



Employee Development Curriculum List

As a Master Certified Trainer (CMT) with 8 designations, I have been professionally certified to train over 100 courses. I also hold three professional coaching certifications, allowing for a Certified Professional Coach (CPC) designation. Following you will see a sample listing of courses that I can bring to your organization.

- Assertiveness Skills to Build Your Influence
- Beyond Basic Supervision
- Beyond Legendary Service
- Build Motivated and Productive Work Teams
- Building Better Communication Skills
- Building Healthy Partnerships; Communication Skills that Stand the Test of Time
- Building Performance and Productivity through Employee Engagement
- Building Team-Player Thinking
- Business Communication Essentials
- Change Management for a Dynamic Workplace
- Coaching and Mentoring Skills; Inspiring Teams to Level Up and Reach their Potential
- Coaching and Team-Building Skills for Leaders

JEN BUCK

SPEAKER | TRAINER | EXECUTIVE STRATEGIST | AUTHOR

Communicate With Tact, Professionalism and Diplomacy

Communicating With Tact and Skill

Conducting Employee Performance Evaluations

Courageous Conversations; Building an Environment of Diversity, Equity, Inclusion, and Belonging

Creating a Positive Attitude

Creating a Viral-Worthy Customer Experience; Doing it Better than Your Competitors

Creative Decision Making and Problem Solving

Creative Leadership Crash Course

Creativity and Innovation in the Workplace

Critical Business Communication Skills

Criticism, Discipline and Constructive Feedback

Customer Service Excellence

Dealing with Attitude Problems in the Workplace

Dealing with Difficult Customers

Developing Trust and Respect in the Workplace

Diversity and Inclusion; How to be a Better Ally

Dynamics of Implementing Change

Effective Employee Discipline; How to do it Right

Effective Performance Feedback and Employee Reviews

Embracing Change While Reducing Stress

Emotional Intelligence in the Workplace

Employee Engagement Strategies that Work

Energizing Your Workplace

Engaging, Empowering and Encouraging Employees

Establishing Trust in a Leadership Role

Getting Employees to Think Outside the Box

Handling Difficult People in the Workplace

Handling Personality Clashes in the Workplace

High Impact Online Presentation Skills

Highly Effective Criticism and Discipline Skills for Managers and Supervisors

How to Be a Better Team Player

How to Be a Super Communicator

How to Build Motivated and Productive Work Teams

How to Deal With Unacceptable Employee Behavior

How to Handle Conflict and Confrontation

How to Handle Difficult People

How to Handle Employee Performance Problems

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How to Handle Different Personalities Using the SELF Profile
How to Handle the Challenges of Change
How to Lead an Effective Meeting
How to Manage Emotions and Excel Under Pressure
Improving Employee Accountability
Intergenerational Communication; Understanding the Dynamics of Generational Differences in the Workplace
Keys to Effectively Supervising People
Knock Your Socks off Service
Leadership and Management Skills
Leading Across Cultures and Generations
Life Balance and Stress Reduction
Living and Working with Purpose
Management and Supervisory Skills for Today's Leader
Managing During Times of Change
Managing Emotions at Work
Managing Generational Differences
Managing Organization Politics-How to Survive and Thrive
Managing People in Turbulent Times
Motivation and Goal Setting Skills
Persuasive Communication for Leaders
Powerful Listening Skills
Powerful Communication Strategies that Stand the Test of Time
Presentation Skills to Master the Platform
Professional Phone Skills
Sales Excellence for High-Performing Sales Teams
Straight Talk for Underperforming Employees
Strategic Leadership Skills for a Dynamic Workplace
Strategic Thinking Skills for Leaders
Succession Planning for a Dynamic Environment
Team Building Skills that Every Leader Should Know
The Art of Coaching Employees to Excel
Time Management and Organization Skills for Busy Professionals
Trust and Respect in the Workplace
Women in Leadership; Understanding the Power of Feminine Philosophy
Working Effectively Using Emotional Intelligence
Workplace Politics How to Strategically Manuever and Win