

SkillPath  
On•Site Training  
is On•Target Training



# Investing in training your employees is the best investment your business can make ...

Your bottom-line benefits are tremendous:  
**Improved productivity. Superior morale.  
Better customer relations. Increased sales.  
And so much more.**

SkillPath is your ideal targeted training partner. We've delivered *the* training solution to organizations like yours since 1989. American Express, Wal-Mart, Lucent Technologies, Microsoft ... not-for-profit organizations and government agencies alike have tapped the SkillPath training advantage. Along the way, we've become the nation's premier training provider by maintaining our mission: To provide top-quality training tailored to our customers' needs.

SkillPath offers a comprehensive library of courses unmatched in content throughout the training industry. Management, supervision, leadership, business writing, communication, customer service, teambuilding, administrative excellence, desktop design and hardware and software technology training are just a few of the many workshops we offer that focus directly on the results you want to achieve in your business.

## Location, location, location ...

"On-Site" doesn't have to mean "in your conference room." We regularly deliver our on-site programs in branch offices, at hotel conference centers, at corporate retreats—anywhere that's convenient for our clients. We believe in bringing training to the location where you believe it will have the greatest impact.

Our training logistics staff will work with you in determining each workshop's physical needs, the times and places that will present the fewest obstacles to your staff's education and a host of factors that will enhance alertness, focus and receptivity.

"On-Site" can be anywhere you want it. Call a SkillPath On-Site representative today, and we'll be on our way.

*"Hands-on training was excellent. The trainer was flexible and tailored the course on the fly to meet our needs. Attendees were more than satisfied. This training definitely added value to the productivity of our staff."*

— AT&T

## 5 More Convenient Training Formats ...

Rapid change calls for maximum flexibility. To ensure your ability to respond, SkillPath's on-site platform includes five other popular options.

### Keynote Professionals

The right speaker can make or break a special event. He or she can set the tone, inspire the group or generate the buzz that can make your program a success. SkillPath's on-site services include matching our professional speakers with your organization's needs.

Whether you need a keynote speaker to kick off your annual conference or an expert to conduct a staff breakout session, we can work within your parameters and budgetary guidelines to make it happen.

Think of SkillPath's keynote team as your on-call "professional speakers bureau," just a telephone call or e-mail away.

### 24/7 Training

Tight deadlines and fast competitors can quickly create the need for "just in time" training. Your answer is SkillPath's on-line training. Over 1,200 self-paced or instructor-led courses backed up with an extensive on-line reference library means the training you need is just a mouse click away.

### Take-Away Resources

How can we make it stick? When learners face the morning-after-training question "What's next?"—they're most likely to choose the comfort of doing what they've always done. That's why SkillPath offers an extensive selection of take-away books, tapes and CDs, many of them authored by our own trainers, designed to enhance and extend the useful life of the learning experience. Any one or more of these options can make your return on training last a long, long time:

- Build a library—offer a new employee perk; value book packages offer quick-read variety to the entire organization
- Make a bundle—include a book and/or a tape for each training participant; tailor it to the topic for lasting value
- Offer a great deal—encourage your employees' investment in themselves; our on-site training clients always receive a generous discount on resources!

### Let Our Trainers Train Your Trainers

Developing a training program for your employees can literally take months of preparation. Your organization may already have a professional staff on board to present courses to your employees, but not the time to initiate, develop, track and evaluate all the training you'd like to see taking place. We've been developing and presenting the very courses your employees need since 1989 and have already done the work for you—why not take advantage of it? Our expert staff can certify your trainers to present our courses any time you wish. It's that simple. You get your training initiatives off to a fast start—without the hassle of months of preparation and research. Our expertise is just one phone call away.

# SkillPath's On-Site Training Advantage

*Among the very best ways to offer the training your employees need for continued growth and success is SkillPath's on-site training. Whether you want three or 3,000 employees trained, whether you're looking for one day or one year's worth of training, we can create a plan that successfully delivers relevant and effective education to your doorstep. Here's a sampling of the many on-site training benefits:*

**Maximum value.** It's hard to put a price on improving your bottom line, but when you expend valuable resources toward that goal, it's money well spent. When your employees understand the goals and objectives of your organization, and how important the role they play is in reaching those goals, there's no limit to the benefits your organization can realize. SkillPath's unmatched training abilities are here to help you realize your profitability.

**Maximum convenience.** We schedule the training to match your time frames and your deadlines. Need it tomorrow? Want to fit it in between large projects or just before the next sales push? We'll deliver the training you need, when and where you need it.

