



Corporate Training Programs

MMS Time Management

Managing time is not something we were born with. Time Management is a skill that can be developed. The purpose of the MMS Time Management Seminar is to learn how to maximize your productivity by making wise choices, utilizing efficient time management, and integrating effective "self" management into daily life.

Specifically, in the **Time Management Course**, participants will:

- Understand what it means to manage your time
- Learn how to take charge of your life
- See what is in the way
- Learn tools and techniques to save time
- Start to balance time and life
- Experience how your time management affects your results
- Improve the use of your time
- Learn how to effectively manage your schedule
- Feel more in control of your time and life

Also available in Virtual Training 24/7 go to www.mmsvt.com

MMS Communication Course

Communication is the essential tool that we use every day of our lives, be it face-to-face, on the phone, in e-mails, letters, faxes, and in the media. I am going to share with you the most fundamental aspects of communication, help you examine what can go awry, and how to be more effective in your communications both at work and at home.

In the **Communication Course**, you will:

- Learn how to become a better communicator
- Understand the dynamics of effective communication
- See how the five levels relate to daily life
- Learn how to avoid breakdowns
- Understand how important listening is

Also available in Virtual Training 24/7 go to www.mmsvt.com



Consultative Sales Training

Consultative Sales teaches you to focus on your customer, to determine what he or she wants and to see if your product or service is a match for them. Consultative Sales uses the MMS approach to Coaching as the basis of asking the right questions to get to the heart of the matter.

In the **Consultative Sales Training** you will learn how to:

- Connect with your customers
- Build relationships
- Increase your sales
- Have satisfied clients
- Increase referrals
- Build the bridge between sales and service
- Have fun while helping people get what they want AND earn money!

Also available in Virtual Training 24/7 go to www.mmsvt.com

MMS Customer Satisfaction Training

The Customer is the person who is requesting and paying for something from the service provider. Satisfaction is the act of meeting or exceeded a want. Customer satisfaction is the act of meeting or exceeding the expectations of the person who is paying for the product or service. If we lived in a perfect world, all customers would be delighted with the service they receive. Since we don't live in a perfect world, we have created the MMS Customer Satisfaction Program. In our Customer Satisfaction Training participants will learn:

- Expectations and the meaning of excellence
- What gets in the way of outstanding Customer service
- Who is the employee and what he is looking for
- Building the Bridge between Customer Satisfaction and Employee Well-Being
- What exactly is required to serve the customer
- What employees need to deliver legendary customer service... *creating Moments that Matter so that your customers will never forget!*
- Everything you need to deliver outstanding, legendary customer service.

Also available in Virtual Training 24/7 go to www.mmsvt.com



Interviewing Skills

In the Interviewing Skills program you will learn to:

- Become more effective in interviewing candidates for job positions
- Use interviewing techniques to your advantage
- Experience greater self-confidence in interviewing
- Gain a full and honest picture of strengths and developmental needs
- Become more effective in screening and choosing the best candidate for the available positions
- Become comfortable when interviewing a new candidate

Also available in Virtual Training 24/7 go to www.mmsvt.com

Performance Appraisal Training

In the Performance Appraisal Training you will learn to:

- Effectively conduct a performance appraisal
- Provide proper feedback to empower employees
- Help employees create results in their job.
- Understand the value of annual performance appraisals
- Effectively prepare for appraisals
- Effectively set the stage for learning
- Overcome any nervousness about the process
- Discover how to give honest, relevant and meaningful feedback
- Enable employees to gain a full and honest picture of their strengths and developmental needs
- Become a better manager who is committed to help employees grow through constructive feedback

Also available in Virtual Training 24/7 go to www.mmsvt.com



Negaholics Training: Overcoming Negativity

Do you know any negative people? You may be the most positive person, but chances are that you know at least one negative person. If employee morale is uncertain, or unmotivated, if people are searching for direction, or if they lack satisfaction, then Negaholics can help you deal with the Negaholics who are resisting the reorganizing, restructuring, and downsizing. Negaholics will help the organization overcome any negativity and profit from it. In this course on Overcoming Negativity you will learn how to:

