

# Programs & Services Overview

## COMPETENCIES FOR COMPETING AT THE THE ACCELERATED SPEED OF BUSINESS

Advanced information technology, a changing workforce, globalization and corporate reorganization are fundamentally redefining how business gets done. These changes have defined entirely new sets of competencies that professionals and managers must acquire to effectively compete in the “New Economy.”

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To prepare business professionals to compete in these turbulent but exciting times, Richard T. Pryor Associates has combined intimate knowledge of the business industry with over 25 years of experience as a training partner to many of North America’s most successful organizations.

The result is a unique and exciting portfolio of programs, seminars, and performance solutions that are focused on enabling business professionals with skills and strategies in four critical competencies:

- Relationship Sales and Service
- Post-Industrial Leadership
- Teamwork and Collaboration
- Effective Business Communication

### Relationship Sales & Service

To assist professionals and managers shift their paradigm from being primarily functionally-focused to being sales and marketing savvy, our series of Relationship Sales & Service programs prepares internal and external service providers with the critical skills that will enable them to: profile client needs, wants and expectations; remove the disempowering mindset about sales;

effectively manage their new business funnel; deal with difficult customers; and deliver the critical component of superior service.

### Post-Industrial Leadership

To help managers and leaders effectively navigate the future, our series of Post-Industrial Leadership programs has been created to enable professionals and managers to effectively: envision and communicate a clear and compelling course, anticipate and respond to the powerful undertow of a changing business landscape, manage and coach for high performance, and harness the winds of change to consistently outmaneuver the competition.

### Teamwork & Collaboration

To prepare all employees to effectively work in teams and collaborative workgroups, our series of Teamwork & Collaboration programs has been designed to prepare professionals with the skills and strategies to: recognize the critical characteristics of effective collaboration, set team goals and action plans, leverage organizational diversity, effectively resolve conflict and communicate for high performance.

### Effective Business Communication

Our series of Effective Business Communication programs teach the skills and strategies that leverage the power of communication to motivate and influence customers, colleagues, staff and management. These dynamic programs prepare professionals and managers with the skills to: deliver high-impact presentations, write credible proposals and correspondence, and consistently practice effective interpersonal communication.

## **FLEXIBILITY THROUGH SERVICE LINES**

With extensive human resource and line management experience, we understand the complicated dynamics involved in building a high-performance workforce. For more than twenty-five years, Richard T. Pryor Associates has practiced the philosophy that partnering with our clients means understanding the unique challenges they face.

To ensure that our programs and services meet the wide variety of training and development requirements our clients demand, we offer maximum flexibility through our four service lines:

### **Training Workshops**

Through our training workshops service line we offer more than 18 unique workshops that are delivered by provocative experienced presenters in one-, two-, or three-day formats. In addition to this portfolio of predesigned workshops, our FlexDesign™ process examines an organization's unique competency gaps and assembles or "mass-customizes" proven learning activities into a unique program design that meets a client's specific business need. All of our programs deliver: high-impact learning through interactive discussion, high-quality program material, contemporary content and a focus on the individual needs of each learner.

### **Executive Coaching**

We provide high impact developmental assessment and individual coaching for middle and senior managers. Through our one-on-one coaching process, your organization's most critical managers will receive insightful, direct and honest feedback on the management and leadership skills that must be developed or modified to become a high performing business executives.

### **Reinforcement Tools**

Our Reinforcement Tools service line provides clients with skill development strategies that can be used by participants as self instructional learning or used after "formal training" to reinforce the application of critical skills back on the job. These tools include: books, videotapes, job-aids, and computer software.

## **Motivational Speaking**

We help employees make sense of today's changing and often challenging business environment through our series of dynamic, humorous, and insightful motivational talks. Designed to inspire, motivate and entertain your employees, these talks cut through today's lexicon of high tech terms and help employees regain control of their personal and professional lives by implementing basic business, management, and relationship strategies that get results.

## **OUR COMMITMENT TO SERVICE**

For more than twenty-five years, our clients have told us that how we support them is as important as what we teach. To ensure that we are truly positioned to help our clients address the real business challenges of competing in a new and dynamic marketplace, we are committed to provide our clients with:

**Dynamic & Credible Presentation** - Workshop instructors use their business experience and superior presentation skills to deliver high-impact, memorable programs. The quality of our program delivery at the point of service consistently differentiates our programs for our clients and program participants.

**Strategy-Driven Solutions** - Our philosophy of helping our clients is built on the importance of ensuring that all the programs and services we provide are designed to add value to our client's ability to achieve their strategic business objectives.

**Contemporary Content** - Our program content has been designed to address today's complex business issues and prepare employees to compete in the "new economy."

**Flexible Design** - Our programs are designed with the ability to meet the unique expectations of the "client sponsor" while ensuring that program content is delivered to meet the unique and individual needs of the program's participants.