**Customized courses.** SkillPath knows and understands exactly what business training works for adult learners. But we're always pleased to tailor or customize from the start successful concepts, strategies and skills training so there's an exact fit with your goals, staff and operations. Our training professionals listen to your needs, appropriately shape the program and deliver it in the way that best matches your team and its challenges.

**Expansive curriculum.** No matter what issues your company faces, SkillPath has a solution. We start by drawing from more than 250 standard business-related courses, then mix and match content to exactly match your needs. Of course, we're pleased to offer our conventional training to your in-house group as well, allowing your group's special dynamics to "personalize" the training. From business and management expertise to office productivity and computer skills, you're assured the best available knowledge base and related training.

**Simplified planning.** A simple telephone call or e-mail is all it takes to get SkillPath's on-site training underway. From there, you're in the good hands of our professional and proven on-site training planners. We listen, respond with the most appropriate options and take care of the details—all to ensure that your in-house training experience is nothing but first-rate.

**True training professionals.** SkillPath succeeds only when your business problem is solved. That's why it's critical that our solutions are delivered as professionally and in as meaningful a way as possible. That's where our team of trained teaching professionals really shines. This group of highly motivated educators are skilled communicators. They know how to listen to your group and respond with the timely, targeted information needed to improve. Real-world experience presented in real time to solve real on-the-job challenges.

**Certification at your door.** Professional certification is vital to many businesses and those who operate them. All SkillPath standard courses are recognized by the nation's top certification agencies. That includes the International Association for Continuing Education and Training (IACET) and the National Association of State Boards of Accountancy (NASBA). The impact of targeted training along with CEU and CPE credits represents a great value.

**Always guaranteed.** 100% satisfaction is guaranteed when you engage SkillPath's on-site training. With that goal in mind, we conduct satisfaction and quality assessments at the close of each training day. Should you feel something's been missed, we'll work until we've matched your expectations and needs.



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# Training Programs

## Administrative Professionals

- The Indispensable Assistant
- Management Skills for Executive Secretaries and Administrative Assistants
- The Administrative Assistants Conference
- Organizing and Maintaining Files and Records

## Coaching and Teambuilding

- Sparking Innovation and Creativity
- Coaching and Teambuilding Skills for Managers and Supervisors
- Meetings That Work
- Precision Thinking and Problem Solving Skills
- Excelling as a Highly Effective Team Leader
- Effective Teamwork Strategies
- Managing Change / Embracing Change
- Creativity Camp / Creative Leadership
- The Conference on Leadership Development and Teambuilding

## Customer Service

- Total Customer Service
- The Essentials of Excellent Customer Service
- The Conference on Customer Service
- The Secrets of Being a Front Desk Superstar
- Terrific Telephone Skills

## Educational Training

- Motivating and Challenging the Unmotivated Learner
- Teaching Students Essential Math Facts
- Effective Intervention Strategies for Chronically Disruptive Students

## Especially for Women

- Leadership and Management Skills for Women
- Conflict Management Skills for Women
- The Essentials of Credibility, Composure and Confidence
- Assertive Communication Skills for Women
- The Conference for Women

## Finance and Accounting

- Budgeting Skills for Professionals
- Fundamentals of Finance and Accounting for Non-financial Managers
- How to Survive—and Thrive—in Accounts Payable
- Streamlining and Optimizing Accounts Payable
- The Secrets of Accounts Receivable Collection
- Understanding Collections Law
- Top-to-Bottom Payroll Management
- Financial Statement Analysis

## Human Resources

- The Secrets of Successful Interviewing
- Preventing Sexual Harassment in the Workplace
- Business Ethics
- Personnel Law for Managers and Supervisors
- State and Federal Personnel Law
- OSHA Compliance
- Personnel/HR Assistants Workshop
- Diversity in the Workplace
- The Conference on Human Resources Issues
- How to Write Effective Policies and Procedures
- How to Prevent Employee Lawsuits

## Management Training

- Dare to Lead
- How to Excel at Managing and Supervising People
- Assertiveness Skills for New Managers and Supervisors
- Dealing With Negative Attitudes in the Workplace
- Strategic Performance Management
- Dealing Effectively With Unacceptable Employee Behavior
- Emergency Response Planning for Your Business
- Managers and Supervisors Conference
- Warehouse Management and Inventory Control
- How to Effectively Manage Multiple Locations
- Generational Management
- Excelling as a Manager or Supervisor
- Records Retention, Retrieval and Destruction

