

PROCESS AND EMPLOYEE IMPROVEMENT FOR YOUR COMPANY

*Bringing About
Performance
Improvement for
Individuals,
Groups and
Corporations*

- Customer Loyalty
- Executive Leadership
- Management Skills
- Employee Leadership
- Sales Improvement
- Strategic & Business Planning
- Supervisory Training
- Time Strategies
- America's Rising Stars

For More Information, contact:

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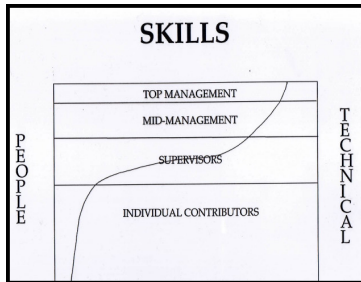
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MANAGEMENT & SUPERVISORY SKILLS

Many managers don't realize the change in balance that they must face between understanding technical skills and understanding people skills.



LEADERSHIP FOR ALL EMPLOYEES

A leader drives the future success of an organization.

Results and Outcomes Include:

- ◇ More Control of Your Future
- ◇ More Personal Time
- ◇ A Clear, Focused Direction
- ◇ Enhanced Leadership Ability
- ◇ Developing Your Team
- ◇ Creating a Vision for Direction & Decision Making

TIME STRATEGIES

Managing time is an issue of values, attitudes and the clarification of goals.

Results and Outcomes Include:

- ◇ Reduction of Stress
- ◇ Do More in Less Time
- ◇ Improved Profitability
- ◇ Handling Interruptions
- ◇ Overcoming Procrastination
- ◇ Accelerated Goal Accomplishments

CUSTOMER LOYALTY

The value of loyal customers is: they always return, they brag about your company, and more.

Results and Outcomes Include:

- ◇ Customer retention
- ◇ New customer growth
- ◇ Loyal satisfied customers
- ◇ Decreased customer complaints
- ◇ Increased sales
- ◇ Satisfied employees
- ◇ Customer referrals
- ◇ Loyal and focused staff



Are your employees building **customer loyalty** and not just satisfying the customer?

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We specialize in structured processes for business working closely with members of management to create a customized improvement process to fit their unique needs.

In short, **PerformanceStream** has a single focus: **developing and enhancing a company's most valuable resource: people.**

We are dedicated to developing successful programs that enable all employees to contribute more effectively to both short term and long term business performance.

Issues Covered in the Customer Loyalty Process

- ◇ What do customers really Want.
- ◇ The value of customer loyalty versus customer satisfaction.
- ◇ The role of empathy and effective listening
- ◇ Identifying critical "connection points" in the customer interaction
- ◇ Developing trust with the customer.
- ◇ Managing stress and impulses
- ◇ Developing goals for positive behavior change
- ◇ Creating that "powerful" connection with the customer.

Measurable Results For Customer Loyalty

- ◇ Customer retention
- ◇ New customer growth
- ◇ Loyal satisfied customers
- ◇ Decreased customer complaints
- ◇ Increased sales & profitability
- ◇ Satisfied employees
- ◇ Customer referrals
- ◇ Loyal and focused staff



With an over abundance of managers, why is there a lack of leadership?

Bringing About Performance Improvement for Individuals, Groups and Corporations

- Customer Service Development
- Executive Leadership
- Management Leadership
- Employee Leadership
- Sales Improvement
- Strategic Planning
- Supervisory Training
- Time Strategies

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A leader creates their own future and drives the future success of an organization.

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Our programs are facilitated in a classroom setting; however, we are unique in that we offer individual coaching to every participant. .

The Process

This Leadership Development process is a structured, open-ended pragmatic approach to leadership growth. It is a process designed to help individuals de-

velop the attitudes, skills, and qualities necessary for personal and organizational leadership.

Critical Issues Covered Within This Process

- ◇ Leadership and You
- ◇ Tapping Your Hidden Potential
- ◇ Motivation
- ◇ Behavior and Conditioning
- ◇ Attitude Development
- ◇ Personal and Organizational Goal Setting
- ◇ Roadblocks to Success
- ◇ Managing Your Time
- ◇ Communication
- ◇ Decision-Making and Problem Solving

Results and Outcomes Include:

- ◇ Being More in Control of Your Future
- ◇ Increased Revenue
- ◇ Increased Profitability
- ◇ More Personal Time and Freedom
- ◇ A Clear, Focused Direction
- ◇ Enhanced Leadership Ability
- ◇ Results-Oriented Attitudes
- ◇ Developing Your Team
- ◇ Creating a Vision for Personal Direction & Decision Making



Are your managers effective? Do they have the ability to improve and develop your greatest asset, people?

