



Sue Miller

TRAINING & CONSULTING

*Addressing critical needs
of the American workforce*

Sue is a *heart-of-the-matter* speaker who delivers practical and inspiring programs that increase performance at work, pleasure on the job, and pride in results.

Do you want your employees to be...

More focused

More engaged

More decisive

More creative

Sue's programs help people...

Reach goals more easily

Communicate more respectfully

Filter information more quickly

Build straighter paths to achievement

Find greater joy in their contribution

Sue holds an M.Ed., is a former manager for two Fortune 500 companies, and has produced million-dollar employee incentive programs across the United States. As owner of her own national training company since 1994, she has first-hand experience with corporate challenges. Her intuitive insight leads her to repeatedly produce solid performance solutions for her clients. Authoring all of the company's courses, she keeps her heart turned toward what is *really* happening in the workplace today. As a national speaker, Sue's presentations inspire audiences to take responsibility for their success and to make significant contributions in their unique way. She's inspired by the visibility of outcomes, not spotlights. Sue is happily married, is the mother of two daughters, and has learned that a life full of purpose is an enjoyable life.

This management program is the best I've had in my five years here at the company. **JCPenney Senior Buyer**

She inspires a group to explore the unique contribution they can make and to always press for results. We loved it! **Association Executive Women**

Sue customized a program for us that made a huge difference in the way we treat our annual performance reviews. We've hired her repeatedly based on her success with this one. **Fujitsu Director**

So many of us don't think about the importance of our presentation of ourselves. Now, after Sue's work with our group, we all make a conscious effort to work together more effectively. **7-11 Senior Manager**



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Developing the New Manager. This workshop for *new managers* teaches how to get results by working through others. It provides techniques for managing others while showing new managers how to keep their personal and professional balance. Every new manager and supervisor will be grounded in (1) Basic Concepts, (2) Communication; and (3) Leadership in this course. Each participant receives a 23-page *Managing for Success* style analysis.

Active Listening. Active listening is the interpersonal skill on which all other communication is based. Yet you, most likely, have not been taught active listening. 80% of people, who fail at their jobs, do so because of poor people skills—listening is the number one relationship building skill! Learn to use these skills to assist others, build clear agreements, work through conflict, and confront when necessary.

Interpersonal Skills. This workshop teaches that the attitudes and behaviors we bring to the job ultimately determine the results we get...how you affect others...and the direct correlation with how willing, or unwilling, others are to assist you. Since we don't work in silos, an effective worker is one who can solicit the team efforts of others. No one can do this without good people skills. We call them *interpersonal skills!*

Effective Presentation Skills. Everyone needs to learn how to present themselves more effectively. Material covered includes physical skills that keep audience members focused on the speaker and a proven and easy method for developing interesting, concise, and relevant presentations. Participants will learn to develop presentations for a specific audience, and how to select appropriate visual aids. Each participant is videotaped and provided with immediate feedback after each mini-presentation in the classroom.

Managing Through Change. Understanding what happens to individuals in times of change is necessary before you can learn to manage well. Much evidence is presented to convince the participant that there are *key qualities* that highly resilient people have. Resiliency is one of the top five competencies in today's workplace!

Avoiding Conflict. This course helps identify your style of communication and behavior, as well as identify and recognize other basic styles of behavior. Participants will learn effective ways to relate and communicate with individuals who are different than they are.. They will learn how to value another's point of view, while at the same time communicating their own. This course helps build relationships on teams and within whole Organizations, as it teaches the importance of an enhanced self-image coupled with a greater appreciation for the contribution of others.

Team Buildings. Our team buildings demonstrate the benefits of teams, pitfalls of destructive behaviors, elements of a healthy team, and the skills required of effective team member. Games and simulations create an engaging experience.

Interviewing Insights. In this class, participants gain significant insight into a candidate's ability to perform on the job through a mock structured interview process that helps them select individuals with a great "*job fit*" rather than on the interviewer's *gut feeling*. In addition, the class includes a thorough discussion of *Interviewing and the Law*, covering the questions employers may and may not ask. This course can be customized to *your* organization's hiring procedure.

Writing the Performance Review. Get all of your people evaluating performance by the same rules and guidelines! This work-shop gives an overall understanding of the significance of measuring performance for quality and productivity throughout the year. Participants will learn how to document and fairly reward positive performance at annual evaluation time. Participants are taught to document performance and to give feedback correctly. Role plays of real performance appraisal meetings are conducted in class.

Customer Service. What can we do to keep our existing customers coming back? What do customers like and what offends them? Each participant receives a customer service assessment that alerts them to areas of improvement in their own customer service skills. Learn the high-dollar cost of losing a customer and the service skills that can easily prevent it !

FranklinCovey Certified Facilitator delivering the following workshops:

- (1) 7-Habits of Highly Effective People (2) Focus (3) Leading Across Generations (4) Managing at the Speed of Trust**