## Marketing

- How to Design Attention-Grabbing Brochures, Catalogs, Ads, Newsletters and Reports
- The Secrets of Great Graphic Design
- The Conference on Innovative Marketing

## Professional Communication Skills

- How to Become a Better Communicator
- Professional Presentation Skills
- Mastering the Art of Technical Writing
- The Essentials of Communicating With Diplomacy and Professionalism
- Business Writing Basics for Professionals
- Business Writing and Grammar Skills
- Mistake-Free Letters, Memos, Reports and Proposals
- How to Negotiate With Vendors and Suppliers
- Mastering the Art of Negotiations
- Poised and Powerful Public Speaking

## Professional Skills

- Résumé Writing
- Handling Emotions in the Workplace
- Stress Solutions
- How to Deal With Difficult People
- Conflict Resolution and Confrontation Management
- The Conference on Professional and Personal Enrichment
- The Professional Trainers Conference

## Time and Project Management

- Managing Multiple Projects, Objectives and Deadlines
- Fundamentals of Successful Project Management
- Time and Task Management

## TECHNICAL TRAINING

### Computer Maintenance and Setup

- Advanced Troubleshooting, Maintaining and Upgrading PCs
- Troubleshooting and Maintaining the Macintosh®
- Advanced Macintosh® Troubleshooting Clinic
- How to Install, Configure, Administer and Troubleshoot Linux®
- Installing, Administering and Optimizing Exchange Server 2003

### Computer Networking

- Connecting, Monitoring and Troubleshooting Cisco® Network Devices (basic and advanced)
- Cisco® Router Configuration (basic and advanced)
- Mastering Network Security Using the Cisco® PIX® Firewall
- Networking Skills (basic and advanced)

### Microsoft® Applications Training

- Windows® 2000 / Windows® XP
- Troubleshooting and Optimizing Windows Server™ 2003
- Microsoft® Project 2000
- Microsoft® SQL Server

### Microsoft® Office Training

- Getting the Most From Microsoft® Office
- Microsoft® Excel (basic and advanced)
- Discovering the Secrets of Microsoft® Access
- How to Build Powerful PowerPoint® Presentations
- Microsoft® Outlook (basic, level 1, 2 and 3)
- Mastering Microsoft® Word

### IT Project Management

- Project Management for IT Professionals

### Web Site Development

- Adobe® Photoshop® (1-day, 2-day and advanced)
- Mastering Internet and LAN Security
- The Hands-On Web Site Development Workshop
- Macromedia® Dreamweaver® / Macromedia® Flash™
- Developing Java™ Web Applications

## LEADERSHIP TRAINING

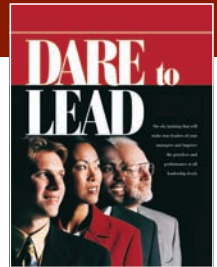
Transform your management team with the *Dare to Lead* advantage today

Strong businesses require strong leaders at every level. That's why we created *Dare to Lead*. To teach the leadership principles that empower and inspire your managers to higher levels of success.

12 powerful training modules deliver the customized learning your leaders need to be successful. And our three-module-per-day training system allows you to design as many as four full days of training or as few as one if that's the focus you need. It's truly "your leaders trained your way."

What's included in the *Dare to Lead* experience ...

- What is a leader and how to become an effective one
- Match your leadership style to your group and its challenges
- The leader's approach to creative thinking and sound planning
- Creating and communicating your leadership vision
- Decision-making skills for effective leaders
- What every leader must know about personnel law
- Communicate like a leader ... when you speak, write and listen
- How leaders create and empower their teams
- Proven strategies to motivate and inspire your team
- Coaches and their teams—the vital connection
- Be a leader in performance management
- Leading when faced with negativity, difficult behavior and problem employees



## CUSTOMER SERVICE TRAINING

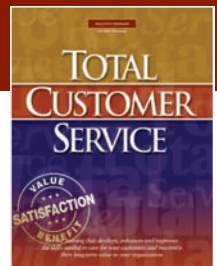
Deliver what your customers want with *Total Customer Service*

Your organization works hard to get customers in the door or placing phone or on-line orders. Once the sale is made, smart businesses know it's what comes after that makes or breaks satisfying and profitable customer relationships. That's where *Total Customer Service* on-site training can make a difference—by equipping your providers with the important skills that translate into meeting and exceeding customer expectations.

