



Unique Training & Development Inc. Course/Service List

General Information

Ensuring Application and a Perfect Fit With Your Organization – We suggest pre-training interviews, a management discussion, coaching notes, coaching meetings, application journals and project presentations as possible enhancements to the training.

Duration – Most modules or topics are delivered in 3-hour sessions. Modules can be delivered as stand-alone workshops or grouped together to form a longer course. Where possible, sessions are scheduled over a longer period of time to take advantage of spaced repetition and build new behaviors.

Group Size – There is virtually no limit to the size of a group for most of UTDI's training topics. Typically group sizes smaller than six make it more difficult to conduct an effective session (coaching becomes the preferred option).

Customized Training – If you have a very unique need for specific training and want to make it effective and dynamic, then have UTDI work with you to create an unforgettable learning experience. See why some of Canada's largest corporations have trusted UTDI when partnering on unique training design.

Train the trainer – UTDI has successfully developed the capability of clients to deliver many of the available training modules. This is an effective solution where the training needs to be repeated numerous times to audiences scattered over a large geography.

Facilitators – The UTDI team has an unparalleled blend of real-world experience, knowledge in the topic and adult education techniques.

Keynotes and Speaking – UTDI President Greg Schinkel earns rave reviews for his keynote on leadership and advanced persuasion and influence. Consider UTDI for your next sales meeting, management retreat or industry conference.

[Link to an overview of UTDI](#)



Topics

For more information on any of the topics listed below, please contact UTDI at (800)622-6437 or (519)685-2116 or info@uniquedevelopment.com. You can also visit www.uniquedevelopment.com.

- | | |
|--|----------|
| 1. Leadership Training & Development | Page 2-4 |
| 2. Team Building & Workshops for the Entire Organization | Page 4-5 |
| 3. Sales Training, Negotiating & Customer Service | Page 5 |
| 4. Other Services and Resources | Page 5 |

1. Leadership Training & Development

We offer comprehensive courses for [managers](#), [supervisors](#), [team leaders](#) and [lead hands](#). In addition we conduct [management retreats](#) and offer one-on-one [performance coaching](#) to help key individuals achieve their full potential.

Expectations of the Manager/Supervisor/Team Leader/Lead Hand

- 7 responsibilities, 4-phase management cycle, key result areas.

Leadership

- Managing vs. Leading, Leadership characteristics, Vision for the workgroup.

Leadership Style Inventory

- Understanding your thinking and behavior style and how to improve specific elements to become a more effective leader.

Effective Communication

- Verbal and written communication, 5 step verbal communication process, effective listening skills.

Advanced Communication & Persuasion Skills

- Building rapport, inflection, tonality, using power words, influencing subconscious buy-in. www.PersuasionSuccess.com

Understanding People Motivation and Performance

- What motivates people, diagnosing performance problems, creating a motivational climate.



Accountability, Empowerment and Delegation

- How to increase the accountability of the work group, delegate more responsibility and empower the workgroup.

Coaching

- A sports-based simulation to reflect personal and team beliefs and values about coaching.

Confronting and Correcting

- Using a progressive corrective approach. Determining the most appropriate response. How to conduct and document a corrective conversation.

Managing Conflict

- Understanding your preferred conflict style. Selecting the most appropriate strategy. Resolving conflict between others.

Team Building

- A variety of tools and instruments are used to support teamwork – this is covered in its own separate section below

Problem Solving & Decision Making

- Using a systematic approach to identify and solve problems and make decisions.

Time Management

- Identifying and limiting time wasters. Increasing effectiveness and efficiency. Reducing clutter.

Effective Meetings

- How to plan and conduct an effective meeting.

Leading Change

- How to be a proactive facilitator of change in your organization.

Effective Training Techniques

- Determining training needs, writing training objectives and using a six-step process to training individuals on specific tasks.

Advanced Training and Presentation Skills

- How to improve your presentation skills and conduct effective group training.



Servant Leadership

- How to lead your people in a spirit of mutual respect. Taking leadership beyond the workplace.

Conducting an Effective Performance Review

- How to evaluate performance and conduct the meeting effectively.

Recruiting, Interviewing and Selection Skills

- How to clarify your needs and design and use situation interviewing questions to ensure the best possible hiring decision.

2. Team Building and Workshops for the Entire Organization

Platinum Rule – Dealing with Different Personalities

- How to identify, understand and adapt to four major personality types.

Quality: Growth Through Fully Satisfied Customers

- Understanding what contributes to quality and the cost of poor quality. How every function in the company contributes to quality and the consequences for each function of poor quality. [Quality Awareness Outline](#)

Survival Simulations and Group Style Inventory

- A variety of survival simulations are available using video scenarios, individual and group work. Groups assess their performance using a Group Style Inventory.

Tower Building Exercise

- Using materials provided teams construct a tower. Team leaders act out specific leadership styles. Group discusses the balance between employee satisfaction and results.

Don't see something on the list, give us a call or email us and ask.



Pit Crew Challenge

- The number one experience exercise in the world. Pit Crew teams are formed and act as a real pit crew on a real moving NASCAR race car. Unparalleled learning experience 4-5 hours. [Pit Crew Outline](#)

Other Team Building Activities

- A variety of team building activities are available including cooking, equine training, rock climbing, scavenger hunt, corporate Olympics, golf, paint ball, amazing race, and almost anything else you dream up.

3. Sales Training, Negotiating and Customer Service

A variety of external and internal [sales training](#) and negotiating skills topics are available including:

- Consultative selling techniques
- Inside sales techniques
- [Customer satisfaction skills](#)
- Negotiation strategies
- Selling and negotiating simulations
- Creating a customer focused culture
- Writing effective business proposals
- Making effective sales presentations
- Questioning techniques
- Closing techniques

4. Other Services and Resources

Personal Effectiveness Coaching

- To achieve your and others in your organization reach their full potential. Includes assessment, coaching sessions and sustainability. [Outline](#)

Prevue Hiring and Promotion Assessments

- This online assessment tool provides a number of report options to provide feedback on the fit between a candidate and a position.

Employee Satisfaction Surveys

- Measure the satisfaction of employees. Get results and recommendations by divisions, shifts and numerous other variables.