TCTC

Communication & Presentation

Conversational Spanish I

Se Habla Espanol Aqui. This course is designed for individuals who need a working knowledge, and ability to communicate with Spanish-speaking clients and co-workers.

Learning Objectives

- Properly form common phrases in Spanish
- Understand common Spanish phrases

Who Should Attend

- Anyone wishing to learn basic Spanish

Medical Spanish I

This unique course has been specifically designed for healthcare professionals who need a working knowledge and ability to communicate with their Spanish-speaking patients. In addition to providing critical communication tools, this course introduces participants to key cultural aspects necessary to better serve the Spanish-speaking patient. The content of this course may be tailored to emphasize specific areas of healthcare and medical care.

Learning Objectives

- Develop basic communication skills in the Spanish language related to medical and healthcare administration
- Obtain and provide critical information from and to Spanish speaking persons in need of medical and healthcare services
- Develop cultural awareness and understanding of your Spanish-speaking patients

Who Should Attend

- Any healthcare professional who needs a working knowledge of Spanish, relating to the healthcare profession

Conversational Spanish II

Se Habla Espanol Aqui. This course is designed for individuals who have a basic understanding of Spanish wishing to sharpen their skills.

Learning Objectives

- Converse fluently in Spanish

Who Should Attend

- Anyone with a basic understanding of Spanish

Medical Spanish II

This unique course builds on basic skills necessary for healthcare professionals who need a working knowledge and ability to communicate with their Spanish speaking patients. In addition to providing critical communication tools, this course builds on participants to key cultural aspects necessary to better serve the Spanish-speaking patient. The content of this course may be tailored to emphasize specific areas of healthcare and medical care.

Learning Objectives

- Builds additional communication skills in the Spanish language related to medical and healthcare administration
- Obtain and provide critical information from and to Spanish speaking persons in need of medical and healthcare services
- Enhances cultural awareness and understanding of your Spanish-speaking patients

Who Should Attend

- Any healthcare professional who has a basic knowledge of Spanish relating to the healthcare profession and needs to increase skill level

Conversational Spanish III

In this course, participants will learn the introduction to the preterit (past tense), future tenses, and reflexive verbs. Students will read, speak, and role play various situations. Learn more listening and understanding skills, obtain an advanced vocabulary, and the correct pronunciation of the Spanish language. Also, the instructor will go over key topics that are requested by the students.

Learning Objectives

- Upon completion of this program, you will be able to have a strong grasp of the Spanish language

Who Should Attend

- Anyone with an above-average understanding of Spanish

English as a Second Language

This course is designed for corporations with employees who do not speak English and who need a working knowledge and ability to speak, understand, and write English.

Learning Objectives

- Fluently speak English
- Understand English
- Write in English

Who Should Attend

- Anyone wishing to learn English

High-Performance Negotiation

Believe it or not, we are all negotiators. You discuss pay increase with your boss, you try and reach an agreement on the price of a house with a seller, and you negotiate with your spouse on where to go on vacation. More and more people want participation in the decisions that affect them, and therefore, want all, most, or some of their interests met by the other parties involved. Everyone wants to win, but few people in their professional or personal lives are comfortable or skillful at negotiation. In this two-day program, participants will learn and practice skills in the art of "Mutual Gains Negotiations."

Learning Objectives

- Describe the differences between positional bargaining and joint problem-solving
- Discover the true interest behind each party's position
- Create options that achieve mutual gain between the parties
- Use independent standards to break deadlocks
- Develop a best alternative to negotiate agreements

Who Should Attend

- Anyone

Negotiating with Integrity

Negotiating with integrity is defined as back-and-forth, straight-talk communication, based on trust and truth, to reach an agreement when some are shared and some are opposed. Participants in this program will enhance their negotiation skills in sales, contract administration, cross-functional transactions in the organization, with suppliers and with customers.
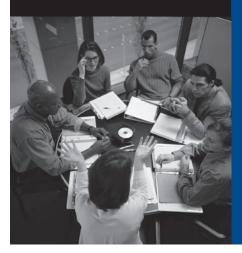
Learning Objectives

- Develop a personal action plan to implement Negotiating With Integrity back on-the-job
- Determine personal triggers, which result in aggressive and defensive behavior and self-corrective actions
- Distinguish between antagonistic and integrity-based negotiation
- Follow-up a negotiation to assure fulfillment of expectations

Who Should Attend

- Anyone desiring to improve his/her ability to negotiate in a positive way

Communication & Presentation
Negotiation Skills

Meeting Facilities and Support Services...

Bringing it All Together

The Corporate Training Center @ HCC provides economically priced meeting facilities and support services in a beautiful waterfront location on Davis Island in Tampa. Our facilities are available for an organization to hold conferences, training sessions, corporate, and professional association meetings and more.