Nine "focused on service" training modules, combined with our flexible three-module-per-day training system, give you the advantage in meeting your training needs. Design three full days of training or as few as one. You know the level of customer service you want to provide—now you can choose how to focus your training to make that vision a reality.

You will learn all the key ingredients in *Total Customer Service* ...

- The essential elements of Total Customer Service
- Uncover and translate the customer expectations present in every contact
- Speak the language of Total Customer Service
- Become a master communicator
- Restore and rebuild broken relationships
- Care for yourself and you care for your customers
- Maximum impact through up-sell and cross-sell opportunities
- Achieve customer loyalty and repeat business
- The team approach to company-wide Total Customer Service



*"The whole on-site training experience was excellent. We particularly appreciated how it was adapted to suit our needs."*  
 — Salvation Army

## THE TOP 4 REASONS TO OPT FOR AN ON-SITE

Companies choose on-site training to fulfill many needs. Among the most common are:

1. You want to change outcomes or behaviors within your organization
2. You need to train three or more people at once
3. It's impractical to send an employee group off-site for training
4. Your training needs to focus specifically on an issue unique to your organization

## On-Site Training is On-Target Training

## 8 REASONS TO CHOOSE AN ON-SITE PROGRAM FROM SKILLPATH

You get to:

1. Choose the schedule
2. Define the exact curriculum
3. Keep your people focused
4. Build morale among the participating team
5. Cut your employees' out-of-office time
6. Foster a learning environment within your organization
7. Demonstrate training's importance and emphasis to management
8. Benefit from the trainer's sole focus and singular attention to your specific learning outcomes

**Plus:** You avoid the costs and distractions of time away, travel and topics or subject areas unrelated to your needs

*These satisfied on-site clients choose SkillPath to train their people. Why not join them?*

3M  
 Aerospace Corporation  
 Alfa Mutual Insurance  
 American Standard  
 Andersen Consulting  
 Archdiocese of Chicago  
 Arthur Andersen  
 AT & T  
 Aventis  
 Avon  
 Bank of America  
 Bealls Department Stores  
 Blue Cross/Blue Shield  
 Boeing  
 Boston Plan for Excellence  
 Charles Schwab  
 Chase Manhattan  
 Chevron  
 CIGNA  
 Coca Cola  
 COMP U.S.A.  
 Compaq Computer Corporation  
 Corning  
 Data Comm Systems  
 Department of Agriculture  
 Department of Defense  
 Department of Labor  
 Department of the Navy  
 DuPont  
 EPA  
 Farmers Insurance  
 FBI  
 FDA  
 Federal Express  
 Federal Reserve Bank  
 FEMA  
 Fleet Boston  
 Ford Motor Company  
 The Gap  
 General Dynamics  
 General Electric Company  
 General Motors  
 GlaxoSmithKline  
 Harcourt Brace  
 HCA  
 Hewlett-Packard  
 Hitachi  
 Honeywell  
 Howard University  
 IBM  
 Indianapolis Public Schools  
 Internal Revenue Service  
 International Multi-Foods  
 Johnson & Johnson  
 Jordan School District  
 K • B Toys  
 Leukemia Society of America  
 Lucent Technologies  
 M&I Data  
 McDonald's  
 Media One  
 Merck  
 Merrill Lynch  
 MetLife  
 Microsoft Corporation  
 Motorola  
 National Institute of Health  
 Naval Research Lab  
 NCR  
 New Jersey State Bar Association  
 Newport News Public Schools  
 Northrup  
 PepsiCo  
 Pfizer  
 Phillip Morris  
 Price Waterhouse  
 Procter & Gamble  
 Quaker Oats  
 Quest Diagnostics  
 Sallie Mae  
 Saturn  
 Smithsonian Museums  
 Southwest Airlines  
 Southwestern Bell  
 Sprint  
 TDS Health Care  
 Texas Instruments  
 TIAA-CREF  
 Time Warner  
 Tyson Foods, Inc.  
 UNC Chapel Hill  
 United Airlines  
 University of Miami  
 U.S. Air Force  
 U.S. Army  
 U.S. Army Corps of Engineers  
 U.S. Border Patrol  
 U.S. Census Bureau  
 U.S. Coast Guard  
 U.S. Court of Appeals  
 U.S. Department of Agriculture  
 U.S. Department of Education  
 U.S. Postal Service  
 U.S. Treasury  
 US West Communications  
 USA Today  
 VISA  
 Wal-Mart  
 William M. Mercer  
 Wyeth  
 Xerox  
 Yamaha Motor Company



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