

# business magic training



## BUSINESS Magic Training For Professional Development Success

Create maximum impact for your organization with our Expert Instructors & Facilitators delivering content-rich Training Programs focused on your specific business issues.

Classes can be customized for half-day, full day or multiple days depending on topics to be covered.

We bring our highly effective Training Programs to your location to save you time & eliminate travel costs. Enhance your team's capabilities and contributions with Training that Works ... Like **MAGIC!**

## Professional Development and Business Management Course Offerings

### Core Business Skills Classes

#### Business Skills for Success:

- Business Class Etiquette for the 21st Century
- Collaboration: Building Relationships that Work
- Dealing with Stress in the Workplace
- Deciding to Decide: A Decision-Making Workshop
- Emotional Intelligence
- Facilitation Skills
- Productive Problem Solving
- Review, Refine and Recommit
- Running Effective Meetings
- Strategies for Success using DiSC Personal Profiles
- Stress Management
- Time Management: Cutting Through the Clutter to Create Results

#### Communication:

- Communication Styles: Understanding Yours and Others'
- High Impact Communication

#### Customer Service and Sales:

- Customer Service
- Influencing and Selling: Persuading People to Buy What You're Selling
- Managing Client Relationships

#### Hiring, Supervising & Managing:

- 6 Key Skills for Leaders and Managers
- Coaching for Performance: Creating a Partnership for Success
- Communicating with Your Manager
- Conflict Management: From "You vs. Me" to "You and Me"
- Delegating Skills
- Diversity in the Workplace
- Interviewing Skills
- Leading Change: Managing People Through Difficult Times
- Managing Conflict
- Performance Evaluation: Objective, Legal and Fair
- Performance Feedback: Hands-on Discussions the *Right* Way
- Performance Management: Coach, Counsel & Discipline
- Performance Review Series
  - Skills for Writing Reviews
  - Skills for Delivering Reviews
  - Self-Appraisal and Collaboration on Your Review
- Providing Feedback
- Talent Management
- Talking to Employees in Tough or Changing Times
- The Manager as Team Leader: Facilitating Team Responsibility, Communication and Productivity
- What Non-HR Managers Need to Know about HR

#### Training, Train-the-Trainer:

- Dynamic Training! How to Run Exceptional Training Programs
- Train-the-Trainer Workshops:
  - The Global Trainer
  - The Meeting Manager
  - The Tech Trainer
  - The Trainer
  - The Webinar Trainer

#### Writing, Speaking, Presenting:

- Effective Business Writing & Email Etiquette
- Effective Technical Writing
- Preparing & Delivering Effective Presentations

### Employee Wellness Classes

- Sleep Your Way to the Top (of your Productivity, that is!)
- Smart Nutrition Choices
- Yoga

### Engineering Reliability Classes

- Design for Manufacturability
- Design for Reliability
- Design for Testability
- Design of Experiments
- Failure Mode Effect Analysis (FMEA)
- Fundamentals of Statistical Process Control (SPC)
- Reliability Statistics
- Root Cause Analysis / Corrective Analysis

- Statistical Process Control
- Statistics for 6 Sigma

### Quality & Manufacturing Management Classes

- APICS Fundamental Series
- APICS Series for CPIM Certification Testing
- Capacity Planning and Management
- Continuous Improvement
- Cycle Time Reduction
- Enterprise Resource Planning
- Introduction to Materials Management
- Inventory Management & Control
- Lean Business Practices
- Lean Manufacturing Practices
- Lean Practices for Supply Chain
- Managing Your Supply Base
- Material Requirements Planning (MRP)
- Performance Measurements
- Production Control Principles & Practices
- Quality Systems Audits
- Setup Reduction
- Shop Floor Control (SFC)
- Supplier Certification Programs
- Supplier Selection & Partnership
- Supply Chain Management (SCM)
- Total Product Life Cycle Management
- Total Quality Management
- Vendor Managed Inventory

## Business Magic Training

A Division of Computer Magic Training, LLC

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