



Benefits

- ✓ Training is written and tailored to your needs.
- ✓ Custom training is cost effective. You can train a large number of employees for one low price and minimize traveling costs.
- ✓ Customized training is flexible, enabling you to have employees trained on your time table.
- ✓ Sessions are lead by instructors who have extensive experience in in their respective fields.
- ✓ Group sessions ensure consistency of information.
- ✓ Resource offers the best in training room facilities with state-of-the-art equipment and a peaceful, distraction-free setting.

Call Anthony at:
(320) 255-3236 or (888) 447-7032
www.resourcetraining.com

Resource
 Training & Solutions
 A Minnesota Service Cooperative

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Professional Training

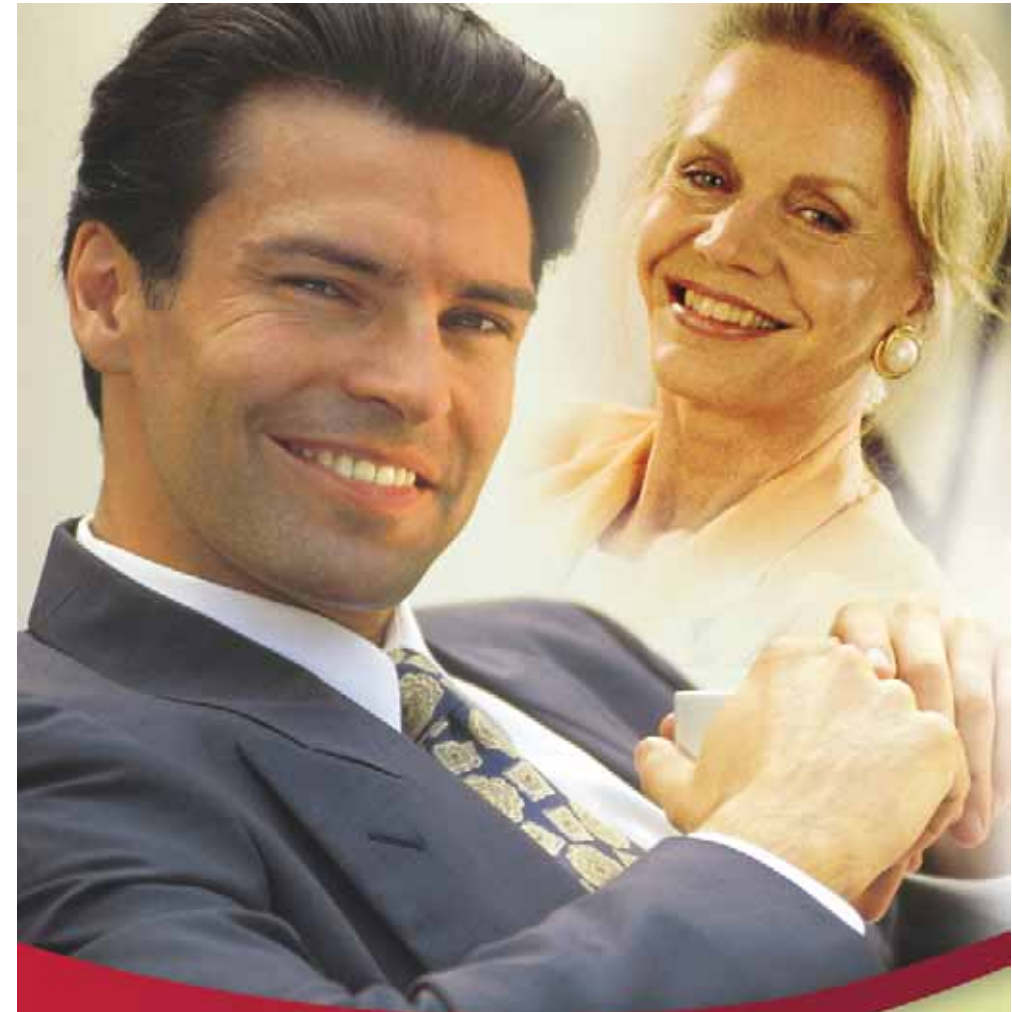
CUSTOMIZED SOLUTIONS

FOR BUSINESSES, CITIES, COUNTIES, OTHER
 GOVERNMENTAL AGENCIES & NONPROFITS

- ✓ Customer Service
- ✓ Time Management
- ✓ Supervision
- ✓ Sales Training
- ✓ Online Software Training
- ✓ Stress Management
- ✓ Executive Leadership/Management
- ✓ And Much More!

