



IFI training

The Power to Change

The IFI Training Process

Our approach to training is unique. We recognize that skill transfer occurs when we consistently apply principles, becoming *just a little bit better* one “drop” at a time. Your employees will receive skills that improve their performance through:

- **Pre-workshop customization**
- **Engaging, tool-based training**
 - Fun, 70% exercise-based workshops
- **Follow-up and coaching**
 - Coaching for one year after training



Communications

- [Presentations that Matter](#)
- [Strategic Business Writing](#)
- [Communication Excellence](#)
- [Technical Writing](#)
- [Interactive Training that Matters](#)
- [Technical Presentations that Matter](#)
- [Technical Communication](#)

Business Development & Sales

- [Proposal Writing Strategies](#)
- [Building Better Customer Relationships](#)
- [Sales Presentations that Matter](#)
- [Negotiation Strategies](#)
- [Effective Business Development](#)
- [Managing Proposal Strategies](#)
- [Customer Service Strategies](#)
- [Proposal Briefings that Matter](#)

Leadership & Professional Development

- [Pathway to Leadership*](#)
- [Managing Priorities](#)
- [Engaging Employees](#)
- [Professionalism & Business Acumen](#)
- [Positive Conflict Resolution](#)
- [Strategic Listening Skills](#)
- [Team Building](#)
- [Convincing Interpersonal Communication](#)
- [Strategic Thinking and Problem Solving](#)
- [Performance Evaluations that Matter](#)

* Certificate program, includes 12 workshops

Training Benefits

- Increase Employee Retention
- Improve Employee Engagement
- Better productivity
- More satisfied, happy clients
- Higher business win percentages

“This is the most effective training I’ve ever attended. It will have an impact on my abilities. Kudos for making it fun!”

Workshop Participant

Learn more about our communications, business development & sales, and leadership & professional development courses at IFItraining.com, or **call (801)373-4664 for a free consultation** today!



IFI training

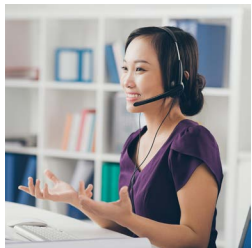
801-373-4664

info@IFItraining.com

Effective Training Checklist

Effective training maximizes your training dollar value. These must-haves help participants get the most bang for your buck:

- ✓ **Customization** - Training should be customized to your specific learning objectives & unique company culture
- ✓ **Tool-Based Content** - Tool-based training gives participants the ability to effectively assess & apply new skills in a variety of settings
- ✓ **Exercise-Based Workshops** - Skill-building exercises and activities help participants learn by doing, avoid "death-by-PowerPoint"
- ✓ **Coaching & Follow-Up** - Sufficient follow-up gives participants time to recognize & improve skill gaps using tools from training
- ✓ **Experience** - Workshop facilitators need to know how to engage all workshop participants regardless of "audience types"
- ✓ **Polished Materials** - Workshop materials make it easy and fun to learn content



About Us

IFI Training was formed in 1998 when 3 business professionals saw that training was largely ineffective for the changes that the new millennium was going to present. They developed a process that guarantees skill transfer. As a leading *small, woman-owned business*, IFI Training continues to serve our clients by improving individuals one skill set at a time.

Our Tools Include



The Process Approach

"I am very excited with the increase of skills I have and will implement what I have learned."

Workshop Participant

"Excellent instructors! Very knowledgeable and engaging; good use of time allotted."

Workshop Participant

Some of Our Satisfied Customers



Presentations that Matter



Presentations training designed to give new and experienced presenters the tools to create effective presentations, overcome stress and engage the audience. Participants will use visuals to support key points and drive desired outcomes.

