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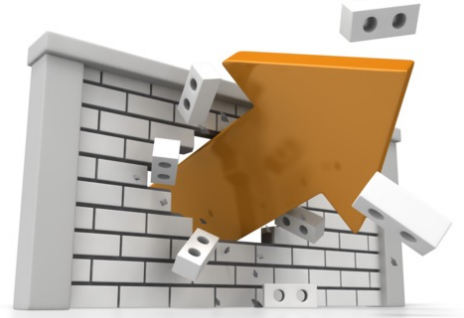


Corporate Training & Development

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

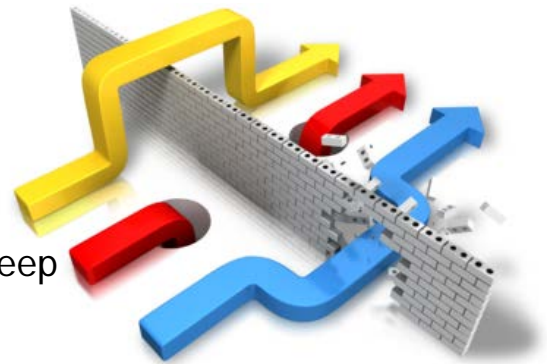
About Tracy Learning

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.



Team Development

The Team Development workshop is a two day program that utilizes an experience based approach including activities, games, exercises, and discussions to bring teams together, focused on common goals. Each workshop is unique, adapting to the needs and issues of both team members and corporation objectives.



Successful teams create an environment where individuality is maintained, but the group works together for a common goal. The end result is a "synergistic" organization where the group accomplishes much more than the sum of the individual efforts involved.

Course Outline

1. Team Development Survey
 - Confidential survey
 - Determine trends and issues
2. Group Dynamics
 - Group norms
 - Group environment
 - Conflict management
 - Consensus building
3. Meeting Dynamics
 - Agendas
 - Roles
 - Conflict resolution

