



THE TEXAS GROUP, INC

STAFF DEVELOPMENT & TRAINING

ORGANIZATION DEVELOPMENT (OD), BEHAVIOR, AND DIAGNOSIS

- 360-Degree Feedback
- Balanced Scorecard (BSC)
 - Financial, Customer, Business, and Learning
- Business Process Reengineering (BPR)
- Continuous Improvement
- Organizational Assessment (Diagnosis)
 - Climate, Culture, and Strategies
- Organizational Change/Change Management
- Quality Management (Kaizen, TQM)
- Strategic Management
- Strategic Planning
- Strategic Thinking/Strategic Thought
- Vision, Mission, Values, and Goals Development

LEADERSHIP & MANAGEMENT

- 4 Stages of a Company
- 7 Habits® of Highly Effective Managers
- Are you a Good Boss/Leader?
- Becoming a Better Leader
- Building a Resilient Workforce
- Business Model Innovation
- Business Plan Development
- Business Valuation
- Coaching Skills
- Compensating Managers
- Creating a Passionate Work Culture
- Credit & Collections
- Criticism & Discipline Skills
- Dealing with the Press
- Designing Quality Job Accountabilities
- Development Programs for Managers
- Effective Use of Executive Power
- Ethical Management
- Facility Improvement Plans
- Five-Year Plans
- Growth Capital
- High Output Managers
- Intellectual Property, Inventions, & Patents
- Intellectual Capital
- Internal Audits
- Internal Customer Cooperation
- International Management
- Job vs. Family: Striking a Balance
- Leadership 101
- Leadership Responsibilities
- Leadership Skills
- Leading vs. Managing
- Legacy Leadership
- Legislative Issues
- Level 5 Leadership

- Management 101
- Management/Executive Coaching and Mentoring
- Management Plans
- Management Skills
- Management Training Plans
- Managerial Assessments
- Managing & Motivating
- Managing your Boss
- Media Relations
- Mentoring
- Mergers & Acquisitions
- No Excuses Management
- Non-Profit Management
- Operations Manual Development
- Operations Reviews (Monthly Joint Reviews)
- Organization Charts
- Outsourcing
- Overcoming Negative Thinking
- Performance Management
- Personal/Team Values
- Preferred Vendors
- Principles of Leadership
- Project Management
- Reflect!
- Risk Taking
- Rules of Engagement
- Self-Evaluation: Development Quiz for Managers
- Sarbanes-Oxley Act of 2002
- Selling the Business
- Story Boarding
- Storytelling for Motivation
- Successful Start-Ups
- Supervision Skills
- SWOT Analysis
 - Strengths, Weaknesses, Opportunities, and Threats
- Team Building
- Team Leadership
- Team Management Approach
- Teamwork in Business
- The Effective Executive
- The Effective Leader/Boss
- The Exceptional Manager
- The Executive Coach: Helper or Healer?
- The Maturing Manager
- The One Minute Entrepreneur®
- The One Minute Manager®
- Theory Z Organizations
- Transforming Leadership (EQ for Entrepreneurs)
- What Makes a Good Boss?



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SALES & MARKETING

CUSTOMER SERVICE

- Call Center Training
- Customer Responsiveness
- Customer Satisfaction
- Customer Satisfaction Surveys
- Customer Service 101
- Customer Service Excellence
- Help Desk Training
- Raving Fans
- Telephone Skills

SALES & MARKETING

- Creating Value in Key Accounts
- Customer Relationship Management
- Customer Retention Strategies
- Enthusiastic Salespeople
- Experience Branding/Measuring Brand Value
- How to Win Friends and Influence People
- Large Account Management Process (LAMP)
- Lead Generation Programs
- Marketing 101
- Marketing Department Responsibilities
- Monthly Joint Reviews (Toot your Own Horn)
- Newsletters as a Marketing Tool
- Press Kit Development
- Sales 101
- Sales Funnel
- Sales Letters that Work
- Scoring with the CEO
- Selling Dynamics™ Sales Training Seminar
- Selling Fundamentals
- Selling Like a CEO
- Selling to VITO
- Serving Customers in a Downturn
- The Customer Is Your Business
- The Go-Getter
- The One Minute Sales Person™
- Value-Added Selling
- Website Development as a Marketing Tool

SALES MANAGEMENT

- 75 Questions When Hiring a Sales Professionals
- Are Good Salespeople Born or Made?
- Business Development Strategies and Practices
- Call Center Development
- Cost of a Sales Call/Cost of Doing Business
- Differentiating Top Performers
- Differentiating your Product Line or Service Offering
- Field Coaching for Results
- Firm Loyalty a Must for Professional Salespeople