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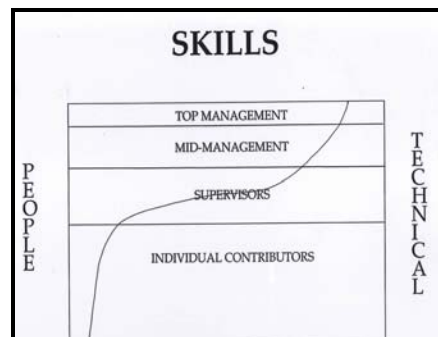
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The behavior exhibited by a manager can increase or decrease the amount of productive, constructive and profitable behavior of others in an organization.

Many managers don't realize the change in balance that they must face between understanding technical skills and understanding people skills.



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PerformanceStream is dedicated to developing successful processes that enable all managers and, in fact, all employees to contribute more effectively to business performance.

Management Development will bring about:

- ◇ Cohesive, energized teams
- ◇ Reduced turnover
- ◇ Improved organizational profits
- ◇ Developed and sustained corporate values
- ◇ Stronger working relationships
- ◇ Increased market share

Issues Covered in the Management Development Process

- ◇ Manager as a Leader
- ◇ Goal Setting for Success
- ◇ Confidence
- ◇ Motivation
- ◇ Transactional Analysis
- ◇ Time Strategies
- ◇ Communications
- ◇ Subordinate Development
- ◇ Creating a Problem Solving Environment
- ◇ Developing Action Plans



Are Your Employees Spending Their Time in the Most Efficient Way Possible ?

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Time Strategies will help:

- ◇ Develop time-conscious attitudes
- ◇ Clarify goals
- ◇ Implement techniques that give you more control of your life and your time.

Issues Covered in the Time Strategies Process

- ◇ Getting Organized
- ◇ Goal Setting for Success
- ◇ Investing Your Time
- ◇ Reacting vs. Acting
- ◇ Stress Management
- ◇ Procrastination
- ◇ Planning and Priorities
- ◇ Attitude and Development
- ◇ Learning to Say NO

Measurable Results For Time Strategies

- ◇ Reduction of Stress
- ◇ Do More in Less Time
- ◇ Enhanced Personal Balance
- ◇ Accelerated Goal Accomplishments



When You Merge Two Organizations, What is the Plan?

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We make the strategic plan of a merger a valuable resource.

We improve performance for new and established companies.

PerformanceStream is a results-oriented organization dedicated to the improvement of human resources within a corporation. We specialize in structured processes for business working closely with members of management and/or sales teams to create a customized improvement process to fit their unique needs.

In short, **PerformanceStream** has a single focus: developing and enhancing a company's

most valuable resource: people. We are dedicated to developing successful programs that enable managers and sales executives to contribute more effectively to both short term and long term business performance.

The results are practical and measurable:

- improved productivity
- better products and services
- higher profits.

Steps for Strategic Planning

- ◇ Vision Statement
- ◇ Values and Principles
- ◇ External Assessment
- ◇ Internal Assessment
- ◇ Mission Statement
- ◇ Organizational Goals Implementation

Measurable Results For Strategic Planning

- ◇ Increased Market Share
- ◇ Maximized Return on Intellectual Capital
- ◇ Customer Retention
- ◇ Increased Earnings
- ◇ Greater Employee Contributions



Is There an Equity: Capital Issue In Your Company?

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Quality decision-making is very often at stake when an equity : capital issue exists. We develop strategic plans that improve performance for these types of situations.

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In short, **PerformanceStream** has a single focus: **developing and enhancing a company's most valuable resource: people.** We are dedicated to developing successful programs that enable managers and owners to contribute more effectively to both short term and long term business performance.

The results are practical and measurable:

- Improved productivity
- Better decision-making
- Better products and services
- Higher profits.

Steps for Strategic Planning

- ◇ Vision Statement
- ◇ Values and Principles
- ◇ External Assessment
- ◇ Internal Assessment
- ◇ Mission Statement
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Measurable Results

- ◇ Better decisions
- ◇ Maximized Return on Intellectual Capital
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Is Your Business Plan Sitting On A Book Shelf Collecting Dust?

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Measurable Results For Strategic Planning

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- ◇ Maximized Return on Intellectual Capital
- ◇ Customer Retention
- ◇ Increased Earnings
- ◇ Greater Employee Contributions
- ◇ Defined Strategic Direction
- ◇ Team Building
- ◇ Motivated Employees
- ◇ Sustained Corporate Values

