



MH Technologies LLC
2023 Course Catalog
Professional Development

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About MH Technologies

MH Technologies is a woman-owned small business founded in 2009 that specializes in providing corporate and collegiate training services by leveraging its large staff of highly credentialed and field-tested instructors. In addition to providing the finest instructors, we offer services such as instructional design, technical writing, content creation and program administration. In today's fast paced global economy, the importance of employee training, product support and workforce readiness are becoming a vital part of a company's success. As a provider of training and support services with such a vast amount of experience, MH Technologies has several "off-the shelf" solutions that will save you time and money or we can create custom programs to fit your specific needs.

All courses within this catalog represent our standard course content and length. Each can be customized to meet the specific needs of any business or educational institution.

This catalog is not representative of all our offerings. Please contact us with special training requests and courses not represented within this catalog.

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Leadership Development

Leadership Skills for Supervisors: Communication, Coaching & Conflict	Supervisors represent an important force in the economy. Supervisors have the power to turn on or turn off the productivity of the people who report to them. They are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although they usually have more technical experience than the employees they supervise, they may not have had a lot of leadership experience. This two-day course will give supervisors the skills in communication, coaching, and conflict they need to be successful.
Length: 16 Hours	
Prerequisites: None	

Managing Performance	In this course participants learn how to turn subjective performance criteria into objective measures tied to organizational goals and develop the tools to have frank discussions with employees about their performance. It is human nature to want to succeed. Providing your employees positive and negative feedback on a frequent basis is necessary to get the best performance.
Length: 8 Hours	
Prerequisites: None	

Coaching Performance	Coaching performance is the responsibility of every leader at every level. Coaches help people become aware of their situation and to take responsibility for their action(s). This course teaches the foundational skills for coaching and provides a four-stage coaching model for coaches to follow. Participants will learn the skills they need to coach for a variety of situations; they will develop an action plan for follow-up, and they will learn how to provide reinforcement and developmental feedback during the coaching process.
Length: 8 Hours	
Prerequisites: None	

Communicate with Clarity	Communication skills are increasingly important to an organization's success. Every function and activity involve some form of direct or indirect communication. Employees are able to achieve their goals and perform at a high level only when they communicate with each other as needed. This course focuses on the process of creating open communication in order to increase rapport and productivity. Participants will learn listening and questioning techniques, how to build rapport with others, and internal and external barriers to effective communication.
Length: 16 Hours	
Prerequisites: None	

Teamwork	This course is designed to provide the skills needed to work in a team-oriented environment, including the twelve characteristics of an effective team, four stages of team development, problem identification and problem solving, identifying internal and external customers, and strategies for dealing with team conflict. Lecture is combined with hands-on teambuilding exercises which demonstrate and reinforce the concepts discussed in the lessons.
Length: 16 Hours	
Prerequisites: None	

Leading Meetings	<p>Most of the time when you hear the term teamwork, you hear about a group of people who get together to complete a special project. This course is about creating a team environment with the people with whom you work each day. The difference is that the people you work with every day may not be interdependent in their jobs. One thing is true—the team environment that you create will contribute to a productive and friendly workgroup. Participants will learn techniques for translating team goals into individual goals, empowering all group members to participate, monitoring the group’s environment, and integrating new team members into the group.</p>
Length: 16 Hours	
Prerequisites: None	

Facilitating Meetings	<p>The quality of a meeting is determined before it even starts. This course teaches participants how to facilitate an effective meeting. Participants will learn the four steps for successfully facilitating meetings, tips for keeping a meeting focused, techniques for handling difficult participants, tools for making decisions and solving problems, and techniques for increasing the effectiveness of conference calls.</p>
Length: 8 Hours	
Prerequisites: None	

Presentation Skills	<p>Presentation skills increase a leader’s ability to educate and influence audiences. This course teaches participants how to develop and deliver a powerful presentation. Bring a topic to the course and leave with a powerful presentation. Participants will learn and apply actions to prepare a presentation that will knock the socks off their audience. Each participant will be videotaped giving a presentation and will receive feedback on his/her presentation skills.</p>
Length: 24 Hours	
Prerequisites: None	

Delegating	<p>Every leader faces the challenge of achieving results through others. Effective delegation can make the difference between a task done right and a task gone wrong. This course teaches the leadership skill of delegation. Participants will learn how to delegate a task so that the results meet or exceed their expectations.</p>
Length: 8 Hours	
Prerequisites: None	

Accountability	<p>Accountability establishes individual and team commitment to implement actions that align with the values, competencies, and strategy of the organization. This course teaches the skills and attitude that are necessary for creating an accountable organization. Participants will learn the language of being a victim or being accountable, a three-step model for asking self-accountable questions, and a five-step model for creating accountability in others.</p>
Length: 40 Hours	
Prerequisites: None	

Hiring	<p>In any organization, selecting the right person for the right job is a challenge. Successfully meeting that challenge helps your organization to keep turnover low, keep morale high, and provide great customer service.</p> <p>This class provides information to assess, build, and conduct high-quality selection interviews in order to decide on the right person for the job. Participants will learn how to conduct a behavior-based interview that increases the selection of the right person for the right job.</p>
Length: 16 Hours	
Prerequisites: None	

Mentoring	<p>Mentoring is one way in which to transfer experience and knowledge to new workers. Mentoring has been proven to reduce turnover and increase employee satisfaction. This course provides an opportunity for a mentor and his/her mentee to work together. Mentors and mentees will learn about each other and how to work effectively together. Worksheets are provided that allow mentors and mentees to learn about each other, to identify interaction guidelines, and to set mentoring goals. Participants will discuss and practice the components of being an effective mentor and mentee.</p>
Length: 8 Hours	
Prerequisites: None	