Participant Outcomes

- Quickly **organize and design** an audience-focused presentation
- Deliver **engaging presentations** that invite participant action
- **Combat stress** before and during presentations
- Use **effective verbal and non-verbal delivery techniques** to respond to audience questions and concerns

Material Covered

- The Process Approach
- Audience Analysis & Design
- Support & Visuals
- Delivery Skills
- Interaction & Audience Engagement

Workshop Options

Pricing*	\$13,000	\$19,500
Max Participants	10	16

Length & Delivery	2-day In-Person or Virtual	
	1 Consultant	2 Consultants

Pricing includes customization, all workshop material, and follow-up coaching for 1 year.

*Talk with an IFI consultant for additional pricing, content and delivery options.

Organizational Outcomes

- Increased team participation
- Engaging business presentations
- More effective meetings
- Better team collaboration



Just a Little Bit Better

Habits & skills form when we consistently and regularly apply principles, becoming just a little bit better one "drop" at a time.

Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/ptm>

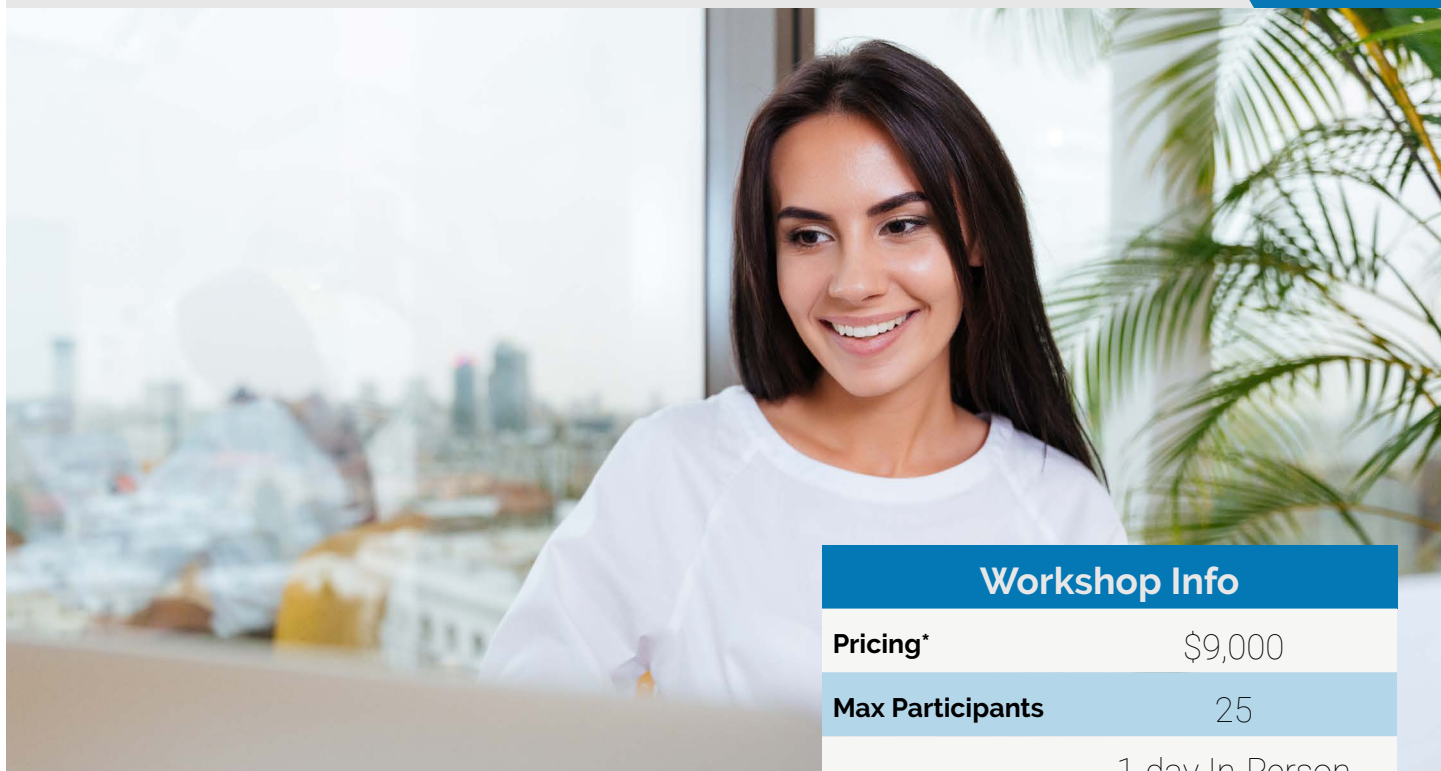


IFI training

801-373-4664

info@IFITraining.com

Strategic Business Writing



Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Business professionals at all levels rely on strong communication to maintain their competitive advantage. This workshop helps employees convey clear written messages by using the Process Approach, concise writing and understanding clear word usage.

Participant Outcomes

- Efficiently **create easy-to-create documents** with clear purpose and action
- **Increase audience comprehension** with precise language
- Quickly **write effective documents** that meet strategic business objectives
- Refine documents to **maintain a consistent, professional message**

Material Covered

- The Process Approach
- Audience Analysis
- Brainstorming & Organization
- Editing & Refining the Message

Organizational Outcomes

- Increased communication efficiency
- Improved employee engagement and more positive client response
- Better business decisions from clear communication



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 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/ptm>



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Communications Excellence



Oral, written, and interpersonal communication all play vital roles in working with colleagues and clients. This multi-day workshop is a master class to help participants use tools effectively in all three forms of business communication.

Workshop Info

Pricing*	\$19,000
Max Participants	25
Length & Delivery	2-day, 2 Consultant In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- Quickly **organize and design** client-centered messages
- **Choose the right form** of communication for your audience
- Learn how our business environment is changing and **how to keep up**
- **Correct the most common mistakes** in communicating with customers & coworkers

Material Covered

- The Process Approach
- Communication Delivery