- Understand how people become negative
- See what reinforces their negativity
- Become acquainted with the different types of Negaholics
- Discover tools to address negative behavior
- Detach from the negativity
- Become a support to others overcoming their Negaholism

Also available in Virtual Training 24/7 go to www.mmsvt.com

Coaching Skills Course

MMS is the original Coach Training program training coaches since 1974. Some people, however, are not interested in the MMS Coach Certification Training, but want to learn the fundamentals of coaching. For those people we have designed the Coaching Skills Course, which is shorter, focuses on skills, and leaves out the personal development aspect. In the MMS Coaching Skills Course you will:

- Learn the fundamentals of coaching
- Experience what a coaching session looks like
- See how the coaching process works
- Absorb some basic coaching skills
- Be exposed to the coaching terminology
- Become empowered to support others in making choices



Teambuilding

A group of people who work together are **not** a team. Teamwork defined as a collection of people who must rely on group collaboration if the desired outcome is to be achieved. Teamwork is the critical difference between success and all the reasons that explain what happened. The undeniable core is respect, without it, a team cannot be created. Building teams is a process that requires trust. The purpose of the MMS Team Building Process is to build a cohesive team unit so that co-workers work together in a spirit of cooperation, collaboration and ownership. A healthy organization is one that has a strong sense of its own identity and mission, plus the capacity to adapt readily and constructively to change. This type of organization exhibits independence, optimism, interdependence, and a high degree of responsibility.

Presentation Skills

In the Presentation Skills Program you will learn to become comfortable and proficient at presenting information to people so that you consistently receive positive feedback. Specifically, you will learn to:

- Clarify presentation expectations
- Learn how to present effectively
- Experience greater self-confidence
- Practice presenting in a safe environment
- Know how to shift attention from self to audience
- Gain an honest assessment of strengths and weaknesses
- Have a master checklist for effective presentation skills
- Overcome discomfort associated with giving presentations



Stress Management

Stress is a fact of life in the world in which we live. Those who know how to effectively deal with stress are more likely to have a long future on the job, and less likely to burnout. The purpose of the Stress Management Program is to become more knowledgeable about stress, its impact, and to learn how to better manage it in daily life. In the Stress Management Program you will learn to:

- Understand stress
- Clarify what causes it
- Spot the stress signals
- Know what to do to reduce it
- Learn how to better manage stress

Women in Leadership

Women are leaders but are not always recognized as such. In the Women in Leadership Program, women get to take time out to examine their leadership style, effectiveness, and assess themselves in light of their overall goals. The purpose of the program is to empower woman leaders to work more effectively towards their company's business objectives and their personal goals. Specifically the program teaches women to:

- Help woman leaders understand the forces affecting their careers
- Learn how to use their power and influence more effectively in the business world
- Experience greater self-confidence
- Gain a full and honest picture of strengths and developmental needs
- Become better managers of gender issues in the workplace
- Learn strategies for achieving greater influence in the organization
- Overcome the biases and discomfort associated with exercising political savvy
- Be empowered to work more effectively toward the company's goals and objectives
- Learn effective leadership skills



Change Management

In the Change Management Program you will learn how to successfully manage change so that you take what happens and use it to forward your company's objectives. The program addresses the psychology of change, how it impacts different types of people, and how to motivate people to embrace the change. Specifically, you will learn to:

- Understand the dynamics of organizational change
- Learn how to orchestrate change
- See how to apply these techniques in your organization
- Become better managers of change

Employee Owned Change

Managing change is a delicate process that can be very successful when conducted properly and can be problematic when not. EOC™ is a top down coupled with a bottom up process where "The voice of the people" is accurately documented so that everyone is heard with no negative repercussions. The purpose of EOC™ is to build a cohesive team unit so that coworkers work together in a spirit of cooperation, collaboration and ownership. Specifically employers will benefit in these ways:

