work styles, and the incentives each require to perform as they should. A competent manager will be able to draw on this knowledge and facilitate an even flow between each generational group for the maximum productivity, team cohesion, and output.

Sexual Harassment Training For Employees

This program covers the definitions of sexual harassment, the consequences, what to do if you are the victim of harassment, and how to deal with internal and external pressure. This program is designed to prevent possible incidents of sexual harassment, but also to empower those who may become victims.

Sexual Harassment Training for Managers

Managers must be aware of the types of harassment going on within their workforce. This involves identifying different types of harassment, including various forms that can take place on the internet and via email. The program will aid managers in developing or refining comprehensive sexual harassment policy that protects the organization and the victims, facilitates easy reporting of harassment, and outlines the legal repercussions of violation. Managers will also come away with an understanding of the steps necessary to prevent harassment before it begins and how to respond to situations that have the potential to turn toxic.

LEADERSHIP SKILLS

DISC Behavior Profile

Learn your talents, inner strengths and weaknesses with the DISC Behavior Profile administered by a certified DISC trainer. You will be able to capitalize on abilities you never knew existed and will have a newfound knowledge about yourself, the people you deal with and the challenges you each face.

Creative Leadership for Managers

These days it's not enough to simply "manage." Instead, you have to inspire creativity and bring about positive change to keep your workforce engaged and motivated. Sound difficult? It doesn't have to be with our breakthrough new seminar. We'll teach you everything you need to know to creatively manage your employees in new, exciting directions.

Team Building & Coaching

In today's business world the occasional "good job" to your employees just doesn't cut it anymore. Research has shown that progressive managers who employ coaching techniques to motivate their employees not only boost productivity, but also overall workforce happiness. We'll show you all the tips and tricks in our arsenal so you can move forward with these incredible new tactics to inspire your employees for great things.

Leading When Not in Charge

John Maxwell sums up his definition of leadership as "leadership is influence - nothing more, nothing less." Some people are leaders because they are tasked to be leaders. But, you don't have to be in a position of leadership to be a leader. Leadership is a learned technique. In this program you will learn your purpose and your personal power. You will learn to motivate, persuade, inspire, and influence others to realize their potential. Make a difference no matter what the position you are in by putting the leadership skills of the great leaders into practice.

Effective Teams

Elevate USA's Effective Teams training will teach participants how to grow employees into highly driven individuals dedicated to getting results. Participants will:

- Learn how to foster collaboration in their teams
- Learn decision-making tools for their teams
- Learn how to inspire and motivate their teams
- Go from conflict to resolution
- Learn how to spot potential conflict and put out the fires
- Learn how to do collaborative problem solving

Crucial Accountability (2 days)

When coworkers make promises do you sigh in relief or start biting your nails? When co-workers break promises, violate expectations or behave in irritating ways, we have a choice. We can assume they're underperforming because they lack ability; we can assume they lack motivation; or we can assume both. Research has shown that 3 in 4 employees quickly attribute co-workers' bad behavior to lack of motivation while only 1 in 10 consider ability deficits. As a result, they avoid holding problem colleagues accountable, engage in costly workarounds and perpetuate the very problems they detest. In this workshop, you will learn tips for holding co-workers accountable by correctly diagnosing their bad behavior and a step-by-step process to enhance accountability, improve performance, and ensure execution.

Influencer (2 days)

Everyone needs to be better influencers. Hardly a day passes we don't try to influence ourselves or others to do something different. In this workshop, you will learn how to diagnose the causes behind any team or organization problem; identify high-leverage behaviors if changed will lead to desired results; rely less on formal authority to effectively motivate and enable others; and use six sources of influence to make organizational change inevitable.