- Strategic Listening
- Understanding Audience & Collaborators
- Adapting Communication

Organizational Outcomes

- Fewer miscommunication errors
- Less interpersonal conflict
- Quicker, better constructed communication



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/ce>

Technical Writing



Effective communication from technical to non-technical professionals can give your organization the competitive advantage. This workshop helps subject matter experts communicate clearly with effective document organization, concise writing style and clear visuals.

Participant Outcomes

- **Target your audience** with appropriate content, length and level of detail to non-subject matter experts
- **Use illustrations and diagrams** to convey technical information effectively
- **Revise and edit documents** for content, clarity, and accuracy

Material Covered

- The Process Approach
 - Audience Analysis & Design
 - Support & Visuals
- Document Organization
- Editing & Refining the Message
- Avoid the "Expert Syndrome"

Workshop Info

Pricing* \$13,000

Max Participants 25

Length & Delivery 2-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Streamlined approval
- Improved quality of work
- Increased productivity
- Better communication between departments



Just a Little Bit Better

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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/tw>

Interactive Training that Matters



Professionals involved in coaching, mentoring or training can increase their effectiveness by better engaging their audience. This 2-day training helps participants effectively deliver their content by understanding how to develop meaningful learning experiences.

Participant Outcomes

- **Gauge participants'** learning attitudes and adjust training to **engage learners**
- Develop relationships with participants to **create meaningful learning experiences**
- Design interactive learning to **transfer skills**
- Effectively use **engaging learning strategies**

Material Covered

- The Process Approach to Training
- Audience Analysis
- Course Design
- Advanced Delivery Techniques
- Effective Support & Visuals
- Interaction

Workshop Options

Pricing*	\$13,000	\$19,000
Max Participants	10	16

Length & Delivery	2-day In-Person or Virtual
	1 Consultant 2 Consultants

Pricing includes customization, all workshop material, and follow-up coaching for 1 year.

*Talk with an IFI consultant for additional pricing, content and delivery options.

Organizational Outcomes

- More effective employee development
- Efficiently mentor individuals to improve office relationships and decrease turnover
- Less supervision and increased productivity



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/its>



IFI training

801-373-4664

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Technical Presentations that Matter



Technical professionals provide insight to make critical business decisions. This workshop enables engineers, financial analysts and other professionals to present information clearly to both technical and non-technical audiences.