Our Client Services Associate handles every detail and makes it easy to plan a meeting. We work with you to plan all aspects of the meeting or conference activities. From selecting the proper space, to coordinating the menu to ordering audio/visual equipment and support resources, TCTC @ HCC's Meeting Facilities and Support Services deliver quality service while keeping costs under control.

Call 813-259-6010 today to find out more.

Communication & Presentation
Presentation Skills

Contributing to Meeting Success

DDI

This interactive course gives employees the skills to save meeting time, keep meetings moving forward efficiently, and commit to and follow through on post-meeting actions. Learn how to conduct meetings that maximize everyone's use of time, effectively accomplishing goals and minimizes distractions.,

Learning Objectives

- Share responsibility for achieving meeting outcomes with members, as well as the leader
- Save meeting time by preparing to make productive contributions
- Suggest effective ways to keep meetings moving forward efficiently
- Commit to and follow through on post-meeting actions

Who Should Attend

- All employees up to mid-level leaders

Delivering Presentations with Impact

This program offers an exploration of special rules governing successful client presentations. Participants will learn how to develop a client-oriented frame of reference as they create appropriate, adaptable and repeatable presentations.

Learning Objectives

- Identify rules for initiative-based presentations
- Create adaptable, repeatable presentations
- Apply learned techniques to specific participant projects
- Effectively critique practice presentations

Who Should Attend

- Sales and marketing staff
- Executive and middle management

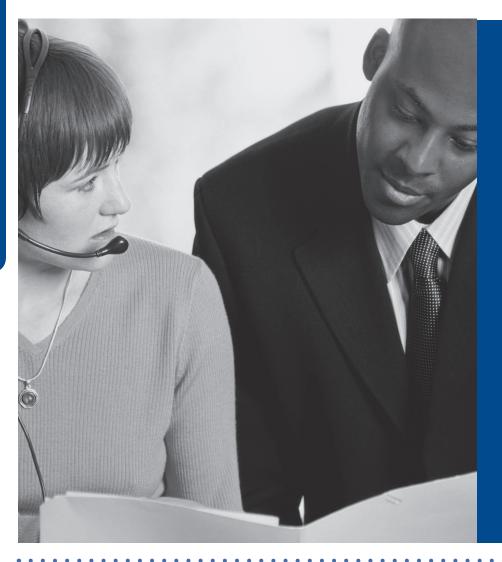## Designing Successful Corporate Presentations

Communicating ideas, plans, and proposals to top management and customers is a critical skill in today's competitive environment. This seminar provides the tools to develop successful business presentations without starting over every time. Let us share with you this highly effective methodology.

Learning Objectives

- Generate an effective message
- Build a presentation structure using key points
- Develop strategies for presentation
- Use the storyboard process effectively
- Employ visual aids for maximum impact

Who Should Attend

- Sales and marketing staff
- Executive and middle management

Enhancing Business Performance...

Business consultation services are available to specifically address the issues an organization may encounter both today and in the future. To aid a business in reaching its goals, TCTC@HCC offers value-added services that will give organizations the ability to assess their systems and operations, provide various recommendations, and identify ways to enhance organizational productivity.

Call today for more information!

Building an Environment of Trust DDI

In this course, leaders learn how to avoid the trust breakers and take action to create an environment in which people take risks, identify and solve problems, and work together to create and sustain high levels of trust.

Learning Objectives

- Improve business results by establishing, enhancing, or repairing trust in the workplace
- Increase teamwork and collaborations by creating a high-trust work environment
- Repair relationships where lack of trust is negatively affecting job performance
- Build trust through a foundation of open communication

Who Should Attend

- Informal leaders and frontline leaders through mid-level managers

Communicating With Others DDI

This course helps participants understand the impact of effective interaction skills, recognize and overcome communication barriers, and interact effectively with others.

Learning Objectives

- Communicate more effectively with co-workers, leaders, team members, suppliers, and customers
- Be aware of communication barriers and ways to overcome them
- Understand the importance of communication in the workplace

Who Should Attend

- All employees, including frontline leaders

Building Winning Partnerships DDI

This course helps leaders identify their roles in establishing alliances among work groups, management, customers, and suppliers. Leaders learn how to establish true partnerships to meet customer needs by developing strategies for gaining people's commitment to working together.

