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HIGH QUALITY TRAINING FOR EXTREMELY REASONABLE PRICES

8 webinars each taught twice a month (16 total)
ALL WEBINARS TAUGHT LIVE

25 seats per webinar (400 a month, 4,800 a year)
CLIENTS AT ALL JOB CENTERS FOR CONTRACTED WFDB REGION ARE ELIGIBLE TO TAKE WEBINARS

short assessment after each webinar
COMPLETED ONLINE, GRADED BY DTR INC.

only \$11,250 a year (\$938 a month, \$59 a webinar, \$2.35 a seat)
AN ANSWER FOR BUDGET CUTS; AN OPTION FOR STIMULUS FUNDS

all taught by Jay Goldberg of DTR Inc.
DEVELOPED A WORK READINESS PROGRAM CALLED THE BEST
IN THE COUNTRY BY THE NATIONAL SKILLS STANDARD BOARD
(ORIGINAL VERSION OF TCWFDB'S WORK CERTIFIED)
ALSO, AUTHOR OF THE BOOK:
"HOW TO GET, KEEP AND BE WELL PAID IN A JOB"
BOOK RECEIVED A 5-STAR REVIEW FROM THE MIDWEST BOOK REVIEW

WEBINAR TOPICS

Workplace basics: interviewing, preparing for first day of work, highly-valued workplace behaviors and skills

Customer service: customer focus, customer-focused organization, internal/external customer, know your customer

Customer service skills: active listening, phone etiquette, service attitude, classifying customer statements

Communication skills: personal signals, choosing the correct words, how to deal with different types of customers who have problems (angry, overly-social, etc.)

How to get along with co-workers: rules to follow, how to be a good team member, mannerisms and habits, etc.

How to get along with supervisors: rules to follow, role of supervisor, communicating with supervisors

Ethics in the workplace: profit motive of business, ethics, ethics decision-making process, ethics on the job

Zig Ziglar sales skills: Zig Ziglar's sales method, satisfying a need, asking questions, sales pitch