

## Organizational Training

### Customer Service Academy

Customer service representatives and front-line workers are most often the “face and voice” of your organization. Invest in these important members of your organization by assisting in improving their professional skills and performance in the workplace.

**Topics Included:**

- Communication in the Workplace
- Customer Service
- Team Building
- Attitude in the Workplace
- Values and Ethics
- Stress Management & Time Management
- Conflict Resolution and Problem Solving
- Understanding Generational Diversity

**Who Should Attend:**

- Front line staff, Customer Service Reps
- Anyone working with customers

### Management Institute

Without good management training, it can take many painful years of trial and error to learn the techniques needed to manage a team effectively. Apollo Consultancy Group’s Management Institute fast-tracks your managers and/or employees being groomed for management roles through the process of learning the essential knowledge and skills needed to excel in their role. Participants gain an understanding of the four functions of management and how to successfully build and manage a team. The course is taught in a format that is easy to follow and highly effective manner. The Management Institute is a curriculum of workshops and interactive learning experiences designed to cultivate management excellence. The curriculum helps participants enhance their management competencies as well as develop their leadership potential.

**Topics Include:**

- Stepping Up to Supervision
- Interpersonal Communication
- Introduction to the Functions of Management
- Planning, Organizing, Controlling, Budgeting, Leading in Management
- Team Development
- Professional Communication

**Who Should Attend:**

- Any newly hired or promoted managers
- Any managers with performance issues or who need to be coached
- Any employee being groomed for a manager role

## Leadership Institute

Management and leadership are both vital for organizations to thrive. Learn the importance of understanding the difference and gain knowledge of when to manage and when to lead. The seminar series teaches participants how to be more effective and improve managerial performance and leadership initiative in the organization. The Leadership Institute guides the participants in improving communication, managing conflict, how to effectively manage details, improve efficiency of operations, developing staff and teams, strategic planning, exploring leadership behavior.

### Topics Include:

Managing and Leading in Organizations  
Communication, Attitude, Boundaries  
Diversity in Business & Generational Diversity  
Conflict Resolution  
Decision Making & Problem Solving  
Managing Organizational Change  
Values, Ethics, & Integrity  
Team Building  
Time Management and Stress Management

### Who Should Attend:

Managers with 6 months+ experience, Cross Divisional/Department Managers and Leaders  
Managers seeking to become Leaders

## Advanced Leadership Institute: Making A Business Case

The Advanced Leadership Institute is a highly interactive seminar series designed for experienced managers and leaders who are working towards executive leadership roles. Apollo Consultancy Group utilizes a variety of methods to teach leaders how to be more strategic and effective in their role of growing the organization. Participants learn about the importance of strategy, how to improve strategic thinking, how to conduct strategic risk assessment, strategic evaluation of internal and external environments, implementation of pivot or proceed strategies. Participants will learn how to develop, evaluate, and present a strategic business case for change in the organization by learning how to "Think Like An Owner".

### Topics Include:

Strategy  
Financial Analysis and Management  
Organizational Change  
Intrapreneurial Development  
Pivot or Proceed Implementation  
Making the Business Case

### Who Should Attend:

Managers and/or Leaders with 3+ years' experience, Managers/Leaders seeking Executive Positions

Don't see what you are looking for? Contact us today to set up an appointment; we will design the training curriculum that will work best for your organization. Email: [angel@apolloconsultancygroup.com](mailto:angel@apolloconsultancygroup.com)