

# 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

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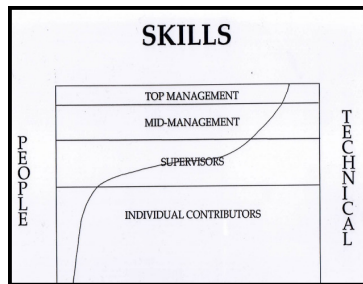
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## **MANAGEMENT & SUPERVISORY SKILLS**

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