**Candid and Timely Evaluation** - Our workshops are thoroughly evaluated against program goals. An Executive Report is created for each program to summarize and communicate evaluation results.

# Portfolio of Training Workshops

<b>RELATIONSHIP SALES &amp; SERVICE</b>		
Customer-Interface Process	Aims to resolve 2/3 of your service issues, and provides everyone at every level a system-wide customer service focus	1 / 2-day
ServiceMap	Helps leaders in internal and external service areas to establish service expectations and motivate world-class service providers	2-day
Service Seminar	Prepares front-line employees with the skills to deliver superior client service	1-or 2 day
Inside Selling	Helps employees from internal service departments ( <i>i.e.</i> , human resources, operations) develop the consulting skills to become the “supplier of choice”	1-day or 2-day
Relationship Selling: Foundations	Provides the internal and external sales professional with the basic foundations of the sales process	2-day or 3-day
Relationship Selling: Master Performers	Teaches experienced sales professionals the master performer process	2-day or 3-day
Negotiating Strategies	Prepares experienced sales professionals with the skills to close tough deals	2-day
Sales Management	Provides managers and sales team leaders with the bottom-line skills to coach, motivate, and follow up with sales professionals	1-day or 2-day
<b>POST-INDUSTRIAL LEADERSHIP</b>		
Successful Supervision	Provides the basics of motivating & directing subordinates	2-day
Targeted Interviewing	Teaches managers how to hire employees through targeted interviewing	1-day
Performance Partnerships	Enables managers to conduct the six performance management activities	2-day
Change Champions	Explores the new business world preparing employees to be “change ready”	1-day
Management Strategies	Enables experienced managers to hire and lead high-performance work groups to meet critical business goals	2-day or 3-day
Leadership Foundations	Prepares successful managers to assume critical leadership responsibilities	1-day
Managing in the New Millennium	Enables high-potential managers and corporate leaders to define a strategic course that will prepare their organization to compete in the new economy	1-day
<b>TEAMWORK &amp; COLLABORATION</b>		
Team Dynamics	Teaches team members how to reduce design-to-market cycle time through effective, collaborative interactions between team members	1-day or 2-day
Team Leadership	Provides new and future team leaders direction and removes obstacles for increased team productivity	1-day or 2-day
High-Impact Team Building	Uses experiential training activities to <i>enable</i> new project team members, senior leadership, and cross-functional managers to accelerate a team’s “learning curve” by establishing productive working relationships	determined by client need
Relationship Networking	Helps professionals accomplish business results through collaborative relationships	1 or 2-day
<b>EFFECTIVE BUSINESS COMMUNICATION</b>		
Interpersonal Foundations	Increases the efficiency and effectiveness of collaborative interaction between professional staff, front-line service providers, technical staff and new sales professionals	half-day, 1-day, or 2-day
Effective Business Writing	Helps professionals and managers increase the reader’s receptivity and attention to written messages	1-day or 2-day
Powerful Presentations	Enables professional staff, managers, technical staff and sales professionals to deliver well-organized, coherent presentations with appropriate audience involvement	1-day or 2-day
Persuasive Presentations	Prepares experienced presenter to deliver polished, high-impact presentations to key clients and executive staff	2-day

# About Richard T. Pryor Associates

Richard T. Pryor Associates provides training solutions in leadership, teamwork & collaboration, business communication, and sales & service enabling individuals, teams, and organizations to compete in the new economy

## **NETWORK OF EXPERIENCE**

Capitalizing on extensive professional and academic experiences, our network of Performance Development Associates helps professionals develop the critical competencies required for an organization to achieve its strategic business objectives.

## **ADDRESSING CONTEMPORARY BUSINESS ISSUES**

Offering generic and custom solutions, we have served diverse industries on contemporary issues including:

- Relationship Sales
- Competitive Service
- Post-Industrial Leadership
- Business Presentations
- Supervision & Management
- Communication Skills
- Team Collaboration

## **RELATIONSHIP-DRIVEN SUCCESS**

Partnering with our clients is a fundamental part of Richard T. Pryor Associates' business approach. consistently deliver high-quality, reliable, on-time, on-budget, business-focused solutions.

## **PARTIAL CLIENT LIST**

AT&T  
Bank of America  
International Paper  
Cephalon  
Columbia Savings Bank  
Crum and Forster  
Chrysler First  
Drew University  
GEC/Plessey Telecommunications  
G.P.U. Nuclear  
Harris Corporation  
International Toy Association  
JPMorgan Chase  
Loudoun County Public Schools  
Marsh & McLennan  
Merrill Lynch Canada  
PNC Bank  
New Jersey Bankers Association  
Nortel Networks  
Pitman Company  
Public Service Electric and Gas Company  
Rubbermaid  
Siemens Corporation  
Timex  
Wachovia

To discuss how Richard T. Pryor Associates can assist you in turning today's work force challenges into profitable opportunities for the 21st century, please call 908-232-6481.