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Corporate Training & Development

Customer Loyalty
Team Development
Leadership Dynamics
Power Presentation Skills
Project Management Basics
Systematic Problem Solving

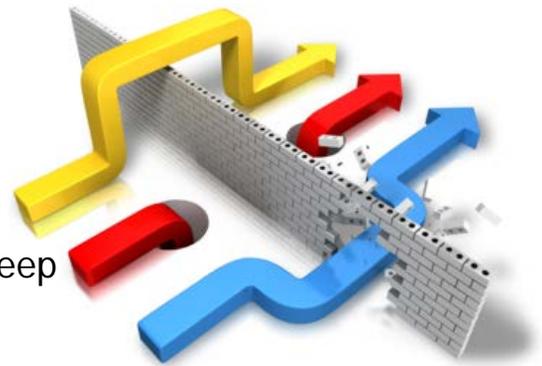
About Tracy Learning

The experts at Tracy Learning have been helping companies across the country and around the world transform their people and their business for over 20 years. We are the leaders in helping companies develop the necessary skills to meet the challenges of today's economy. Our satisfied clients include: Hewlett Packard, Ernst & Young, Cisco Systems, Blue Cross Blue Shield of Michigan, AeroJet, UK2Group, the New Zealand government and hundreds of other large and small businesses.



Why Choose Tracy Learning?

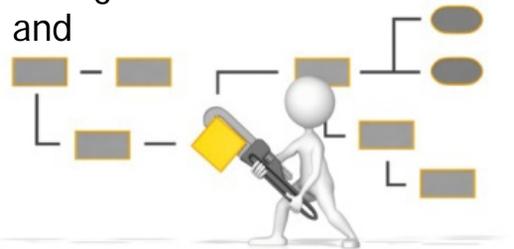
We go way beyond the industry standard of simply sharing great ideas. At Tracy Learning we dig deep and focus on behaviors that will propel your business forward with real, tangible, and measurable results. After participating in a Tracy Learning training session your organization will know **Why** change is needed, **What** to do, and most importantly **How** to implement effective practices for success.



Systematic Problem Solving

This two day work shop teaches a process driven approach to resolving any key business issue regardless of the industry!

Historically, companies have focused their training on providing industry specific skills such as computer skills, safety training, policy, and procedures. However, more and more companies are discovering that critical thinking and people skills are just as vital to their success as industry specific skills. Being able to solve problems efficiently, making good decisions, generating new ideas, and successfully implementing plans are essential for survival and success in today's economy.



Course Outline

1. Problem Solving

- Asking the Right Questions
- Examining Information Objectively
- Comparative Analysis
- Deductive Reasoning

2. Decision Making

- Generating Ideas For Solutions
- Understanding "Needs" vs. "Wants"
- Comprehensive Risk Assessment
- Evaluating Performance vs. Risk

3. Proactive Planning

- Anticipating the Future
- Avoiding Pitfalls
- Looking for Opportunities
- Creating Preventive and Facilitative Actions