



# AMERICAN INSTITUTE *of* MANAGEMENT INCORPORATED

*"Making personal and corporate improvement a way of life."*

## Workshop Topics

- Assessing your Organization for High Performance
- Attitude—Positive Impact on Others
- Basic Communication
- Becoming a High Performance Sales Pro
- Becoming Customer Focused
- Building a Team of Top Performers
- Calming Upset Customers
- Characteristics of Effective Teams
- Coaching Your Business Team
- Coaching & Employee Development
- Conducting Effective Meetings
- Coping with Stress & Stress Management
- Dealing with Unacceptable Performance
- Decision Making and Problem Solving
- Delegating and Sharing Responsibilities
- Developing Position Descriptions
- Developing Satisfied Customers
- Documentation
- Effective Delegation
- Effective Facilitation Techniques
- Effective Listening
- Empowering the Team
- Entrepreneurial Mindset
- Ending Workplace Politics
- Everyday Negotiation Skills
- Follow up and Feedback
- Giving and Receiving Feedback
- Goal Setting
- Handling Difficult People
- High Performance Leadership
- Holding People Accountable
- How to Manage Projects and Deadlines
- How to Motivate Employees
- How to Read Your Financial Documents
- Interviewing & Hiring Techniques
- Leading Teams
- Leading Through Trust
- Managing Customer Service
- Managing Diversity
- Managing & Motivating the Generations
- Managing Time Management & Achieving Goals
- Marketing Plans
- Mentoring
- Motivating Others
- New Employee Orientation
- One-on-One Coaching
- Organizational Goal Setting
- Performance Appraisals Development and Implementation
- Personal Leadership
- Polishing Your Leadership Skills
- Presentation Skills
- Preventing Workplace Procrastination
- Procedure Development
- Professional Image
- Project Management
- Public Speaking
- Quality Customer Service
- Reaching Success Through Self Mastery
- Resolving Conflict
- The Road to Win/Win
- Root Cause Analysis
- Self-Managing Teams
- Skills for High Performance Teamwork
- Succession Planning
- Supervising the Team Environment
- Team Development
- Team Processes
- Telephone Courtesy & Customer Service
- The Art of Negotiation
- Time Management
- Train the Trainer
- Winning the Battle against Negativity
- Working with Multiple Generations

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