CUSTOMIZED TRAINING

Investing in employees... Changing lives



Investing in employees... Changing lives

Professional Training

CUSTOMIZED SOLUTIONS

FOR BUSINESSES, CITIES, COUNTIES, OTHER
 GOVERNMENTAL AGENCIES & NONPROFITS

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Customized Solutions

RESOURCE OFFERS CUSTOMIZED TRAINING DESIGNED TO FOCUS ON YOUR NEEDS! EXPERIENCE GUARANTEED RESULTS USING YOUR EXAMPLES AND COVERING ONLY THE TOPICS YOUR STAFF NEEDS TO KNOW. TAKE ADVANTAGE OF TRAINING DONE WHERE YOU WANT IT, WHEN YOU WANT IT, AND HOW YOU WANT IT.

When it comes to training, one size does not fit all. At Resource Training & Solutions, we offer training designed to focus on your needs, not ours! Experience guaranteed results-using your examples and covering only the topics your staff needs to know.



Businesses, cities, counties, other governmental agencies, and nonprofits can take advantage of these customized training opportunities.

Training Done Where You Want It:

- Our spacious training rooms
- On-site training at your facility

Training Done When You Want It:

- Days, evenings or weekends
- Half or full days

Training Done How You Want It:

- Content can be customized to include examples from your organization
- Group Sessions
- One-on-one training

Customize any of the topics in this brochure to fit your organization's training needs.

Team Mission

We provide effective personal and professional training opportunities for individuals and organizations.

Every person is covered with 100% Satisfaction Guarantee!

Customer Service: Keeping Customers for Life

Train your staff to "wow" the customer with the following topics:

- First impressions
- Quality communication
- Enthusiastic customer service
- A service recovery plan

Time Management

By incorporating time management techniques into your life, you will find quality time for work, home and yes...even yourself. Focus your energy and gain control of competing demands on your time. Discover how to set personal work goals that align with your organization. Achieve results and discover easy ways to prioritize key tasks.

The 7 Habits of Highly Effective People®

Based on the best-selling business book of all time, the 7 Habits workshop provides a foundation for lasting change and effectiveness at the personal, interpersonal, managerial and organizational level.

Supervision

Supervisors have a big job, yet they have often received little training. This session will give supervisors (with limited experience or those who would like to improve their current skills) new strategies for communicating and improving working relationships.

Sales Training

Benefit from on-site sales training customized to fit your organization and the way that you conduct business. Topics may include:

- Prospecting
- Cold calling and follow-up
- Business etiquette

Managing Diversity in the Workplace

Our training takes a practical approach in helping organizations recognize diversity in the workplace and strive to operate as one cohesive unit. Choose from "managers only" training sessions to those that involve the entire staff.

Team Building

Train your employees to become stronger team members in topics such as: communication, commitment, attitude, and adaptability. Sessions may also include an online assessment and personality profile.

Executive Leadership/Management

Consulting services may include: human resource issues, one-on-one, governance/board training, and coaching.

Stress Management

Help your staff examine: current stress issues, coping resources, and satisfaction levels. Increase awareness of effective stress management techniques and incorporate positive change in their life.

Online Software Training

Resource Training & Solutions offers an option to deliver interactive, hands-on training anywhere you can connect to a computer with support in how to use the package. Office Productivity, our most popular package, contains courses on all versions of: Access, Excel, Outlook, PowerPoint, Project and Word. There is also a special bonus of over 35 online business courses included in this package. Packages are good for one full year and classes can be accessed from nearly any computer with Internet capability. All this for just about the same price of a single lab class! Our staff will help you get started and show you how to make the best use of your online learning package. For those wanting high end IT training, we also offer packages on SQL, CISCO, MCSE, MCSA and more.

Parenting Education

Resource Training & Solutions is committed to investing in the communities we serve. Therefore, we are proud to offer programming to help people meet the challenges of parenthood. Resource provides many training options for families including:

Community Parenting Workshops

Resource offers many options open to the community on topics such as: discipline, communication, anger management, mental health and responsibility. For a current schedule visit www.resourcetraining.com/PEcourses.aspx.

Flexible & Cost-Effective

OUR CUSTOMIZED TRAINING SESSIONS ARE CONDUCTED ON-SITE AT YOUR FACILITY, OR AT A LOCATION OF YOUR CHOICE BY EXPERIENCED PROFESSIONALS KNOWN FOR THEIR EXPERTISE IN THE FIELD.

Customized Behavior Management Seminars

Resource also offers customized training to staff working with children. These sessions can be individually designed for your staff's needs:

- What is Your Parenting Style?
- The Art of Enforceable Statements
- How to be a C.O.O.L Parent in a Hot Situation
- Who's Washing the Dishes?
- Winning with Words: Sharing the Power
- How to Put the FUN Back into Parenting with Love & Logic
- How Much is Enough? Raising Responsible, Respectful Children

For more information call:
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