

At IP Business Workshops

Whose Customer is it anyway? Sign your staff up to attend our customer service training for the small business employee. Our workshop will cover handling phone inquires, face to face interaction, the care and feeding of a customer, and handling the disgruntled person. We specialize in focusing on the customer for your business.

You're a Manager, now what? Our manager training works with the new or experienced manager to grow their skills in leadership, handling work teams, managing scheduling, disgruntled customers, recruiting and welcoming new employees.

Coaching for Success Enroll and experience the techniques used in business to grow, groom and heighten productivity of your employees. Delivering feedback, positive and negative communication, rewarding\recognition of employees and holding effective meetings.

I'm Late, I'm Late...Time Management and using our time effectively is a must in our fast paced world. Learn how to use your current calendar, pocket pc or palm pilot to the best of your ability to plan your days. This workshop focuses on prioritizing, planning, and setting goals to achieve all you want in your daily life. Bring your planner with you or just your blank slate and let us help you create the life schedule you desire.

Presentation Skills Our workshop focuses on professional communication. Learn to deliver a quality presentation, receive feedback and enhance your skills in a comfortable team environment.

Wait Staff Training Our training focuses on delivering high quality service to your customer. In a group setting we will explore the aspects of good and bad table or bartending service. How to set the right tone with your customer and how to make the entire dining experience pleasant, let's keep those customers coming back for more!