Participant Outcomes

- Quickly **organize and design** an audience-focused presentation
- Deliver **engaging presentations** that invoke participant action
- **Combat stress** before and during presentations
- Design **effective visuals** to convey the right level of detail for less-technical audiences

Material Covered

- The Process Approach
 - Audience Analysis & Design
 - Support & Visuals
 - Delivery Skills
- Interaction & Audience Engagement
- Avoid the “Expert Syndrome”

Workshop Options

Pricing*	\$13,000	\$19,000
Max Participants	10	16
Length & Delivery	2-day In-Person or Virtual 1 Consultant 2 Consultants	

Pricing includes customization, all workshop material, and follow-up coaching for 1 year.

*Talk with an IFI consultant for additional pricing, content and delivery options.

Organizational Outcomes

- Better business decisions
- Increased team participation
- Engaging technical presentations



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/tpm>

Technical Communication



Technical professionals provide insight to make critical business decisions. This 3-day workshop enables engineers, financial analysts and other professionals to communicate detailed information clearly with documents and in-person to both technical and non-technical audiences.

Participant Outcomes

- **Get your point across** with appropriate content, length and level of detail
- **Reduce writing time by 30-50%** with IFI Training's 4mat tools
- **Revise and edit documents** for content, clarity, and accuracy for positive action
- **Use visuals** to convey technical information effectively
- **Engage customers** in a professional manner

Material Covered

- The Process Approach
 - Audience Analysis & Design
 - Support & Visuals
 - Editing & Refining the Message
 - Delivery Skills
- Document Organization
- Avoid the "Expert Syndrome"

Workshop Info

Pricing* \$21,000

Max Participants 20

Length & Delivery 3-day, 2 Consultant
In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Increased customer satisfaction
- Improved quality of work
- Quicker, more productive employees
- Better communication between departments
- Encourage repeat business



Just a Little Bit Better

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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/tc>



IFI training

801-373-4664

info@IFITraining.com

Proposal Writing Strategies



Proposals are the single most important document your organization produces. In this workshop, your employees will receive the tools they need to write concise, effective proposals that win by using a well-designed strategy.

Participant Outcomes

- Recognize **what makes an effective proposal**
- Analyze RFP (Request for Proposals) for **“hot button” customer needs**
- Design **reader-focused proposals** with an **easy-to-use process approach**
- **Communicate efficiently** with the proposal team to develop all phases of the proposal

Material Covered

- Understanding the RFP
- Developing a Win Strategy
- The Writing Process
- Storyboards and Mockups
- Writing an Effective Executive Summary
- Red Team Reviews

Workshop Info

Pricing* \$23,750

Max Participants 25

Length & Delivery 3-day, 2 Consultant
In-Person or Virtual

Firm-fixed price includes travel, customization, workshop material, pens, prizes and follow-up coaching for 1-year.

*Talk with an IFI consultant for additional pricing, content and delivery options.

Organizational Outcomes

- Improved proposal win percentage
- Increased customer satisfaction and loyalty
- Less organizational stress with writing proposals



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/pws>

Building Better Customer Relationships



Provide account managers, business development professionals and program managers the tools they need to create customer action strategies that create and enhance customer relationships, loyalty and retention.

Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- Understand what **motivates customers**
- Recognize **sales cues** and determine how to respond to them effectively
- Develop **customer action strategies** to build long-term customer relationships
- Create **business champions** across organizations

Material Covered

- Customer Relationships
- The 3-Stages of Relationship Development
 1. Understanding Customers Motivations
 2. Finding Compatibility
 3. Gaining Customer Commitment
- Compelling Communications

Organizational Outcomes

- Better customer longevity & retention
- Increased customer satisfaction
- Happy, successful employees



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/bbcr>



IFI training

801-373-4664

info@IFITraining.com

Sales Presentations that Matter



Your sales professionals need to make persuasive presentations to win business. This workshop will take participants to the next level making engaging presentations that create lasting customers.

