

## **Management and Leadership Course Listing**

### **Overview**

Desai's training offerings for Management and Leadership Training (MLT) are offered in a variety of categories, as follows:

### **Course Listing**

#### ***Customer Skills***

- MLC10: 1 on 1 Diagnosis of Customer Behavior
- MLC11: Creating and Sharing Value with Customers
- MLC12: Customer Service
- MLC13: How Customers Think and Make Decisions
- MLC14: Managing Diversity in Customer Relationships
- MLC15: Negotiating for Mutual Gain
- MLC16: Overcoming Sales Objections
- MLC17: Selling for Project Managers

#### ***Managerial Skills***

- MLM10: Business Succession Planning
- MLM11: Coaching and Mentoring
- MLM12: Employee Motivation
- MLM13: Employee Recruitment
- MLM14: Executive and Personal Assistants
- MLM15: Hiring Strategies
- MLM16: Human Resource Management
- MLM17: Manager Management
- MLM18: Managing Workplace Activity
- MLM19: Measuring Results From Training
- MLM20: Middle Manager
- MLM21: Office Politics for Managers
- MLM22: Organizational Skills
- MLM23: Performance Management
- MLM24: Risk Assessment and Management
- MLM25: Talent Management
- MLM26: Telework and Telecommuting
- MLM27: Work Life Balance
- MLM28: Working Globally
- MLM29: Workplace Diversity
- MLM30: Workplace Harassment
- MLM31: Workplace Violence

#### ***Leadership Skills***

- MLL10: Business Acumen
- MLL11: Change Management

- MLL12: Communication Strategies
- MLL13: Developing a Lunch and Learn
- MLL14: Leadership and Influence
- MLL15: Supervising Others
- MLL16: Teamwork and Team Building
- MLL17: Trade Show Staff Training
- MLL18: Train the Trainer
- MLL19: Virtual Team Building and Management

### ***Interpersonal Skills***

- MLI10: Civility in the Workplace
- MLI11: Conflict Resolution
- MLI12: Delivering Constructive Criticism
- MLI13: Emotional Intelligence
- MLI12: Interpersonal Skills

### ***Personal Skills***

- MLP10: Administrative Support
- MLP11: Anger Management
- MLP12: Appreciative Inquiry
- MLP13: Assertiveness and Self-Confidence
- MLP14: Attention Management
- MLP15: Basic Bookkeeping
- MLP16: Body Language Basics
- MLP17: Business Ethics
- MLP18: Business Etiquette
- MLP19: Business Writing
- MLP20: Call Center Training
- MLP21: Constructing a Business Case
- MLP22: Creative Problem Solving
- MLP23: Critical Thinking
- MLP24: Digital Citizenship
- MLP25: Facilitation Skills
- MLP26: Goal Setting and Getting Things Done
- MLP27: Internet Marketing Fundamentals
- MLP28: Job Search Skills
- MLP29: Knowledge Management
- MLP30: Lean Process and Six Sigma
- MLP31: Marketing Basics
- MLP32: Media and Public Relations
- MLP33: Meeting Management
- MLP34: Negotiation Skills
- MLP35: Personal Branding
- MLP36: Personal Productivity
- MLP37: Presentation Skills
- MLP38: Project Management
- MLP39: Proposal Writing
- MLP40: Public Speaking
- MLP41: Safety in the Workplace
- MLP42: Sales Fundamentals

- MLP43: Social Intelligence
- MLP44: Social Learning
- MLP45: Social Media in the Workplace
- MLP46: Stress Management
- MLP47: Supply Chain Management
- MLP48: Time Management

Please contact us to discuss the offering that best suits your needs and audience.

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