



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."*

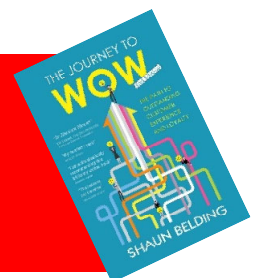
*"I really didn't expect to get so much out of a two-hour course."*

*"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**  
**Free copy of *The Journey To Wow!***  
See inside for details



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



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# Open Courses for June/July 2024

## 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:

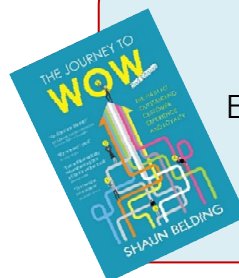
- Refreshing critical skills
- Achieving personal goals
- Preparing for new roles and responsibilities
- Onboarding new employees
- Introducing employees to new concepts

### 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.



## Free Copy

*of The Journey to WOW!*

Each person registered will receive a free copy of Shaun Belding's bestselling

***The Journey to WOW!***

# Customer Service Training



## TRUST-BASED CUSTOMER SERVICE SERIES

2 HOURS LIVE VIRTUAL 4 WEEK SUPPORT

### Part 1: Connecting 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](#)



**Mon, June 8**, 9:00am - 11:00am EST  
**Tues, June 18**, 1:00pm - 3:00pm EST

\$169.00 USD

### 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](#)



**Tues, June 4**, 9:00am - 11:00am EST  
**Wed, June 19**, 4:00pm - 6:00pm EST

\$169.00 USD

### 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, June 10**, 9:00am - 11:00am EST  
**Mon, June 24**, 4:00pm - 6:00pm EST

\$169.00 USD

Register before May 10th for our early booking promotion!

[courses@beldingtraining.com](mailto:courses@beldingtraining.com) | [BeldingTraining.com](http://BeldingTraining.com) | 1-613-836-3559

## 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, June 4**, 1:00pm - 3:00pm EST  
**Wed, June 19**, 1:00pm - 3:00pm EST

 \$169.00 USD


### 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](#)



**Mon, June 10**, 1:00pm - 3:00pm EST  
**Mon, June 24**, 1:00pm - 3:00pm EST

 \$169.00 USD

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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, June 3**, 1:00pm - 3:00pm EST  
**Tues, June 18**, 9:00pm - 11:00am 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, June 4**, 4:00pm - 6:00pm EST  
**Wed, June 19**, 9:00am - 11:00am EST



\$189.00 USD

Register before May 10th for our early booking promotion!

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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, June 10**, 4:00pm - 6:00pm EST  
**Mon, June 24**, 9:00am - 11:00am 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](#)



**Tues, June 11**, 3:00pm - 6:00pm EST  
**Tues, June 24**, 3:00pm - 6:00pm EST

 \$220.00 USD

**Register before May 10th for our early booking promotion!**

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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](#)



**Tues, June 11**, 1:00pm - 3:00pm EST  
**Tues, June 25**, 9:00am - 11:00am 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](#)



**Mon, June 18**, 4:00pm - 6:00pm EST  
**Tues, June 3**, 4:00pm - 6:00pm EST

\$169.00 USD

Register before May 10th for our early booking promotion!

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# 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, June 11**, 9:00am - 11:00am EST  
**Tues, June 25**, 1:00pm - 3:00pm EST

\$159.00 USD

## Coming in Fall 2024!

### 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 hundreds of organizations in 28 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](mailto:inquiry@beldingtraining.com)  
**PHONE:** 1-613-836-3559





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# About Belding Training

## A 30 YEAR REPUTATION

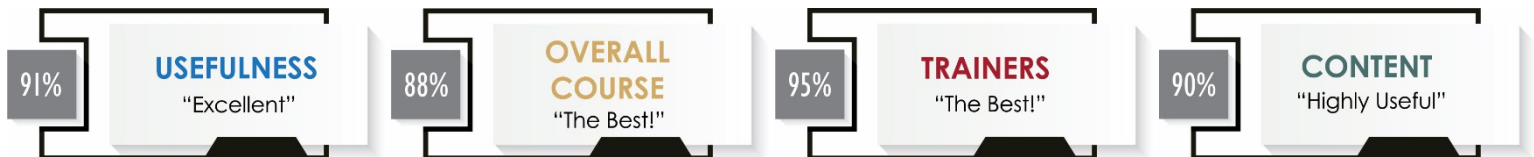
Belding Training has a thirty-year global reputation as a top corporate training company for customer service, leadership development and enhancing workplace culture. We help improve relationships with customers and reduce customer defection. We help leaders and managers develop highly engaged, deeply 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 May 10th for our early booking promotion!

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