- Validate what is working
- Wanted changes will be communicated
- An accurate picture of the overall health of the organization
- A master plan for organizational change will be formulated
- They will have a track-able document that can be implemented in various stages
- Accountability at all levels of the organization
- Ownership by the employees of the change process
- Buy-in at all levels of the organization



Termination and Exit Interviews

Letting employees know that they will no longer be with your firm is never easy. It takes real talent to execute this process so that learning and empowerment takes place. The purpose of the Termination and Exit Interview Program is to support employees who need to leave the organization by completing with them in a humane and caring manner. Specifically you will learn to:

- Help employees attain closure
- Learn how to complete with employees who are leaving the company
- Learn how to let an employee go properly
- Learn the do's and don'ts about termination
- Complete with employees so that the best possible solution happens

MMS Certified Coach Training

This is the original Coach Training designed and produced in 1975. Dr. Cherie Carter-Scott is the person who introduced coaching as a profession in 1974 when she first started coaching professionally. The course is a 12-week program that involves both personal development and coaching skills. The book, *Transformational Life Coaching* is used as a text. TLC literally spells out the coaching process and differentiates how and why the MMS approach is different from other methods. If you would like more information about this profound experience, go to: www.themms.com/mms_coach_training.php

Also available in Virtual Training 24/7 go to www.mmsvt.com (by itself not certified)

Inner Negotiation Workshop Personal Development Experience

This two-day experience is for employees that you want to develop. Whether they require assertiveness training, interpersonal skills, or personal development, they will emerge from this experiential retreat setting renewed, empowered, and accessible. When you experience what it feels like to be respected, supported, and valued you start to become your authentic self and open up the door for unlimited possibilities.



When you feel safe enough to tell your truth, encouraged to imagine and explore, and urged to believe in yourself you want everyone to be introduced to this way of life.

Other Programs and speeches available for special occasions:

If Life Is a Game, These Are the Rules ~ Ten Rules for Being Human

Dr. Chérie's signature speech! These ten rules so resonate with people around the globe that the book has been translated into over 40 languages. Worldwide audiences delight in Dr. Chérie's practical and profound, wise and witty, blend of mainstream and metaphysical truths. Dr. Chérie is a master at making you laugh and cry at the same time. Her life experience provides her with the background, and expertise to touch the hearts of every attendee. She also provides the tools, techniques, and audience participation to engage people of all ages.

"Another winner for Chérie Carter-Scott! Filled with wonderful stories and enlightening examples, this book effectively teaches sensible yet empowering rules for success."
— Stephen Covey, author *The Seven Habits of Highly Effective People*

If Success Is a Game, These Are the Rules ~ Ten Rules for a Fulfilling Life

Dr. Chérie challenges her audiences to individually define success. She underscores that success is different from fulfillment, which comes from within. As Dr. Chérie walks her audience through the ten universal truths for success, she weaves her life and the stories of other successful people into a mosaic that beckons the audience members to become involved by looking closely at their own lives. With supportive confrontation, Dr. Chérie encourages people to reveal their reality and become empowered to make their dreams come true.

"I wish I had a copy of this book when I was beginning my own company. Read and enjoy... and learn!" — Jim McCann, CEO, 1-800-FLOWERS.COM

If Love Is a Game, These Are the Rules ~ Finding Authentic Love and Fulfillment

The perfect spousal program that combines Dr. Chérie's style of universal truths, humor, and audience participation. Audience members find themselves nodding, laughing out loud, and elbowing the person next to them. The ten rules show building and sustaining authentic love is a delicate process that requires negotiation and communication. This program is guaranteed to delight the spouses.

"A delightful primer on Love. Cherie Carter-Scott offers readers an expanded awareness on authentic relationships that can make daily life more fulfilling."
-John Gray, author of *Men are from Mars, Women are from Venus*