

Productivity Improvement Lunch and Learn Series

These 1 ½ hour courses target many of the areas that businesses need refresher or compliance training. MCC will facilitate the 5 or 10 topic package on site or host at MCC. Mix and match topics or pick and choose the course that will benefit your employees the most. Individual courses are available as well.

Leadership/Coaching

- Communicating/Coaching
- Delegating
- Legal Do's and Don'ts
- Bringing Out the Best in Others
- Performance Reviews
- Performance Evaluations

Time Management

- Managing Multiple Priorities
- Productive, Efficient Email and File Mgt.

Customer Service

- Guiding Customer Conversations
- Healing Customer Relationships
- Cross-Selling
- Supporting The Sale

Team/Team Building

- Managing Teams
- The Magic of We
- Managing Generations
- Basic Principles of Teamwork
- Difficult Issues with Teams

Personal Development

- Managing Stress
- Working with Difficult People
- The Leader in You
- Handling Emotions Under Pressure
- Win-Win Outcomes
- DiSC Personality Profiles

Compliance

- Sexual Harassment
- Workplace Violence
- Diversity in the Workplace
- Ethics and Professionalism
- Safety

Audience: All employees

Length: 90 minutes

Some topics require 2 sessions

Class Size 9 to 16 participants

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