Thought Patterns for High Performance (2 days)

Daily you are striving to be your best, but what holds you back? Discover the key to unlocking human potential and build extraordinary organizational performance and corporate culture. This class addresses the very foundation of all change processes—the human mind. Promoting self-examination and reflection, TPHP illuminates areas where you may be holding yourself back. This training provides easy to understand and easy to implement tools to change attitudes and beliefs, which immediately reflect in greater results and higher performance. Also, it assists in creating a constructive culture with a common language, a creative environment, as well as a renewed sense of accountability and an interest in positive contribution. Processes already in place will be enhanced by effective thinking, which is reflected in attitudes and behaviors aligned with the results desired by your organization.

PROJECT MANAGEMENT

Root Cause Analysis & Problem Solving

Discover the root cause of your organizational problems by:

- This course will provide the staff members with the knowledge and skills necessary to facilitate an effective problem analysis
- A perfect first course in effective problem solving
- The participants will learn how to apply Apollo Root Cause Analysis (ARCA™) to both simple systems and complex groups of systems
- This course is ideal for anyone whose job involves problem solving, supervisors, managers, and lead personnel
- Course is run over two days where participants will work with several instructor-led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions

Critical Thinking & Creative Problem Solving

Nobody can be an expert in everything. But you can train yourself to figure out any problem thrown at you. This seminar covers the critical thinking process from brainstorming to implementation. You'll discover how to quickly predict potential outcomes, discover the root of your problems, assess the risks and benefits to your solutions and ultimately create something new and different to tackle the challenges coming your way.

Process Improvement (2-3 days)

This is a valuable skill that can be learned by anyone. Discover what a facilitator is and what a facilitator is not. Learn how to interact with a team, the anatomy of a facilitation session, how to build a strong environment, how to prepare the session, and how to use the right facilitation tools.

Basic Tools for Process Improvement

Learn the basics of process improvement and the basic process improvement steps. This is a beginner course that helps participants understand better process improvement and how to start implementing process improvement in their work.

Facilitation Skills (2-3 days)

Development of facilitation skills is important to make timely decisions, develop important relationships, engage in vital conversations, and reach consensus. This course equips facilitators with the following skills that help participants become outstanding facilitators:

- Decision-making
- Meeting management
- Communication skills
- Building consensus
- Intervention techniques

Project Management Leadership (2 days)

Project management and project leadership are two sides of the same coin. They are inter-linked and need to be if a project is to be delivered on time, on budget, and to the desired quality. Too many project managers place too much attention on managing and too little time on leading. Finding the right balance is the key. One without the other will not get the desired results. This one-day workshop defines the balance between the two. This workshop is designed to help individuals become better project managers and project leaders

Project Management I – III (1 – 3 days)

This course builds on each step of project management. The learning objectives are to understand:

- Definition of a project and its attributes
- Key constraints within which a project must be managed
- How a project is “born”
- Understand the Project Life Cycle
- Steps involved in the project management process
- Benefits of project management

SUPERVISORY SKILLS

Criticism & Discipline for Managers & Supervisors

It can be hard to deal with a troublesome employee – someone who lowers morale, stalls productivity

and encourages bad habits – especially without provoking more conflict. Our seminar will teach you the proper techniques to put a stop to bad behavior once and for all while minimizing negative outcomes.

Train the Trainer I & II (1-2 days)

In today's digital world things are moving at a faster pace than ever before. Training techniques that were once considered common practice have been eliminated in favor of more dynamic teaching styles. These days it takes a very special blend of knowledge, showmanship and follow-up to be a top trainer. Our instructors - who benefit from decades of experience and being on the front lines of corporate training - will teach you everything you need to know to stay competitive.

Unacceptable Employee Behavior

A disruptive employee can be a supervisor's worst nightmare. Everything you're trying to do – set a good example, encourage good work habits – he or she might be undoing. We'll show you how to deal with troublesome employees in the best way possible, without any repercussions.

Be the Best Supervisor

Supervisors, perhaps, have the toughest job in the corporate structure. They're expected to enforce corporate policies, stay on top of employees, meet quotas and steer everyone in the right direction. Our training will make sure you're up to date with what's required of today's ever-changing workplace, from interviewing skills to delegating tasks.

