

## OUR TRAINING EXPERTISE

HGI's diversified services are built on an average of 20 years of hands-on experience in corporate environments interacting with senior management, as well as all levels of the organization in union and non-union work environments

As employees of those Fortune 500 companies, our team of qualified consultants held field-level, supervisory and staff as well as executive-level positions. Having this experience gives us the ability to design appropriate training and effectively relate to all types of audiences.

We have expertise and background in developing leadership programs and corporate-wide initiatives. We have strong experience in coaching and mentoring at the management and executive level. We are certified to use a variety of assessment tools such as the Myers-Briggs Type Indicator, Social Styles tool and all levels of the PROFILOR assessment tool.

Our team is regularly called upon to design, develop, implement and evaluate training for all levels of small and large organizations.

**MAINTAIN HIGH QUALITY  
STANDARDS AND EXCELLENCE.**

**IMPROVE PERFORMANCE  
RESULTS.**

**ENHANCE REVENUE AND  
INCREASE PROFITS.**

**To learn more,  
please call 909.428.0305  
or visit our website today!**

**[www.highergroundintl.com](http://www.highergroundintl.com)**



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*Higher Ground  
International*

A UNIQUE MANAGEMENT CONSULTING ORGANIZATION

*Passionately partnering  
with our clients*

**TRAINING  
&  
DEVELOPMENT**

## Business & Professional Development

## Our Training Services



### Customer Service

- o Customer Value, Service & Relations
- o Marketing
- o Telephone Skills

### Leadership Development

- o Avoiding Supervisory Pitfalls
- o Behavioral Social Styles
- o Coaching & Mentoring Strategies
- o Conflict Management
- o Creating Continuous Improvement
- o Effective Interviewing Techniques
- o Effective Meeting Management
- o Improving Work Operations
- o Integrity & Professional Ethics
- o Management Concepts for Supervisors
- o Time Management & Organization
- o Performance Management
- o Progressive Discipline
- o Project Management

### Team Building

- o Team Building & Group
- o Processing
- o Change Management

### Train-The-Trainer

- o Facilitation Skills
- o Training and Development

The Higher Ground International team provides a full-range of **Training and Development** services, including assessment, design and development, implementation, facilitation and evaluation. We pride ourselves in our ability to determine the needs of the individual or organization and customize learning processes to increase their awareness, understanding and skills in specific areas. This makes our training design, implementation, and delivery unique to each client.

Our training and development process offers interactive learning experiences through group and individual discussions and exercises. The training is fast-paced, exciting, thought provoking, and fun. Several delivery styles are used to create an optimum environment for open, honest discussion and feedback. Comprehensive adult learning techniques are also used to foster awareness, understanding, and appreciation of organizational capabilities, teamwork, and performance.

The Higher Ground International team is ready and able to develop and deliver a quality learning process either by using proven training materials or by designing customized training content for your organization's immediate use.

### EEO/AA Curriculum

- o Cross-Cultural Relations
- o Disability Awareness
- o Dynamics of Diversity
- o Employment Discrimination
- o Prevention
- o Policy Development
- o Sexual Harassment Prevention
- o Conflict Resolution

### Business Start-Up and Enhancement

- o Business Connections
- o Excellence in Business
- o Creating Your Company's Core Values for Success
- o Developing Your Code of Ethics
- o Discovering the Vision and Mission for your Business
- o Establishing Your Strategy
- o Knowing Your Network and Getting Contracts with Large Corporations
- o Moments of Truth in Customer Service
- o The People Side of Your Business
- o What Are You Getting Into By Starting Your Own Business
- o What Do You Have to Offer that Others Will Buy



We are also available for  
**Public Speaking**  
opportunities