

Boost your performance by scheduling a proven program ....

Leadership Excellence in the 21st Century

- Unlock the secrets of employee motivation
- Develop your BEHAVIORAL EQ
- SOCIAL STYLE and strengths based leadership
- Design and implement action-centered leadership
- Follow the nine steps of effective dialogue
- Identify and understand leadership styles

Skills For High Performance Teamwork

- Giving and receiving feedback for results
- The Five Dysfunctions of a Team
- Ways to use a group decision – making model
- Team problem solving methods
- A Three-step system for resolving conflicts
- Five different conflict management styles



Successful Communication Skills

- How to use power linkage
- Three essential listening skills
- Effective techniques for asking questions
- Non-verbal communication tips
- Assertiveness skills
- How to identify communication styles
- The role of “personality style” in communication



Call 1 -855- 483- 5104  
www.dorseysolutions.com  
4dorsey@gte.net



Calvin Dorsey

# Dorsey Management Services

## On-Site Training Solutions

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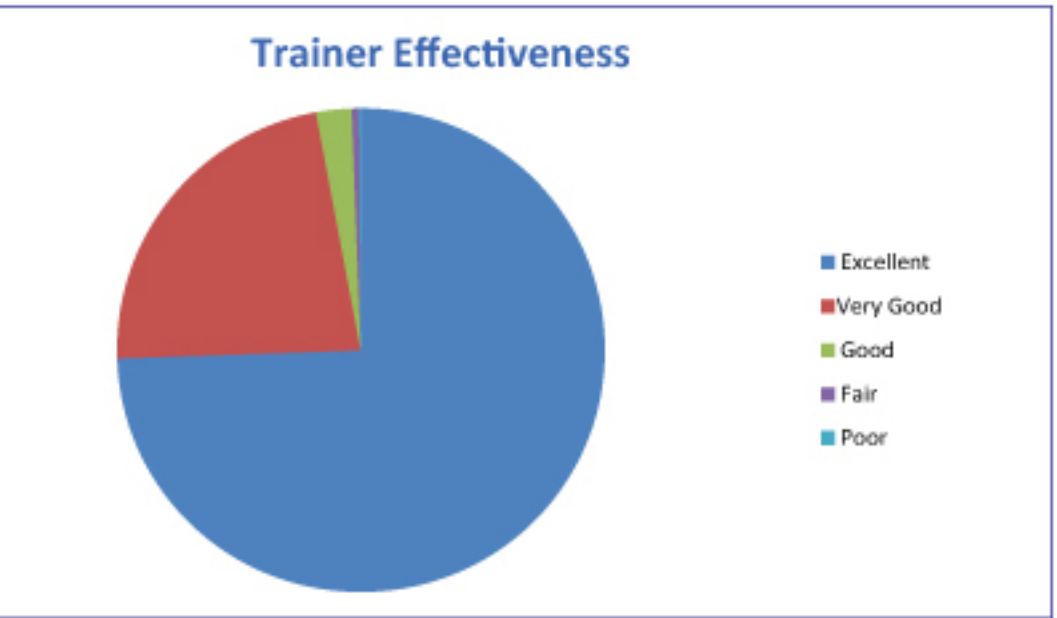
### One-Day Seminars

### World Class Training Solutions!

You can raise your performance to a higher level by choosing Dorsey Management Services tailored programs. Over 15,000 people worldwide have benefited from his interpersonal skills training solutions. To achieve peak performance, let Dorsey Management Services go to work for you.

### Courses At -A -Glance

- Project Management
- Successful Communication Skills
- Managing Time & Setting Priorities
- The Trust Factor: Creating Win-Win Relationships
- Skills for High Performance Teamwork
- Leadership Excellence in the 21st Century
- Bargaining & Negotiating Successfully
- Conflict Resolution
- Improving Managerial Effectiveness with Versatility
- Behavioral EQ
- The Two Call Close
- Customer Service Strategies
- Other Courses Upon Request



1,018 people who have attended Calvin Dorsey's training programs were asked to “rate and describe the effectiveness of today's trainer”.

Excellent = 758

Very Good = 230

Good = 24

Fair = 5

Poor = 1

### Industries Represented

- Transportation
- Retail
- HVAC
- Manufacturing
- Distribution
- Government (City, State, & Federal)
- Insurance
- School Districts
- Colleges & Universities
- Oil & Gas
- Energy
- U.S. Air Force , U.S. Army, U.S. Navy
- Financial

- Non-profit organizations
- Packaged Goods
- Entertainment
- Communications
- Logistics
- Food Services
- Automotive
- Trucking
- Agriculture
- Real Estate
- Electronics
- Gaming Industry
- Aviation



### The 5:5:5: Formula

#### Five Reasons to hire Dorsey Management Services:

- 1 Over 35 years of successful training, consulting, management, and sales experience
- 2 Successfully trained more than 15,000 people worldwide
- 3 Clients have increased productivity by 40% or more
- 4 Set company sales records
- 5 Utilization of current research and best practices combined with hands-on experience

#### Five Reasons why you will benefit when you hire Dorsey Management Services:

- 1 Proven programs that are effective in producing results
- 2 Depth of experience acquired through working with a variety of companies
- 3 Highly interactive sessions which involve the participants
- 4 Attendees develop action plans for sustaining long-term results
- 5 A needs analysis survey is conducted prior to the seminar

#### Five Benefits to Participants:

- 1 Training workbooks
- 2 Tailored presentations with relevant examples and ideas
- 3 Learning modules which involve each participant
- 4 Practical application of the concepts and strategies ; instructions on how to benefit long term
- 5 Improved self-awareness which may lead to behavior change and positive long term results

#### What Others Have Said:

“ Very knowledgeable, engaging, and energetic. I would highly recommend Mr. Dorsey.”  
Chemical Engineer, Fortune 100 Company

“ Today's training program was very useful. His training style is very effective.”  
U.S. Air Force Training Manager

“ Generally stayed between very good to excellent; Best in situational problems.”  
Director, Solar Observatory

“ Very engaging and well prepared.” Vice-President, Financial Services Co.

“ Excellent Delivery. Made it real.” Business Dev. Mgr. , Global Communications Co.

“ Mr. Dorsey was very clear in his ability to explain the details. Great Job!!!!”  
Lead Design Engineer, Aircraft Industry

“ Calvin kept the day moving; never a dull moment.” Sales Executive, Int'l Logistics Co.