Transitioning from Staff to Supervisor

You got it! That big promotion that promises you better benefits and a better salary. You're the "boss" now! But how will you make that tricky transition from "co-worker" to someone of authority? Our seminar has got you covered. We'll show you how to weather the move with poise and confidence.

Essential Skills for First Time Supervisors

To keep the troops motivated and focused there are certain skills you will need to employ on a regular basis. We'll show you how to be forward thinking and dynamic in your approach to supervision, gain the trust and loyalty of you employees and lead a stress free work life.

Successful Performance Management

Focusing on performance management communication and planning results in happier employees willing to go the extra mile, higher employee retention rates, less conflict among employees, fewer mistakes, and a willingness to take on more responsibility. This seminar teaches effective performance management skills.

Performance Management, Coaching, and Discipline

Managers and Supervisors need to know what is expected of them and how their performance is being measured. Do they give the same courtesy to their employees? Some do and some do not. Why? Most of them have not been taught some of the most important skills: coaching, disciplining, recognizing good performance, rewarding employees, team building, motivating, goal setting etc. This program focuses on how to improve performance in the workplace. It is appropriate for up and coming supervisors as well as those that have been on the job for 20+ years.

Interviewing Skills

Reduce turnover rates and conflict in the workplace by hiring the right people to begin with. This program teaches participants how to ask the right questions when interviewing potential staff, what questions the interviewee should be asking, and what pitfalls to be aware of.

Coaching Skills for Managers & Supervisors

This program will teach managers and supervisors to become effective coaches and guides for their staff. Using “train-the-trainer” techniques, we will prepare managers and supervisors to encourage their staff to go the extra mile, give constructive feedback, create a cooperative working environment, incentivize quality work, and deal with difficult employees in a positive manner.

WRITING SKILLS

Effective Business Writing, Grammar & Proofreading (2 days)

Your writing style reveals a lot about what goes on in your head. The more precise you are with your word and the more error-free your prose, the better your colleague’s opinions of you will be. Our fast-paced, fun seminar will teach you everything you need to know to improve your writing without boring you to death in the process.

Grammar & Proofreading the Fun Way

Fun and functional – this is a far-cry from you elementary school grammar class – this seminar will teach you everything you need to catch common grammatical errors in the proofreading stages of your writing.

Writing for the Marketplace

Apply the persuasive abilities of sales with the fundamentals of concise writing. This program teaches participants how to write for a target audience in a way that emphasizes the benefits of a product or service. This involves the translation of ideas into easily understood wording that attracts people and has a desired effect for the target market. Participants will review writing samples and create writing of their own for individual and group evaluation.

Technical Writing (1-3 days)

Technical writing training covers a wide range of topics and depending on the industry, comes in many formats such as short reports, lab reports, specifications, manuals, proposals, technical articles, white papers, and abstracts. Different reader groups read the same documents; however, their level of understanding can vary greatly. This course includes several core modules and then works with you to design a technical writing piece that meets your specific needs and objectives. Writing Technical Documents can be a one-day, two-day, or three-day course, depending on how many topics you wish to incorporate. Core modules cover the basics, review good technical writing skills, and encourage adopting standards and best practices. One of the objectives is to promote consistency and a uniform level of professionalism.

Business Writing & Mistake Free Grammar (2 days)

Words are perhaps the most powerful tools on the planet. You use them every day, in your speech and in your writing. How you write reflects your level of competence to those around you, so it’s important to maintain a high level of proficiency. Our business writing training and grammar will give you the basic and advanced skills you need to boost your quality of writing for maximum efficiency and clarity of thought.

Contemporary Email

This seminar provides business professionals at every level with the know-how and best practices in e-communications. The seminar reveals the most efficient e-mail methods and highest standards of professionalism, style, and etiquette used in today's work world. Attendees will learn to reinforce professional protocols and writing essentials that are critical to communication and business success.