Learning Objectives

- Leaders recognize how their actions and those of their team affect others' performance
- Work with internal and external partners to achieve shared goals and win situations for all
- Handle difficult as well as everyday partnership interactions
- Support and encourage their workgroup's efforts to form effective partnerships

Who Should Attend

- Frontline to senior-level leaders

Communication and Management Skills

Effective communication is the necessary tool to build or strengthen cooperation in the workplace. Managing a diversity of opinions, techniques, and experiences, can provide the impetus to success. This program will explore communication skill strategies that make business relationships work, and improve the climate for cooperation in the workplace. Participants will be introduced to the widely used behavioral style instrument DISC.

Learning Objectives

- Recognize personal motivators
- Effectively nurture cooperative communication
- Communicate with diverse interests
- Identify style factors in self-confidence
- Facilitate productive team meetings
- Manage conflicts that impede progress

Who Should Attend

- Sales and marketing staff
- First-line supervisors
- Executive managers

Communicating and Listening DDI

This course equips employees with the skills they need to communicate clearly and listen carefully. Good communication skills help to remove potential barriers to positive employee and customer relations. Perfect the way you communicate with others on the job, and see the results almost immediately.

Learning Objectives

- Send and receive clear, accurate messages
- Actively listen to and understand what others say
- Manage internal and external distractions that can interfere with communication
- Manage the non-verbal messages that they send and receive
- Match the appropriate method of communication to their messages

Who Should Attend

- All employees, including frontline leaders

Developing Effective Listening Skills

Listening is a primary communication skill and used in over 50% of the average workday. You can become a more effective listener by mastering the techniques described in this workshop, including reading body language, avoiding reading in erroneous messages, and eliminating barriers to comprehension. This program concentrates on offering strategies for identifying and improving listening skills by using multi-media, small group discussion, assessment tools, and practice.

Learning Objectives

- Distinguish between what is said and what is meant
- Practice effective listening styles to particular circumstances

Who Should Attend

- Administrative/clerical support
- Sales and marketing staff
- First-line supervisors
- Middle management
- Executive management

Communication & Presentation
Verbal Communication

Communication & Presentation
Verbal Communication

Effective Customer Communications

Customers expect suppliers to keep them well informed on long-range, as well as current initiatives underway that benefit their goals and objectives. Effective communication requires a range of formats and venues. Participants will learn recently developed communication tools and techniques they can directly apply to enhance customer relationships and build new ones.

Learning Objectives
- Select and specify customer communications for specific corporate objectives
- Design and plan successful customer communication initiatives
- Develop convincing rationale for launching specific customer communication initiatives

Who Should Attend
- Sales and marketing staff
- Middle management
- Executive management

Giving and Receiving Constructive Feedback

In this module, participants learn constructive approaches to giving and receiving feedback. The emphasis is on maintaining a spirit of openness and mutual respect. Individuals and organizations benefit from honest, objective feedback about how things are going in the workplace. A constant exchange of information helps everyone stay on target and the organization stay competitive. Exchanging information makes it possible to address issues before they become problems, avoid performance problems, and cultivate strong working relationships.

Learning Objectives
- Describe specifically what you have observed
- Convey your positive intent
- State the impact of the behavior or action
- Ask the other person to respond
- Focus the discussion on solutions

Who Should Attend
- All employees and leaders

Enhancing Your Communication Effectiveness

Today, more than ever, the ability to communicate with clarity, conciseness, and completeness may be the most valuable skills you can possess. Peak performance and productivity in today's collaborative workplace depends on excellence in communication. Instruments will be used to assess present styles of communication. Exercises will be used to demonstrate concepts and theory.

Learning Objectives
- Demonstrate communication techniques that enhance understanding
- Describe how perception, non-verbal, and listening affect communication
- Explain the difference between formal and informal communication, and the importance of each
- Develop a personal action plan
- Identify barriers to effective communication and methods for overcoming these barriers
- Evaluate the strengths and weakness of your communication styles

Who Should Attend
- Administrative/clerical support
- First-line supervisors
- Sales and marketing staff
- Middle managers
- Executive management

Phone Etiquette

This course offers help to improve every telephone interaction a company has with its valued customers by focusing and enhancing the skills of their employees through, exercises, stories and examples of how attitude, telephone etiquette, communication styles and listening skills impact the bottom line.

Learning Objectives
- Effective communication through listening and response techniques
- Communicating to get results and support
- Learn how to respond effectively to conflict and defuse negative callers
- Learn how your words and tone can send the right message
- Recognizing the warning signs of a potential problem

Who Should Attend
- Everyone who spends time on the phone with customers

Feedback Fundamentals

This program helps employees develop and use feedback skills to enhance their job performance, and ensure their success. This course emphasizes using feedback as objective information about performance that can help employees improve the way in which they work and relate with others.