- Fixing your Salesforce
- Grooming Salespeople for Superior Performance
- How to Hire Salespeople
- Managing "Superstars!"
- Market Intelligence
- Marketing Strategies
- Paying for Performance
- Pricing Strategies
- Sales Cycles
- Sales Force Management
- Sales Management 101
- Sales Tracking/Sales Flow Models
- Value Proposition Development

HUMAN RESOURCE DEVELOPMENT

- 12 Ways to Criticize Effectively
- 12 Questions for Better Interviews
- 4 Phases of Employment
- 8 Reasons Good Employees Leave
- Absenteeism
- Americans with Disabilities Training (ADA)
- Analyzing Employee Performance Failures
- Anxiety Disorders/Panic/Stress
 - Symptoms & Solutions
- Awards Programs/Incentives
- Bullying
- Coaching & Counseling
- Contract Workers
- Diversity Training
- Education Records
- Employee Evaluations
- Emotional Intelligence (EQ)
- Employee Handbook Development
- Employee Involvement Teams
- Employee Orientation Programs
- Employee Satisfaction Surveys
- Employee Worth
- Employment Law/Hiring Practices
- Executives in Transition
- Generation "X," "Y (Millennials)," and "Z"
- Grief Recovery
- Guidelines for Proper Discipline
- Human Resources & the Law
- If You've Quit, Would You Please Resign?
- IQ Testing
- Job Accountabilities
- Job Discrimination (Q&A)
- Keeping Good People
- Learned Behavior
 - Genetic vs. Learned
- Leaving a Written Trail
- LifeSpokes™
- Loyalty



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- Maintaining a Decent Firing Squad
- Motivation Ideas
- Overtime vs. Comp Time
- Paid Days Off?
- Performance Appraisals
- Performance Measurement
- Personality Profiles
 - Strengths/Weaknesses
- Personality Testing
 - Personnel Assessments
 - Matching Personality with Position Descriptions
- Position Descriptions
- Pre-Employment Screening
- PRIDE Week Programs
- Professional Development Plans
- Recruiting & Hiring
- Resume Development
- Sick Leave
- Spirituality/Prayer
- Standards of Performance
- Team Interview Process
- Trauma Recovery

UNIVERSAL TRAINING & DEVELOPMENT

- 10 Steps to Being Positively Engaging
- Are you a Good Team Member?
- Back to School Training
- Building Productive Work Relationships
- Communication Skills
- Communication Styles
- Conducting Effective Meetings
- Corporate Universities
- Experiential Training
- G.E.D.
- Holiday Stress
- Internal Training
- Learning Ecologies
- Outsourcing your Training
- Planning Productive Meetings
- Professionalism
- Public Speaking
- Relationship Management
- Sexual Harassment Awareness
- The Frontline!
- Time Management
- Training 101
- Training Academy
- Training Center Design
- Training for Smaller Companies
- Training Needs Assessments
- Training the Adult Learner
- Train-the-Trainer

NEGOTIATION

- Negotiation 101
- Personality Negotiating
- Union Negotiations

CRISIS MANAGEMENT SERVICES/ SECURITY CONSULTING

WORKPLACE VIOLENCE

- Conflict Resolution
- Crisis Management
- Disaster Planning & Preparedness
- Employee Assistance Programs
- Hostile Work Environments
- Managing Conflict
- Terminating Violent Employees
- Workplace Negativity
 - Understanding Purpose
 - Understanding Authority
 - Understanding Position Descriptions
- Workplace Violence

WORKPLACE SAFETY

- Asbestos Awareness Training
- Blood Borne Pathogens
- Confined Spaces Training
- Facility Manager's Alert - OSHA
- Fall Protection
- Fire Safety
- Hazard Communication Programs
- Hazardous Materials Management
- Holiday Safety
- Hostile Work Environments
- Indoor Air Quality
- Ladder Safety
- Legionnaire's Disease
- Lockout/Tagout Training
- OSHA Right-to-Know
- PPE (Personal Protective Equipment)
- Playground Safety
- Recordkeeping (Injury & Illness Reporting)
- Safety/Safety Tool Kit
- Tips for Dealing with an OSHA Inspection

ADDITIONAL SERVICES

- Field Sales Calls with Staff, Clients, or Prospects
- Keynote Speaker
- Negotiation and Mediation Services
- Workshop, Retreat, and Sales Meeting Facilitation