

THE JEFF HAVENS COMPANY

VIDEO TRAINING SERIES + WORKBOOKS

All High-Content. All Entertaining.



Each series comes with 25-45 minutes of video content (divided into short episodes), Participant Workbooks, and an Instructor Guide. Available topics include:



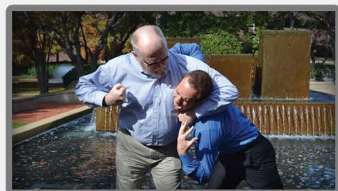
Customer Service

Bad customer service costs American businesses **\$84 billion** every year in lost sales. We'll help your customer service people become your greatest - and most profitable - asset. And we promise they're going to love it.



Ethics

Each year, ethical violations cost companies millions and sometimes billions of dollars. We'll make sure that doesn't happen to you, and we'll make it fun. An ethics course that's fun? Absolutely.



Leveraging the Power of Generations

If you have a lot of workers with 15+ years' experience and a lot with 5 years or fewer, this series is essential. We'll help everyone understand each other better than they ever have before.



Conflict Resolution

Unresolved conflicts at work represent the single greatest reducible cost in business. Bottom line - this series will save you a *ton* of money. And it's hilarious. What's not to love?



Professional Excellence

The skills your employees need in order to be successful - teamwork, etiquette, focus, drive - aren't taught in schools. We'll give them the tools they need to thrive at work and with their colleagues.



Emerging Leaders

Just because your rising stars are great workers doesn't mean that they know how to be great leaders - and bad leadership costs the average company 7% of their annual revenue in the form of employee turnover, customer turnover, and employee productivity. This series will make them into the kind of leaders others are excited to follow.



Superior Leadership

Leadership is a skill - and like all skills, we lose them if we don't practice. This series will provide your established leaders with the reinforcement they need to stay at the top of their game. (Also, read that 7% thing in our other leadership series.)



(484)2784674
info@jeffhavens.com
JEFFHAVENS.COM