Learning Objectives
- Take advantage of opportunities to gather feedback and enhance their performance
- Control the amount and quality of the feedback they receive
- Become more successful by seeking and receiving feedback more effectively
- Enhance co-workers' performance by providing them with specific feedback

Who Should Attend
- All employees

Proactive Listening

Proactive Listening teaches participants a methodology they can use to listen and communicate more effectively. Better listening skills contribute to more effective communication between peers and among team members. Not only do individuals and work groups benefit, but also the entire organization will benefit from improved employee listening and communication skills. Attend this program and enjoy the benefits of proactive listening.

Learning Objectives
- List typical barriers to effective listening
- List specific techniques to deal with communication styles they find challenging
- Use learned techniques to listen proactively
- Identify steps to use to reinforce proactive listening

Who Should Attend
- All employees
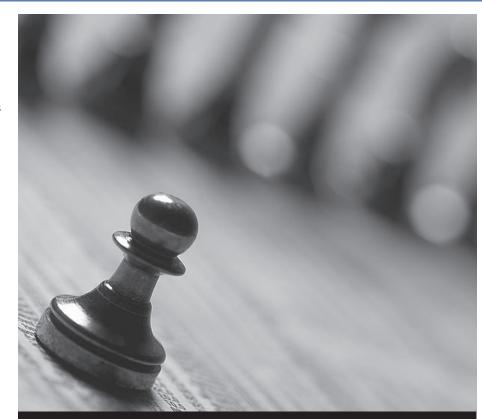
Speaking With Confidence

Expressing yourself clearly at work is a task many employees find challenging. The ability to speak confidently is vital for success at work. We are constantly being asked to express our opinions, make suggestions and present ideas. This course teaches a four-step process to communicate clearly. Learn how to organize and deliver a presentation, and look at the information from the listener's point of view. Participants gain the confidence and skills to speak clearly.

Learning Objectives

- Think about your listener's point of view
- Arrange your thoughts
- Let your confidence show
- Keep checking for understanding

Who Should Attend

- New and experienced frontline employees
- People re-entering the workforce

Strategic Move

Professional Development

Contract Training

Executive Coaching

Evaluation & Assessment Center

Meeting Facility Rental

Business Consultation

Seminar & Conferences

Creating and Designing User-Friendly Technical Documents

Technical and complex products require written instructions (documentation) describing how they should be used. However, readers frequently find these manuals, help systems, or web-based instructions difficult to use. Documentation is often poorly organized and poorly presented, whether in print form or online. Participants will develop skills to identify inferior technical documents and techniques to develop superior ones.

Learning Objectives

- Understand the benefits of audience and task analysis
- Write clear instructions
- Explore writing differences for online delivery
- Understand graphic elements and page layout issues
- Discover indexing methods that help users succeed
- Identify problems and pitfalls in example documentation

Who Should Attend

- Technical communications and others who produce written or online documentation for a product
- Programmers and engineers who develop products that require supporting documentation
- Managers who oversee document production

The Straight Scoop on E-Mail

Electronic mail is a business necessity: it's fast, direct and inexpensive. This hands-on program will help business people in all positions become more efficient and effective in their e-mail correspondence. The training includes a premier video selected by Human Resources Executive magazine as one of its top ten training products, and a 16-page reference booklet.

Learning Objectives

- Write clear and concise electronic messages
- Manage your e-mail more effectively
- Properly address your respective audiences
- Enhance the "voice" you select

Who Should Attend

- Everyone

E-Mail Management and Business Writing

E-mail is a business necessity: it is fast, direct and inexpensive. This hands-on program will help business people in all positions become more efficient and effective in their electronic correspondence. The training includes a premier video selected by Human Resources Executive magazine as one of its top ten training products, and a 16-page reference booklet.

Learning Objectives

- Write clear and concise electronic messages
- Manage your e-mail more effectively
- Have more impact with your e-mail messaging
- Write professional correspondence using e-mail

Who Should Attend

- Everyone

Writing Effective Memos and Business Letters

An emphasis on producing clear, concise, effective memos and letters is the focus provided in this workshop. Participants will evaluate sample letters and memos and develop new samples; applying the techniques learned during the seminar.

Learning Objectives

- Evaluate for effectiveness
- Critique letters and memos
- Determine style and format

Who Should Attend

- Administrative/clerical support
- Sales and marketing staff
- First-line supervisors
- Middle managers

Preparing Effective Executive and Proposal Summaries

This workshop will assist participants in defining and meeting the needs of multiple audiences, organizing information, and identifying different kinds of summaries and abstracts.

Learning Objectives

- Draft a summary that meets multiple audience requirements
- Focus on key elements of information
- Eliminate unnecessary information
- Extract pertinent information from detailed proposal documents

Who Should Attend

- Sales and marketing staff
- First-line supervisors
- Middle management
- Executive management