

# Training Offerings

## SALES

- Asking Questions
- Assessing Sales Performance
- Building Rapport
- Closing
- Coaching Salespeople
- Cold Calling
- Consultative Selling
- Handling Objections
- Negotiating
- Pipeline Management
- Planning and Analysis
- Recruiting Salespeople
- Sales Forecasting
- Sales Meetings
- Social Selling
- Telephone Sales

## PERSONAL DEVELOPMENT

- Boundaries
- Communication
- Community Service
- Confidence and Assertiveness Skills
- Embracing Change
- Emotional Intelligence
- Employee Strengths Development
- Focus and Discipline
- Giving and Receiving Feedback
- Goal Setting
- Listening Skills
- Personal Awareness
- Relationship Coaching
- Resilience
- Self Care
- Strengths Analysis
- Stress Management
- Training for Different Personality Types
- Work-Life Balance

## CUSTOMER SERVICE

- Telephone Skills
- Handling Difficult Customers
- Coaching Customer Service Teams
- Up-Selling and Cross Selling for Customer Service
- Managing Customer Expectations

## LEADERSHIP AND MANAGEMENT

- Coaching
- Critical Thinking
- Decision Making
- Driving for Results
- Getting Results Without Authority
- Identifying and Rewarding High Achievers
- Innovation
- Leadership Styles & Tendencies
- Leading Change
- Managing Generational Differences
- Managing Remote Teams
- Mentoring Skills
- Problem-Solving

**BRENDA HOLLEY**

BUSINESS & LIFE DESIGN  
COACH

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