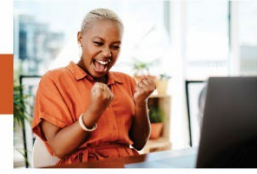




Learn



Inspire



Succeed

Short Courses Big Impact

Belding Training's new 2-hour courses have been designed to the same exacting standards as our award-winning corporate training, and are delivered by our team of amazing training professionals.



LIVE, ONLINE LEARNING

Live, interactive, with awesome trainers



COMPACT, 2-HOUR COURSES

Easy to fit in a schedule – and 100% worth it



ROBUST, MEANINGFUL CONTENT

Evidence-based skills with immediate application



MEMORABLE DELIVERY

Fun, engaging, and knowledgeable



ONGOING REINFORCEMENT

Weekly emails with additional skills and insights

From our customers:

"The best course I've ever attended."

"I really didn't expect to get so much out of a two-hour course."

"Belding has set the bar for our expectations in future training."

"I was able to put things I learned to use as soon as I left the class."

"We're still talking about the training – it was so much fun!"

Early Registration
30% off select courses!
See inside for details

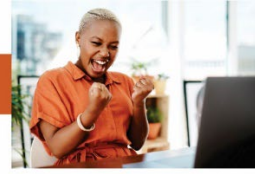
Register for Belding's Open Courses today or let us know if you have questions!
Email courses@beldingtraining.com or visit [BeldingTraining.com](https://www.beldingtraining.com)



Learn



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Open Courses for Fall/Winter 2024/25

COURSE LIST

Trust-Based Customer Service Series

- Connecting with Customers – Every Time
- Communication That Builds Trust
- Creating WOW Customer Experiences

Difficult Customer & Situation Series

- Essential Guide to Difficult Customer Situations
- Confidence in Difficult Situations

Management & Leadership

- The Essential Supervisor
- Breakthrough Coaching for Managers
- Innovation & Problem Solving
- The Tactical Leader

Workplace & Personal Success

- Beating Workplace Stress
- Building Emotional Intelligence
- The Respectful Workplace (DEI)

Belding's Open Courses are ideal for:

- Refreshing critical skills
- Achieving personal goals
- Preparing for new roles and responsibilities
- Onboarding new employees
- Introducing employees to new concepts

Why only 2-3 hours?

Research conducted by The Belding Group identified that content retention and adoption of skills drop dramatically when virtual training exceeds 2-3 hours.

Are there group or corporate rates?

Absolutely. Reach out to us by phone or email and we can set your company up.

Register before **September 20** for **30% off** selected courses!

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Customer Service Training



TRUST-BASED CUSTOMER SERVICE SERIES

2 HOURS LIVE VIRTUAL 4 WEEK SUPPORT

Part 1: Connect with Customers: Every. Time.

This is the first course in the series, and introduces groundbreaking insights into the three components of customer trust: Caring, Competence and Integrity. You will learn how to create a first impression of trust with every customer, and how to build from there.

[More details](#)



Tues, Oct 22, 9:00am - 11:00am EST



\$169.00 USD

Before September 20
30% Early Booking Discount!

Use Code:CONNFALL24

Part 2: Communication That Builds Trust

This is the second course in the series, and gives you powerful communication skills that reduce potential friction and builds trust with customers every time. You will have the opportunity to practice, and see first-hand the positive impact these skills will have with customers.

[More details](#)



Wed, Oct 23, 9:00am - 11:00am EST



\$169.00 USD

Before September 20
30% Early Booking Discount!

Use Code:COMMFALL24

Part 3: Secrets to WOW Customer Experiences

This is a course for customer service professionals for whom customer trust is essential. They will learn how to project poise and confidence with high-value customers. They will be introduced to strategies for identifying wow opportunities and making innovative decisions that will lead to long-term loyalty.

[More details](#)



Mon, Oct 28, 9:00am - 11:00am EST



\$169.00 USD

Before September 20
30% Early Booking Discount!

Use Code:SECRFALL24

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DIFFICULT CUSTOMER & SITUATION SERIES

2 HOURS LIVE VIRTUAL 4 WEEK SUPPORT

Part 1: The Essential Guide to Difficult Customer Situations

In this first of a two-part series, participants will learn evidence-based principles for de-escalating situations. They will learn resilience for managing emotional states, and approaching situations tactically instead of reflexively.

[More details](#)



Tues, Oct 8, 1:00pm - 3:00pm EST



\$169.00 USD

Before September 20
30% Early Booking Discount!

Use Code:ESSFALL24

Part 2: Defuse Difficult Situations with Confidence

This is the second part of the two-part series. In this course, you will learn Belding's powerful *Talk Judo for Difficult Customers* framework, and over 20 skills and techniques that defuse negative behaviour and create positive outcomes.

[More details](#)



Tues, Oct 15, 1:00pm - 3:00pm EST



\$169.00 USD

Before September 20
30% Early Booking Discount!

Use Code:DEFFALL24

Register before **September 20 for 30% off** selected courses!
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Leadership & Management Development

The Essential Supervisor

 2 HOURS  LIVE  VIRTUAL  4 WEEK SUPPORT

This is the first in a 2-part series that gives new supervisors skills for developing the confidence and competence to succeed in their role. The course covers a broad range of diverse skills for dealing with people, workloads, deadlines, overcoming challenges and finding ways to continually improve.

[More details](#)



Mon, Jan 27, 1:00pm - 3:00pm EST



\$189.00 USD

Breakthrough Coaching Skills for Managers

 2 HOURS  LIVE  VIRTUAL  4 WEEK SUPPORT

Breakthrough Coaching Skills for Managers is an exciting new course introduces an evidence-based approach with a proven track record for success. This course will introduce a powerful case-study that demonstrates how it works, and the kind of results you can expect.