The Importance of an Elevator Speech

Many people often hear the term *Elevator Pitch* and see it as a quick sales pitch to try and get your foot in the door. However, there is much more to it than that but first things first, what is an Elevator Pitch? An Elevator Pitch is a quick, well-crafted (and often memorized) speech designed to sell a product, or yourself, in a very short time frame. Its name, often credited to Ilene Rosenzweig and Michael Caruso, is derived from the idea of bumping into a senior staff member in an elevator and having to try and win them over by the time they've reached their floor. Thus Elevator Pitches tend to last between 30 to 90 seconds, and, when successful, end with an exchange of contact information and a continuation of the discussion. This course will go through all the steps to understand and write an elevator speech.

Reader-Centric Writing

During the two-day course employees will learn to compose, review, edit, and issue written materials for a diverse audience. By the end of the training, the participants will have the effective writing techniques to consider the topic and intended reaction before writing a response with clarity, correct grammar, and formatting. Participants will learn how to use appropriate tone, avoid a passive voice, proofread their own work, and develop a strong call to action. Additionally, participants will leave with the knowledge to properly contextualize and order information for maximum impact and to continue their own further development of communication skills. Every participant will write and complete a piece during the two day session.

Anger Management

The driver who understands his behavior and how he deals with anger has a better chance of success can minimize destructive conflicts. The driver who can defuse the angry customer not only keeps their customers' loyalty but makes their own day less troublesome. This ½-day workshop is to help give you and your organization that edge.

Cultural Sensitivity

Commitment to diversity awareness is a vital strategy for both positive personal growth and productive business growth. In this dynamic, ½ -day program, drivers will develop their own awareness of and sensitivity to the wide variety of people that surround them every day.

Taxi English

Drivers who speak English as a second, third, or fourth language, will learn proper pronunciation and elocution so their customers will better understand what they say. This full day course will use common words, phrases, and locations that drivers encounter every day in their profession.

E-LEARNING SOLUTIONS

Title 31

Regulations every driver must know to pass the DCTC licensing exam. These regulations govern driver behavior and define acceptable conduct.

Business Practices

Understanding driving as a small business. Knowing the market (one big fare between major locations vs. many successive small fares around a local neighborhood). Building rider relationships. Customer service skills. Growing a personal brand based on driver identity, respect, and ambassadorship for the District.

City Geography

Drivers that are equipped with “local knowledge”, who can quickly and efficiently navigate the city without GPS, know the “hot spots”, monuments, public buildings, major events taking place, sports teams, and neighborhoods outside of the city center.

Customer Service

Basic skills that show an attentiveness to rider needs—such as being polite, awareness of rider wants, requests, state of mind, ability to handle emergencies or accidents, and how to deal with difficult riders (i.e. drunk or unruly passengers).

Diversity

Awareness of cultural, racial, gender, and age diversity. Adherence to the regulations forbidding discriminatory hauling practices. Payment of proper respect to all riders, regardless of personal identity. Fairness in pickups and neighborhoods.

Special Needs

The ability to courteously deal with riders with disabilities, service animals, and wheelchairs or other aid devices. Drivers must be able to recognize common disabilities, listen to rider concerns and needs, and proceed in non-discriminatory fashion.

Building Relationships

Drivers must be able to reconnect with riders (for example, by passing out phone numbers or business cards) for repeat fares, or connect with building managers, concierge desks, or other managers at hotels, businesses, or venues for fast pickups at peak hours or in remote locations.

Behavior Assessment

DiSC[®]

It is important for drivers to understand how and why they react to different situations. Understanding yourself, your reactions, and the people you are interacting with has a positive effect on how you produce, handle your customers, and represent your company. The DiSC[®] behavior assessment gives scientific assessment to help drivers understand how to be better ambassadors for the DCTC.