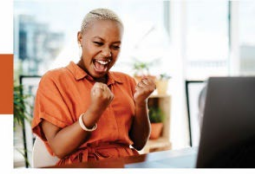




Learn



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

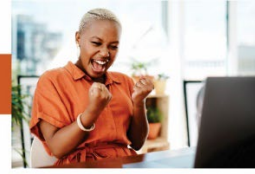
Register for Belding's Open Courses today or let us know if you have questions!
Email courses@beldingtraining.com or visit [BeldingTraining.com](https://www.beldingtraining.com)



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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!

courses@beldingtraining.com | BeldingTraining.com | 1-613-836-3559

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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

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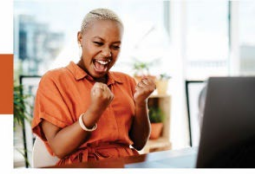
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Learn



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About Belding Training

A 30 YEAR REPUTATION

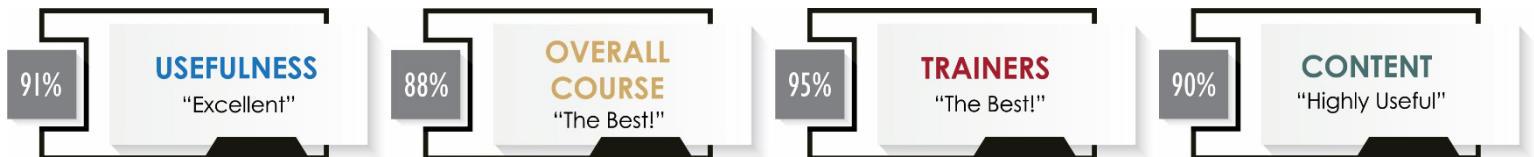
Belding Training has a thirty-year global reputation as a top corporate training company for customer service, leadership development and enhancing workplace culture. We help improve relationships with customers and reduce customer defection. We help leaders and managers develop highly engaged, deeply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

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

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