



## TIME MANAGEMENT

### *Investing Time*

Time management is a skill, a technique, a mindset, and a lifestyle. It helps you to feel more in control, and shows you how to achieve success in business while enjoying the pleasures of a personal life. This innovative way of looking at time management will help you see your perception of time in a different way. You'll discover that *investing* time is much more profitable than *spending* time.

Key areas include:

- Time Management – Why We Need It
- Investing Time Through Purpose, Values, and Vision
- Time Management Fundamentals
- Goal Setting for Success

## BEYOND CUSTOMER SERVICE

### *Creating Customer Loyalty*

The name of this process, Customer Loyalty, was selected because of a very fundamental difference between this process and most Customer Service approaches; it starts by creating an emotionally positive experience for your customers every time they come in contact with your organization. Creating positive points of connection will create the foundation for the ultimate service outcome—Customer Loyalty.

Key areas include:

- What The Customer Really Wants
- What Customer Service Really Means
- Understanding Human Behavior
- Cultivating Customer Loyalty
- Effective Communications & The Art of Listening
- Handling Complaints and Mastering Difficult Situations
- Developing a Positive Company Image
- Estimating Your Quality of Service
- Becoming an Excellent Service Provider

Preparing Young  
People for a  
future of  
excellence



## THE RISING STARS PROCESS

*R*ising Stars is an innovative and unique inside-out self-development process, providing a firm foundation to prepare all young people for lifelong learning, development, and achievement. Participants learn goal-achieving skills, which helps them develop a sense of personal responsibility. This process will ensure their future of self-determined success.

## POTENTIAL OUTCOMES

- Successful application of leadership skills
- Reduction in risk behavior
- Increased school attendance
- Increased performance
- Increased grade point average
- Increased high school attainment and post secondary experiences
- Application of new interpersonal skills, including time management and conflict resolution
- Goal-oriented, informed decisions
- Effective communications

To learn more about these exciting programs contact us at

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or visit our website at  
www.WildFireSS.com

## EXECUTIVE COACHING

Executive coaching enables leaders to design and implement a potent plan for the development of their teams and organizations, as well as for their own leadership capabilities. Through systematic assessments and dialog, the powerful executive coaching process tackles both "bottom line" and "balance-in-life" issues. The process enables the executive to:

- Identify inner resources.
- Target areas for growth.
- Promote a healthy balance between career and personal life
- Uncover specific behaviors that need to change for optimal performance.
- Challenge underlying beliefs and values, for fundamental change, to enhance the overall quality of life.

## SUPERVISORY

The Supervision process is a structured, open-ended, pragmatic approach to developing quality supervisors. The development of more effective supervisors has a direct correlation to an increase in the productivity and profits of a company.

Key areas include:

- Goal Setting
- Your Action Plan
- You and Yourself
- Confidence: The Critical Ingredient
- Leading for Results
- Effective Use of Time
- Motivation
- Communications
- Performance Appraisal
- Discipline: Word and Concept
- Developing Subordinates
- Decision Making and Problem Solving



"Igniting your  
potential for  
success..."

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