

Center for Organizational Energy, LLC

Providing training and development solutions to help power your organization's performance.

Public Seminars & Workshops

Summer/Fall 2006

The Center for Organizational Energy's public seminars and workshops will keep your competitive skills sharp! Whether you work for a small business, a large corporation, the government, an educational institution or a not-for-profit organization, our seminars and workshops can help to measurably improve and enhance your performance in the areas of customer service, leadership development, credit and collections and sales effectiveness.



In addition to public seminars and workshops, the Center for Organizational Energy develops high performance organizations through assessment, planning leadership, management and self-mastery training and teambuilding. We have worked with a great many companies and organizations in the Capital Region and beyond. The Center for Organizational Energy has helped several clients with extensive growth and re-evaluation efforts that have helped move them toward becoming a high performance organization. We provide value-added solutions to meet your training and development needs for employees, teams and whole organizations.

Bring the Center for Organizational Energy's training services on site or take advantage of our Albany Training Center to improve the performance of your managers and employees. We can provide programs that are customized to your business objectives and the needs of your organization. Let our training solutions maximize your employee's performance and improve your bottom line!

We would like the opportunity to sit down with you, learn about your most urgent training and development needs, and discuss the ways Center for Organizational Energy can enhance your organization or business. We have the largest library of training programs, curriculum, books and video tapes in upstate New York. Please give us a call at 518-869-8600 if you would like further information about any of our training programs.

We are constantly adding new workshops and seminars. Please visit our website for updates: www.energyseekers.com

Center for Organizational Energy, LLC,
423A New Karner Road, Albany, NY
518-869-8600

"The ability to learn faster than your competitors may be the only sustainable competitive advantage".

Peter M. Senge
Author of
"The Fifth Discipline"



**Center for
Organizational
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**423A New Karner Road
Albany, NY 12205**

**518-869-8600
jim@c4oe.com**

NEGOTIATION

How to Win the Negotiating Game

October 12, 2006 9 am to 12 pm

Who should attend:

Everyone negotiates. Colleagues, spouses, unions, corporations, even nations negotiate. Negotiation skills are essential to anyone who works with and through people to achieve objectives.

Program Description:

Negotiating is the art of making better deals. Making the right deal can turn a small venture into a big one, or a quiet product into a blockbuster. Skill, preparation, and confidence are the keys to negotiating well. Learn about anchors, framing, first offers, bidding strategies, post settlement settlements, flinches, nibbles and red herrings.

Program Fee: \$99

When you enroll 3 from your organization, a 4th attends FREE!

LEADERSHIP

What it Takes to Succeed in Leadership: The Basic Principles

August 22, 2006 9 am to 12 pm

November 7, 2006 9 am to 12 pm

Who should attend:

Managers, supervisors, anyone making or thinking about making the transition to management, team leaders, directors and business professionals.

Program Description:

You will learn what a leader is....and isn't, find out what people expect and respect in a leader, learn how to effectively motivate a team and put good ethics and emotional intelligence into management to achieve greater effectiveness leading people.

Program Fee: \$99

When you enroll 3 from your organization, a 4th attends FREE!

SALES PROGRAMS

Professional Selling Skills®

November 1, 2 & 3, 2006

January 30, 31 & February 1, 2007

March 20, 21 & 22, 2007 May 15, 16 & 17, 2007

Who should attend:

Salespeople and anyone in your organization interested in discovering how to close more sales, influence decisions and exceed customers' needs!

Program Description:

Professional Selling Skills®, pioneered by the US Xerox photocopier sales organization, is the world's leading sales training system. Globally developed Professional Selling Skills® is a Core 3-day classroom training (8 am to 5 pm) which offers a proven, powerful model used for face-to-face selling that equips your salespeople with the skills they need to develop lasting, mutually beneficial customer relationships.

Program Fee: \$1,750

Call us at 518-869-8600 for group discounts

Elements of Effective Selling

Poor Salespeople Have Skinny Kids!

October 19, 2006 1 pm to 4 pm

Who should attend:

Sales representatives, sales managers, account executives, account representatives, sales supervisors, sales team leaders or anyone involved in any aspect of the sales process.

Program Description:

You will learn some simple sales techniques that ignite sales, the quickest ways to turn prospects into customers and how to keep your prospects as customers after you win them over

Program Fee: \$99

When you enroll 3 from your organization, a 4th attends FREE!

CREDIT & COLLECTION WORKSHOPS

Crackerjack Points for Prize Credit & Collection Strategy

August 15, 2006 9 am to 12 pm

October 23, 2006 1 pm to 4 pm

Who should attend:

This workshop is designed for all levels, beginner to expert. Owners of companies should join their staff to learn how to support the credit and collection effort in their organization.