[More details](#)



Tues, Jan 28, 1:00pm - 3:00pm EST



\$189.00 USD

Register before **September 20 for 30% off** selected courses!

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Leadership & Management Development

Innovation & Problem Solving – *unleash your creativity!*

 2 HOURS  LIVE  VIRTUAL  4 WEEK SUPPORT

The ability to adjust, innovate and pivot is essential to success in business. This unique course introduces proven practices for stimulating creativity and strategic innovation in a team. Learn how to break through the common traps and mindsets that prevent forward motion and innovation.

[More details](#)



Mon, Jan 17, 4:00pm - 6:00pm EST



\$189.00 USD

The Tactical Leader – *making things happen*

 3 HOURS  LIVE  VIRTUAL  4 WEEK SUPPORT

Tactical leadership goes beyond just having a strategic mindset; it's about diagnosing issues at their core, formulating effective solutions, and rallying the right resources to drive impactful results. This course delves into the essential methodologies and practices that enable leaders to transition from vision to execution seamlessly.

[More details](#)



Thurs, Jan 16, 9:00am - 12:00pm EST



\$220.00 USD

Register before **September 20** for **30%** off selected courses!

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Workplace & Personal Development



Beating Workplace Stress

2 HOURS LIVE VIRTUAL 4 WEEK SUPPORT

Adversity is a part of life. But when unexpected events occur or ongoing stress leads to emotional exhaustion, it can be overwhelming. This course introduces highly effective strategies that help participants adapt to change and stressors, and create positive motivations and outcomes.

[More details](#)



Thurs, Dec 12, 1:00pm - 3:00pm EST



\$169.00 USD

Building Emotional Intelligence

2 HOURS LIVE VIRTUAL 4 WEEK SUPPORT

In this two-hour course, you will learn how emotional intelligence shapes your life. You will learn simple, but powerful skills for developing your EQ, which will help you deal with heightened emotional situations and significantly impact your success.

[More details](#)



Tues, Jan 28, 4:00pm - 6:00pm EST



\$169.00 USD

Register before **September 20** for **30% off** selected courses!
courses@beldingtraining.com | BeldingTraining.com | 1-613-836-3559

Workplace & Personal Development



The Foundation of a Respectful Workplace: Diversity, Equity, Inclusion

2 HOURS LIVE VIRTUAL 4 WEEK SUPPORT

Diversity, equity, and inclusion (DEI) aren't just corporate buzzwords; they're essential for creating thriving workplaces. Understanding and embracing DEI can help people foster better relationships, communicate more effectively, and contribute to a positive work environment. This course gives you the foundational knowledge and practical tools to be effective advocates for DEI in their day-to-day roles.

[More details](#)



Tues, Oct 1, 1:00pm - 3:00pm EST
Wed, Jan 25, 9:00am - 11:00am EST



\$159.00 USD

Coming in Winter 2025!

TRAINING FOR CUSTOMER SERVICE

- Handling Customer Escalations
- Trust-Based Selling

LEADERSHIP & MANAGEMENT DEVELOPMENT

- Managing Remote and WFH Teams
- The Charismatic Leader
- Dealing with Difficult employees
- Breakthrough Coaching – Relentless Support
- Difficult Conversations for Managers
- Essential People Leadership - Part One
- Essential People Leadership - Part Two
- Leading Change in The Workplace

WORKPLACE & PERSONAL DEVELOPMENT

- Credibility, Confidence and Control
- Make Friends and Build Relationships

Looking for more?

Belding Training has helped companies in over 30 countries improve their customer experience, develop their leaders and create vibrant workplace cultures.

Whether you need customized training for your team, or a second set of eyes from subject-matter experts, we can bring value to your organization. Let us know!

EMAIL: inquiry@beldingtraining.com

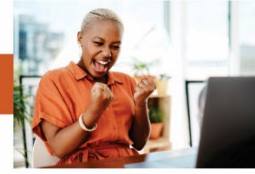
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About Belding Training

A 30 YEAR REPUTATION

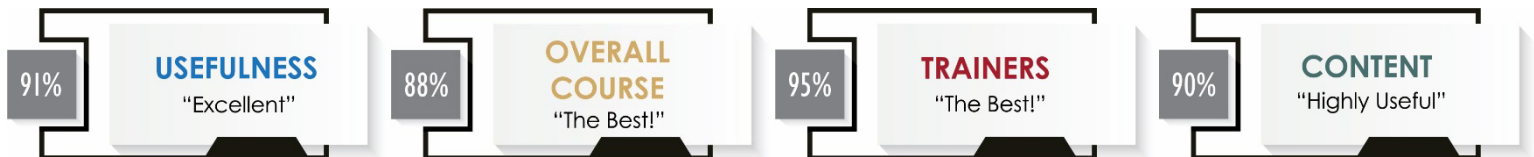
Belding Training has a thirty-year global reputation as a top corporate training company for customer service, leadership development and enhancing workplace culture. We help improve relationships with customers and reduce customer defection. We help leaders and managers develop highly engaged, deeply loyal teams. We help you create outstanding workplaces.

AWARD-WINNING, ACCREDITED TRAINING

Belding's training programs have won national and international awards for their design, delivery and effectiveness, and are accredited by a growing number of professional organizations.



What our customers say:



OUR GUARANTEE:

You deserve the best, and that is our commitment. If one of our courses doesn't meet your expectations, we'll make it right.

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