Participant Outcomes

- Quickly **organize and design** a customer-focused briefing
- Implement active listening strategies to **understand what your customer needs**
- Develop **customer action strategies** to build long-term customer relationships
- Understand **what drives current and potential clients & communicate clearly** to meet needs

Material Covered

- The 3-Stages of Relationship Development
 1. Understanding Customers Motivations
 2. Finding Compatibility
 3. Gaining Customer Commitment
- The Process Approach
- Compelling Communication
- The Diagnostic Visit

Workshop Options

Pricing*	\$13,000	\$19,000
Max Participants	10	16
Length & Delivery	2-day In-Person or Virtual 1 Consultant 2 Consultants	

Pricing includes customization, all workshop material, and follow-up coaching for 1 year.

*Talk with an IFI consultant for additional pricing, content and delivery options.

Organizational Outcomes

- Improved sales prospect conversion
- Happier sales professionals
- Increased employee engagement



Just a Little Bit Better

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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/spm>



IFI training

801-373-4664

info@IFITraining.com

Negotiation Strategies



Work with other parties to find “win-win” solutions; create favorable negotiation environments and understand the needs of everyone involved by applying the negotiation strategy process.

Participant Outcomes

- Implement **win-win outcomes** and help others recognize the benefits to involved parties
- Identify and effectively **apply the most common negotiation tactics**
- Anticipate **the 3 factors that affect the outcome** of negotiations to achieve improved results
- Understand **the 3 stages that occur** in each negotiation process and improve skills to progress through the process

Material Covered

- The Negotiation Environment
- Understanding Motivations and Values
- The Negotiation Process
 1. Preparation
 2. Power
 3. Time
- Negotiation Tactics

Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Win-win agreements and solutions
- More productive negotiation meetings
- Fewer unresolved disputes



Just a Little Bit Better

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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/ns>



IFI training

801-373-4664

info@IFITraining.com

Effective Business Development



Workshop Info

Pricing* \$19,000

Max Participants 25

Length & Delivery 2-day, 2 Consultant
In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

This in-depth workshop is designed to help business development professionals understand what drives their clients, create client-focused communication and build effective champions for your organization.

Participant Outcomes

- Understand **what drives current and potential clients**
- **Communicate clearly** to meet client needs
- Develop **customer action strategies** to build long-term customer relationships
- Effectively recognize and **explain company and competitor strengths and weakness**

Material Covered

- Customer Relationships
- The 3-Stages of Relationship Development
 1. Understanding Customers Motivations
 2. Finding Compatibility
 3. Gaining Customer Commitment
- Effective Sales
- The Art of Persuasion & Compelling Communication

Organizational Outcomes

- Improved sales prospect conversion
- Happier sales professionals
- Increased employee engagement
- Decreased turnover



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/ebd>

Managing Proposal Strategies



Learn how to effectively manage your proposal development team. Understand your team's strengths and choose the best management and communication strategies to help them perform their best.

Participant Outcomes

- Recognize **what makes an effective proposal**
- Analyze RFP (Request for Proposals) for **"hot button" customer needs**
- **Communicate efficiently** with the proposal team to develop all phases of the proposal
- Facilitate team communication to **effectively include all team members**
- Motivate the team by **empowering each member to use their strengths** synergistically

Material Covered

- Understanding the RFP
- Developing a Win Strategy
- Managing a Proposal Team
- Team Communication
- Proposal Reviews

Workshop Info

Pricing* \$19,000

Max Participants 25

Length & Delivery 2-day, 2 Consultant
In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Improved proposal win percentage
- Increased proposal resource efficiency
- Decreased proposal team frustration



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- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/mps>



IFI training

801-373-4664

info@IFITraining.com

Customer Service Strategies



Customer service representatives are the front line of today's workforce. This workshop helps your employees use active listening techniques to understand their customers to reach mutually agreeable outcomes.

Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- Understand what **motivates customers**
- De-escalate customer complaints by **appropriately responding to cues**
- Implement **win-win outcomes** and help customers recognize how they will benefit
- Confidently uncover and **resolve new customer issues** as they arise
- **Create brand advocates** through better customer intimacy

Material Covered

- Understanding Customer Motivation
- Active Listening Techniques
- Compelling Communication
- The Power Principle

Organizational Outcomes

- Improved customer retention
- Higher employee engagement and decreased employee turnover
- Resolve customer issues more efficiently



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Our training process transfers skill through:

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- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/css>



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801-373-4664

info@IFITraining.com

Proposal Briefings that Matter



The most important presentation your company will ever make is a proposal briefing. This presentation gives employees the tools to design effective briefings and confidently deliver customer-focused presentations that win.

Participant Outcomes

- Quickly **organize and design** customer-focused briefings
- Deliver **engaging briefings** that clearly lay out the solutions to customer problems
- **Build confidence** and **reduce stress** before and during proposal briefings
- Use **effective verbal and non-verbal delivery techniques** to respond to customer questions and concerns

Material Covered

- Understanding the win strategy
- The Process Approach
- Audience Analysis & Design
- Support & Visuals
- Delivery Skills
- Interaction & Audience Engagement

Workshop Options

Pricing*	\$13,000	\$19,000
Max Participants	10	16
Length & Delivery	2-day In-Person or Virtual	
	1 Consultant	2 Consultants

Pricing includes customization, all workshop material, and follow-up coaching for 1 year.

*Talk with an IFI consultant for additional pricing, content and delivery options.

Organizational Outcomes

- Improved proposal win percentage
- Increased customer confidence in your organization
- More effective meetings



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Our training process transfers skill through:

- **Pre-workshop customization**
- **Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- **Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/pbm>

PATHWAY TO LEADERSHIP



Your employees will drive organizational growth by receiving the tools they need to be successful leaders at all levels of management. The **Pathway to Leadership Certificate Program** is an affordable series of 12 4-hour workshops designed to be spaced out over a customizable schedule from 6 weeks to a year. Your organization will see **improved employee growth** and retention, **increased job performance** and **better communication** with internal and external clients.

Organizational Outcomes

Hiring, Retention and Turnover

- Higher employee engagement & job satisfaction
- Lower employee turnover
- Improved leadership pipeline
- Better recruiting

Organizational Growth

- Increased productivity
- Consistent employee experience
- Build your competitive edge

Communication

- Better information to drive decision-making
- Solve more of your business problems
- Establish an open culture of collaboration and learning
- Employees who know how to work with upper management

Clients

- More satisfied, happy customer
- Higher client retention
- Fewer customer complaints

The Pathway to Leadership is built on 3 foundational workshops that introduce participants to tools that they will use throughout the workshop series. The other 9 workshops take advantage of spaced learning that enables participants to apply these tools to a wide variety of settings. Additionally, new tools taught during these workshops allow leaders to maximize potential.

Pathway to Leadership Workshops

1. Welcome to Leadership:
Understanding the People You Lead
2. Pathway to Effective Teams
3. Pathway to Effective Communication
4. Managing Priorities
5. Professionalism & Business Acumen
6. Engaging Employees:
Employee Retention and Productivity
7. Problem Solving
8. Pathway to Effective Performance Evaluations
9. Pathway to Persuasion
10. Refined Communication
11. Pathway to Effective Verbal Communication
12. Tenacity & Resilience



Just a Little Bit Better

IFI Training is built on the principles that habits & skills form when we consistently and regularly apply principles, becoming *just a little bit better* one "drop" at a time. The Pathway to Leadership maximizes your employees gaining and retaining skill through:

• Pre-workshop customization

- Targeted workshops that meet your employees' need

• Engaging, tool-based training

- Fun, 70% exercise-based workshops

• Follow-up and coaching

- Application assignments combine an easy-to-use approach with motivational rewards to help employees find ways to apply what they learn between workshops
- Spaced learning ensures long-term skill retention and follow-up opportunities for help implementing new skills and tools



Managing Priorities



Distractions play a major role in our current work environment. This workshop will help participants know how their role fits in with organizational priorities and maximize their time in the most effective way possible.

Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- Effectively **prioritize time** by applying best planning principles and practices
- Align **work responsibilities** with company objectives and goals
- Maximize effectiveness** by working with natural **energy level** rhythms
- Recognize warning signs to **harness stress**

Material Covered

- Prioritization of Task Management
 - Understanding your Responsibilities within the Organization
- Stress Management
- Personal Energy Management
 - Managing *Urgency and Importance* with *Peak Performance Effectiveness Time*

Organizational Outcomes

- Employees with less stress
- Higher employee efficiency and engagement
- Workplace culture that creates respect



Just a Little Bit Better

Habits & skills form when we consistently and regularly apply principles, becoming just a little bit better one "drop" at a time.

Our training process transfers skill through:

- Pre-workshop customization**
- Engaging, tool-based workshops**
 - Fun, 70% exercise-based workshops
- Regular post-workshop follow-up**
 - Follow-up for one year following training

Find out more at <https://ifitraining.com/mp>



IFI training

801-373-4664

info@IFITraining.com

Engaging and Retaining Employees



73% of people who quit jobs say they leave managers, not the job. This workshop is designed to help leaders develop relationships that effectively engage employees and improve retention. Understanding your employees is the secret sauce to engaging them.

Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- Use **individualized incentives to motivate employees** by understanding their perspective, differences and motivations
- **Recognize early signs for disengagement** and **preemptively encourage engagement**
- Quickly **assess new employees** to help them improve career opportunities

Material Covered

- Recognizing Employee Engagement and Targeting Disengagement
- Tools for Engaging Employees
 - Interaction
 - Listening
 - Incentives with *Waves and Jungle Motives*
- Coaching & Mentoring

Organizational Outcomes

- Decreased employee turnover
- Increased productivity and employee morale
- Improved leadership pipeline



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Find out more at <https://ifitraining.com/ere>



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Professionalism and Business Acumen



The workplace is composed of greater diversity than ever before. Participants gain an understanding of how their own personal brand fits into their organization as well as how to help their employees develop a professional brand to improve how they present themselves.

Participant Outcomes

- Understand the rules for a **personal professional brand** and why they matter
- Better understand **goal setting** and how to use it to have a more successful career
- **Manage time** more effectively to meet organizational goals and objectives

Material Covered

- Professionalism & Business Etiquette
 - Understanding Branding Rules and How They Change
- *Personal Professional Brand*
 - Building your *Business Hero Profile*
- Time Management & Goal Setting

Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Improved team respect and communication
- Improved leadership pipeline
- Decreased employee turnover



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Find out more at <https://ifitraining.com/pba>

Positive Conflict Resolution



Personal conflict is the main reason employees leave a job. This workshop helps managers and HR professionals create an environment where employees can proactively understand one another and solve interpersonal conflict for positive outcomes.

Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- **Understand causes of interpersonal conflict** and how to respond to individual needs
- Use **active listening techniques** to hear what others are really saying
- Develop an **interpersonal communication strategy** to nurture positive relationships
- Communicate effectively to find solutions when facing **negative situations**

Material Covered

- Solving Interpersonal Problems
 1. Understanding Motivations & Values
 2. Waves of Social Change
 3. Emotional Intelligence
 4. Gaining Customer Commitment
- Solving Communication Problems with Assertive Communication

Organizational Outcomes

- Decreased Employee Turnover
- More effective teams
- Workplace culture that creates respect



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Find out more at <https://ifitraining.com/pcr>

Strategic Listening



Advanced listening skills can give your organization a strategic advantage. This workshop helps participants take a personal inventory of where their listening skills may be deficient and learn tools to better understand coworkers as well as potential and current clients.

Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Participant Outcomes

- Assess different personality types and **help others feel that they are understood**
- Understand what makes **strategic communication** within your organization
- Find your own **communication blindspots** and make plans to improve them
- Develop relationships that are **more meaningful while requiring less effort**

Material Covered

- Barriers to Communication
- The Art of Listening
 - Types of Listening
 - Listening in Conversation
 - Assertive Listening
- Quality Communication

Organizational Outcomes

- Increased sales
- Higher productivity
- Workplace culture that creates respects
- Higher employee engagement & less turnover



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 - Follow-up for one year following training

Find out more at <https://ifitraining.com/sls>



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Team Building



Successful organizational development starts at the team level. This team building course will help teams of any organizational type and structure understand how to communicate values and goals, use tools to effectively improve relationships and diagnose problems to work as a team to find solutions.

Participant Outcomes

- Learn to **value team member differences** and build relationships of trust
- Use tools to work with and motivate team members to **meet organizational objectives**
- Problem solve with others to **capitalize on a team's diverse strengths**
- Create daily workplace experiences that can **strengthen current and future teams**

Material Covered

- Communication and Effective Teams
- Your Organizational Role
- Problem Solving Skills
- Understanding Your Team Members

Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Increased productivity for all team positions
- Improved leadership pipeline
- More seamless communication process
- Decreased Employee Turnover



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Find out more at <https://ifitraining.com/tb>

Convincing Interpersonal Communication



Managers and HR Professionals need to understand how to persuasively communicate important information to subordinates and other employees. Convincing Interpersonal Communication helps professionals lead others using effective communication by understanding personalities and their affect on interpersonal relationships.

Participant Outcomes

- **Lead through tailored communication** to get the best from individuals and teams
- **Effectively organize thoughts** into easy-to-understand, persuasive messages
- Persuasively encourage others to **meet organizational objectives**
- **Recognize communication breakdowns** and fix problem spots

Material Covered

- Understanding Your Audience
- Quality Communication
- The Art of Persuasion
- Leadership Tools

Workshop Info

Pricing*	\$9,000
Max Participants	25
Length & Delivery	1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Decreased Employee Turnover
- More effective teams
- Workplace culture that creates respect



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Find out more at <https://ifitraining.com/cic>



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Strategic Thinking & Problem Solving



Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Innovative thinking and problem solving can fuel businesses growth & create an organization that thrives on challenges. Professionals in all disciplines can better contribute to their teams & business as they learn to work through problems personally & with teams and boost creativity to tackle a constantly changing work environment.

Participant Outcomes

- Understand how to **root out problems** and their underlying causes
- Learn different brainstorming techniques to **quickly find more potential solutions**
- Align personal and **core business objectives**
- Recognize communication failures and how to **work through those as a team**

Material Covered

- Critical Thinking
- Star Strategic Thinking & Problem Solving Tree
- Solution Plan Implementation
- Solving Challenges with Others

Organizational Outcomes

- Better organizational resilience through employee innovation
- More effective teams
- Increased competitive advantage



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Find out more at <https://ifitraining.com/stps>



IFI training

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info@IFITraining.com

Performance Evaluations that Matter



This workshop helps supervisors & managers give effective performance evaluations by understanding their employees' communication & interpersonal needs, working with employees to correct performance problems, & motivating employees align their goals with organizational priorities.

Participant Outcomes

- Assess **what makes an effective relationship** for each employee & carry out plans to **continually develop that relationship**
- Collaborate with the employee to effectively **help them evaluate** their own performance
- Objectively **relate core business objective** to performance & convey that information in a way that **uplifts & motivates** the employee

Material Covered

- Understanding Communicative and Motivational Personalities
- The Performance Evaluation
- The Long-Term Performance Review

Workshop Info

Pricing* \$9,000

Max Participants 25

Length & Delivery 1-day In-Person or Virtual

Pricing includes customization, all workshop material, and follow-up coaching for 1-year.

**Talk with an IFI consultant for additional pricing, content and delivery options.*

Organizational Outcomes

- Decreased Employee Turnover
- More effective, on-task teams
- Workplace culture that creates respect
- Better manager/employee communication



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Find out more at <https://ifitraining.com/pem>



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