Program Description:

Learn how to collect more now—get paid like the bank, confessions of judgment, how to save legal fees, the nature of defaults, finding old money, understanding the debtors financial conditions, why are you the banker.

Program Fee: \$99

When you enroll 3 from your organization, a 4th attends FREE!

CONFLICT & CONFRONTATION MANAGEMENT

Effective Communications Workshop

November 14, 2006 9 am to 12 pm

Who should attend:

Business professionals who want to expand their conflict management skills, understand their own emotions and behaviors when addressing conflict and find productive ways to manage conflict.

Program Description:

Gain an understanding of the nature of conflict in organizations, learn some key approaches for managing conflict and strategies and skills to resolve conflicts with individuals and groups.

Program Fee: \$99

When you enroll 3 from your organization, a 4th attends FREE!

STRESS MANAGEMENT

Stress

Thriving Under Pressure

September 19, 2006 1 pm to 4 pm

December 12, 2006 9 am to 12 pm

Who should attend:

Office staff, sales and customer service professionals, managers and supervisors and any employee who is experiencing intense emotional/stressful situations at work.

Program Description:

Learn what stress is, and what it isn't, how you can recognize specific stress signs and "early warning" distress signs, distinguish between normal, productive stress and stress overload in yourself and in others and how to maintain a balanced lifestyle.

Program Fee: \$99

When you enroll 3 from your organization, a 4th attends FREE!

CUSTOMER SERVICE WORKSHOPS

All four of the customer service workshops are a must-attend for everyone who communicates with customers. Customer service representatives, receptionists, office staff.....

Reaching for Stellar Service

September 15, 2006 8 am to 12 pm

Program Description:

Participants explore the value of stellar service and the service provider's role in achieving it. They will explore the challenges of delivering stellar service and the ways it adds value to every type of customer interaction: one-time or long-term, routine or unique, face-to-face or on the telephone, business-to-business or business-to-customer, and technical or non-technical.

Program Fee: \$149

When you enroll 3 from your organization, a 4th attends FREE!

Caring for Customers

September 15, 2006 1 pm to 5 pm

Program Description:

Participants will develop skills for delivering friendly, attentive service that demonstrates interest in and care for customers on a human level.

Program Fee: \$149

When you enroll 3 from your organization, a 4th attends FREE!

CUSTOMER SERVICE WORKSHOPS

Healing Customer Relations

November 28, 2006 8 am to 12 pm

Program Description:

The purpose of this workshop is to develop skills that will help service providers serve customers who are concerned, angry, or upset after a service breakdown.

Program Fee: \$149

When you enroll 3 from your organization, a 4th attends FREE!

Dazzling Your Customers

November 28, 2006 1 pm to 5 pm

Program Description:

This workshop will enhance the ability of service providers to make customers feel special and valued, thereby creating experiences so surprisingly positive and memorable that customers will tell others about them and will want to sustain and build their relationships with the organization.

Program Fee: \$149

When you enroll 3 from your organization, a 4th attends FREE!



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"This was one of the best facilitated sessions I've ever participated in: a combination of an excellent facilitator in Jim Ullery and a group of terrific participants".

Jim Ullery, President, Center for Organizational Energy, LLC

518-869-8600 x15 jim@c4oe.com

Jim Ullery has been in the consulting business for over 20 years. During this time he spent 18 years with Albany Ladder Company, which was noted by the Human Resource Society and the Hudson Mohawk Training and Development Society as one of the best organizations to work for in the Capital District. The recognition paralleled that of Dr. Peter Senge of Sloan School of Management at MIT who noted the learning environment that Jim and President Lester Heath had created. As a result of this, Jim appeared in a video tape with Dr. W. Edward Deming and Dr. Senge. "Successful Meetings" magazine named his training efforts as one of the Top Five in the nation in a cover story article. In addition, Albany Ladder and his work were featured in "INC Magazine" on several occasions, as well as numerous trade publications. Jim has also been a collaborator with several thinkers in the organizational development field, including Robert Fritz, Dr. W. Edward Deming, Dr. Peter Senge, Charlotte Roberts and William Isaacs. It is during this time that Jim developed his philosophy of abundance and compassion for each person's contribution to the success of an organization that permeates his work to this day. Prior to joining Albany Ladder, Jim owned his own business and worked in the banking industry. Jim is a skilled speaker, facilitator and trainer, as well as a

business facilitator. He holds a B.A. from Simpson College, a degree from the American Institute of Paralegal Studies and a MBA from Rensselaer Polytechnic Institute.



Jim Ullery, President of Center for Organizational Energy, LLC