

Lunchtime Learning

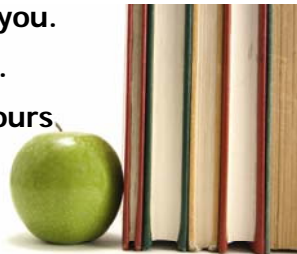
Lunchtime Learning sessions are a convenient, easy and cost-effective way to bring quality training and professional development to your workplace.

In 75 minutes, the topic of your choice is presented by industry experts who provide strategies, insights and tactics that positively impact professional growth and learning. See topics and presenters on reverse side.

Lunch can be brown bag or furnished — the choice is yours. Tip: Furnishing lunch is a savory show of thanks that pumps up productivity!

Benefits

- **Easy and convenient—we come to you.**
- **Turns lunchtime into learning time.**
- **Doesn't disrupt workflow or add hours to the workday.**
- **No travel time or travel expenses.**
- **Materials included.**



Interested?

Contact JoAnn Gibson to arrange for one or more Lunchtime Learning sessions. You'll be glad you did.

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Lunchtime Learning is brought to you by:
Non-Stop Customer Service, Detroit, Michigan

The ABC's of Customer Service

JoAnn Gibson, Non-Stop Customer Service

Awakens the spirit for a dramatic impact on engagement, retention, and the bottom line. Everyone will be able to spot a customer need, know they can handle it, and *want to*.

The Art and Science of Asking Good Questions

Jennifer Eichenberg, Eichenberg & Associates

We ask questions all day long. Many of the questions we ask neither inspire a longer conversation nor help us gather information. There is an art and a science to asking good questions. In this workshop, you will be able to create questions that follow a four step process called The Focused Conversation.

Generational Diversity

Patricia A. Cole, Client Focused Solutions

The quiet diversity; a Human Resources nightmare. What is this age-old issue? How effective is the role of HR? How can coaching help? This session provides the answers.

Personal and Professional Image

Denitra Townsend, Unforgettable You!

While physical appearance is a significant part of image, there is more to image than just looks. A positive and appropriate image is your voice without speaking and your brand without advertising. Everyone will be stimulated to polish their professional presence and behavior.

Feng Shui Your Office for Powerful Results

Ann Kucera, Space of Possibility

Clutter can affect our peace of mind, career, finances and even our health. The principles of Feng Shui assist in clearing clutter from our schedules, offices and homes. Learn the 10 steps to a clutter-free life and create a space that supports your work and your dreams.

Where To Turn When Our Loved Ones Age?

Sharon White, Bedside Notes

Finding qualified trustworthy resources to assist with the care of an ill or elderly family member is a demanding and stressful responsibility. Where can you turn for resources? What do you do when you live far away? What should you look for in a nursing care facility? This session will answer these questions and discuss planning, resources, areas to watch for, and warning signs.

Maximize Your Time

Sheila Hawkins, Third Eye Group

Make your work life more productive by managing your time. This session contains really good suggestions on prioritizing tasks, making better choices, managing interruptions, and uncommon tips to help you accomplish those things you need to.