Personal Leadership & Influence	<p>Many employees are promoted to a leadership position because of their great success with technical skills. However, it is people skills that make a leader a success. In this course, participants will discuss strategies to overcome leadership challenges, and they will assess the styles that effective leaders demonstrate. Participants will define the roles and responsibilities of a leader, identify personal leadership values, and create a leadership vision statement.</p>
Length: 16 Hours	
Prerequisites: None	

Change Leadership	<p>Change is in every new project, every new customer, and every improvement in products or services. Change is survival. This course teaches the skills that leadership needs in order to lead during times of change. Participants will learn the four stages of change, the five organizational elements that affect the process of change, a five-step approach for communicating change, and a tool to analyze resistors and drivers of change.</p>
Length: 16 Hours	
Prerequisites: None	

Conducting Collaborative Performance Reviews	<p>A collaborative performance review is one in which the employee shares his/her thoughts about performance, and you, the leader, share yours. This course provides a step-by-step guide and the techniques for conducting a collaborative performance review. Participants will learn how to conduct a performance review that encourages two-way dialogue, goal setting, and commitment to action.</p>
Length: 8 Hours	
Prerequisites: None	

Self-Leadership

SMART Goal Setting	SMART goals have proven to be one of the easiest and most effective ways to improve your chances of success and is a widely adopted format for setting and achieving goals. In this course, participants develop a clear understanding of what SMART goal setting is and how to implement it into daily life.
Length: 8 Hours	
Prerequisites: None	

Emotional Intelligence	Everyone has emotions. Sometimes emotions seem untouchable—it is hard to explain them with language. Emotions reside within us, sometimes invisibly influencing our decisions and our lives. Research has proven that emotional intelligence (EQ) is more reliable in predicting success than intelligence quotient (IQ). In this course, we will discuss the topic of emotional intelligence. We will relate it to the workplace and explain how practicing emotional intelligence increases our ability to make good decisions, build relationships, deal with stress, and cope with change.
Length: 40 Hours	
Prerequisites: None	

Time Management	This class teaches skills and strategies for efficiently managing time and organizing workflow. Strategies include planning, note-taking, prioritizing, scheduling, responding when the day doesn't go as planned, organizing the desk, and handling paper documents and e-mail messages. The Time Mastery Profile® completed in class will assess time mastery in twelve dimensions. Participants will develop an action plan based on the lessons learned in the session.
Length: 8 Hours	
Prerequisites: None	

Stress Management	Most of us struggle with ongoing pressures and demands from our work, family, and personal life. How we interpret and perceive stress contributes to how we react to it. Some people view stress as positive or negative, but in reality it is an energy force that can enhance or break down our health and performance. In this course, participants will learn how stress works, understand their sources of stress through an assessment, understand the effects of stress, develop coping strategies, and create an action plan to contribute to stress reduction and improve productivity.
Length: 8 Hours	
Prerequisites: None	

Training & Development

Train-the-Trainer	This train the trainer program is designed to help training professionals, part time trainers and non-training professionals design and/or deliver classes that are more engaging than a traditional presentation format. Training is not an event, but a process. Participants demonstrate ability to apply proven methodology to ensure their content will be retained, and therefore acted upon.
Length: 40 Hours	
Prerequisites: None	

Facilitation Skills for Trainers	This course teaches trainers how to facilitate learning. The intended audience is trainers who are learning to teach programs for his/her own organization. You will learn: adult learning assumptions; tips and techniques for facilitating discussion using a skills practice, role-plays, case studies, videos, and activities; how to handle difficult learners; how to create dynamic visual aids; and tips for preparing a facilitation assignment.
Length: 24 Hours	
Prerequisites: None	

Instructional Design	The Learner-Centered Instructional Design curriculum teaches educators practical and clever methods on how to assess, design, develop, implement, and evaluate classroom training.
Length: 40 Hours	
Prerequisites: None	

Sales Skills

Selling Smarter	Sales is an exciting and dynamic profession that is often underrated and misunderstood. The backslapping, high pressure, joke-telling salesperson has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence. This course will help participants enter the new generation of sales professionals.
Length: 16 Hours	
Prerequisites: None	

Dynamic Sales Presentations	A great sales presentation does not demand that you have all the right words to say and can amaze the client with your technical skills. Instead, impress your clients with your understanding of their problems and ability to craft the solution they need. This course will help you teach participants how to create a winning proposal and how to turn it into a dynamite sales presentation.
Length: 16 Hours	
Prerequisites: None	

Marketing & Sales	There is a formula for success in sales [Your Skill x Amount of People You Talk To = Your Success]. While many sales courses focus mostly on your skills, increasing the amount of people you talk to is the priority of this lesson. This course will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and no-cost strategies to improve sales and develop your image.
Length: 16 Hours	
Prerequisites: None	

Sales Skills for Call Centers	This course will help participants improve their phone skills which will help them become more confident, gain new customers, and increase sales. Participants will learn how to gain and keep control of the call, build rapport with customers, identify buying signs, respond to objections, and close the deal.
Length: 16 Hours	
Prerequisites: None	

Client Service Skills

Client Service for Call Centers	In this course participants will gain the skills to provide a great customer experience. They will develop skills necessary to effectively deal with difficult costumers. They will learn active listening skills, empathy and how to build rapport. All these skills combined will provide an increase in overall customer satisfaction throughout your organization.
Length: 16 Hours	
Prerequisites: None	

Client Relationship Management	This relationship management course helps participants articulate their service brand and define the behaviors that support that brand in writing, on the telephone and in person. The course covers the nine expectations all clients have as we discuss client-centric language. Upon completion, participants will be able to demonstrate strategies for managing difficult clients and challenging situations and provide suggestions for getting the most out of client interactions.
Length: 40 Hours	
Prerequisites: None	