



THE  
*Carroll - Keller*  
GROUP, LTD.

*Providing customized, cost effective solutions with real world applications*

Professional Skill Development

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Computer Training

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Consulting Services

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Training Delivery Options

- Onsite Instructor - Led
  - Webinars
  - Public Workshops
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Training Customized To Address Objectives

**Your Total Training Resource**

The *Carroll Keller Group, Ltd.* is a team of professionals committed to helping organizations nationally and internationally translate business strategies into business results by developing the skills and performance of their people. Our clients achieve significant, measurable and sustained improvements by changing strategies, processes and competencies to ensure increased competitiveness in today's rapidly changing global economy. We are a total training resource for aligning employee performance with organizational strategy in the critical areas of:

© Professional Skill Development

© Computer Training

© Consulting Services



Through international research and over 30 years of direct experience, we have developed the expertise to deliver practical solutions aimed at improving performance and bottom-line profitability.

By closely partnering with our clients, we provide customized solutions that directly address their specific needs, not our assumptions about those needs. We insist on being held accountable and are totally committed to being our clients' most valued training resource.

## Areas of Expertise

### Professional Skill Development

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- Executive Leadership Development
- Leadership/Supervisory Skills
- Teamwork/Team Building
- Creating High Performance
- Communications/Interpersonal Skills
- Business Professionalism
- Professional Image
- Coaching and Counseling Skills
- Executive Coaching
- Mentor/Mentee Skills
- Conflict Resolution/Management
- Process Improvement
- Workflow Design
- Business Metrics
- Project Management
- Project Mgmt. for Non Project Mgrs.
- MBTI Assessment/Facilitation
- Emotional Intelligence
- Time Management and Personal Effectiveness
- Stress Management
- Decision Making
- Problem Solving
- Negotiating Skills
- Meeting Management/Facilitation
- Business and Technical Writing
- Finance for Non-Financial
- Strategic Planning
- Influencing Without Authority
- Customer Service Skills
- Telephone Skills/Etiquette
- Sales Training for Non Sales Professionals
- Consultative Selling Skills

*(most sessions offered bilingually)*

## Professional Skill Development *(continued)*

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- Change Management
- Creative Thinking
- Critical Thinking
- English as a Second Language
- Command/Workspace Spanish
- Goal Setting
- Performance Management
- Behavioral Interviewing
- Competency Modeling
- Behavioral/Communication Assessments
- GED/Shop Math
- Diversity/Cross Cultural
- Sexual Harassment
- Workplace Harassment/Violence
- Train the Trainer Certification
- Internal Trainer Skills/Techniques

*(most sessions offered bilingually)*

## Computer Training

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- Outlook
- Word
- Excel
- Access
- PowerPoint
- Microsoft Project
- Dr. Days (ask us)
- Windows
- One Note
- One Driver
- Visio
- Publisher
- Acrobat
- Photoshop
- Illustrator
- Java
- Flash
- Dreamweaver

*(additional application training available on request)*

## Consulting Services

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- HR Fundamentals/Management
- Human Resources Compliance
- Human Resources Outsourcing
- Instructional Design
- Succession Planning
- Employee Surveys
- Ethics
- Training Needs Assessment
- Organizational Development
- Best Practices/Bench Marking
- Motivating/Retaining Employees
- Compensation/Reward Systems
- Cost Reduction (Payroll, Operations, etc.)
- Change Management