

Now more than ever...



&



Hebert Performance Training
Helping Organizations Improve Communication

Presents

Three Outstanding Training Seminars



Difficult Customers - No Problem

Learn to "WOW" even the toughest customers

Avoid turning off customers

Learn "tricks of the trade" to WOW them every time



A Supervisory Crash Course To Help You Lead the Ship!

Learn how to more effectively lead

Give meaningful feedback

Learn to manage time, hold meetings, & build an energized & empowered team



Communicate Like A Leader: Easier Than You Think!

Learn easy techniques to lead with authority

Develop employees, communicate openly, improve feedback

Resolve conflict, and ultimately develop your team!

For more details see reverse side



Seminar Details

Only \$159 per Seminar

9:00am to 4:00pm Includes continental breakfast and lunch

Reserve your seminar today

Call 315-733-2300 ext. 2237

Ask about group discounts

June 16 – Difficult Customers - No Problem, Wow’Em!

Have you ever wanted to handle customers that drive you crazy with more professionalism? Learn to “wow” even the toughest customers, say “no,” avoid turning off customers, understand “people” styles, and many easy “tricks of the trade” to help you “wow” them every time!

June 18 – A Supervisory Crash Course To Help You Lead the Ship!

If you lead others and could use a “jump start,” spend a day to learn the “nuts and bolts” of getting your team headed for the “gold.” Learn how to more effectively lead, give meaningful feedback, work with different “people styles,” manage time, hold meetings, and build an energized and empowered team!

June 19 - Communicate Like A Leader: Easier Than You Think!

The ability of a leader to effectively communicate is critical to a high performance team. Learn easy techniques to lead with authority, develop employees, communicate openly, improve feedback, resolve conflict, and ultimately develop your team!

About Us

Joan Hebert, MBA, MS, principal of *Hebert Performance Training*, specializes in customer service, leadership, presentation skills, teams, sales, and communication skills. Hebert has over 25 years experience serving clients such as AT&T, Lucent Technologies, Time Warner Cable, Bayer HealthCare Pharmaceuticals, U.S. Department of Defense, and National Grid. Hebert is certified in Achieve Global and is a Syracuse University Adjunct Professor. Hebert spent 15 years with AT&T as a #1 nationally ranked master trainer. HPT is a “NYS Woman-Owned Business Enterprise,” and frequently presents for ASTD and SHRM, including presenting for the 2009 NYS SHRM Conference this July.

USC The Business College, *Corporate and Workforce Development Division*

For the past 113 years, USC The Business College has offered a complete range of programs designed specifically for Central New York firms. Programs include Management and Supervision, Strategic Planning, Industrial Development and Customized Focused Training. USC offers programs registered by NY State Department of Education including Business Administration, Administrative Specialist, Health Services Management, Microcomputer Technologies, Legal Office Assistant and Certificate Programs in specialized training fields.

Hebert Performance Training www.heberttraining.com **315-303-4750**

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