

2022

WorkingSm@rt[®] Programs

Priority[®]

A Better Way To Work



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About ACT One Learning

Since 2004, ACT One Learning has provided businesses with virtual and classroom instructor-led training, facilitation, and coaching services.

With over 35 years of combined experience supporting individuals, managers, leaders, and teams, you can count on our experts to deliver a learning journey that inspires behavioural change.

Options for working with us:

- Register for one of our public workshops
- Book a private group training session with eight or more people
- Ask us to customize a curriculum
- Work one-on-one with our coaches

About the Working Sm@rt® Programs

Priority® Management created The WorkingSm@rt method to meet the changing demands of a complex modern global business world, to provide the solutions that organizations need to succeed.

Since 1983 more than **2 million** people worldwide have been trained in the WorkingSm@rt method, giving them control over their day and making them better at what they do.

About Federal-Provincial Employer Job Grants

Did you know? The Government of Canada has established new Workforce Development Agreements (WDAs) with provincial and territorial governments. The agreements are for developing and delivering programs and services that help Canadians get training, build their skills, gain work experience, etc.

Check out our website under the "More" main menu option, click on Employer Training Grants for information, or contact us.

Note: Grant amounts may differ between provinces and territories.



Working Sm@rt in Meetings

Format: ½ Day (4 Hours) Cost: \$455.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes:

- More productive meetings
- Time Savings
- Improved Meeting Outcomes
- Better results
- Higher meeting satisfaction

Course Description

Improve organizational effectiveness by getting your meetings on time, on track, and on task.

WorkingSm@rt® in Meetings workshop combines the latest meetings research with ample opportunity for discussion and sharing ideas. Structured activities allow the chance to practice and learn in tandem.

Using the WorkingSm@rt methodology, participants learn:

- The four phases to WorkingSm@rt in Meetings
- About pre-meeting requirements
- How to construct the agenda
- Meeting management
- Post-meeting management

Add-On Option: One-on-one coaching \$125/hr

Working Sm@rt + Microsoft OneNote

Format: 1 Day (8 Hours) Cost: \$655.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes: Improved organization across notebooks and collaboration with coworkers.

Course Description

Make collaborating with your team as easy as 1,2,3.

WorkingSm@rt® using Microsoft OneNote is a total notetaking solution that leverages the time-tested WorkingSm@rt methodology.

Using the WorkingSm@rt methodology, participants learn:

- Information Best Practices
- Getting Started with OneNote
- Taking Notes
- Working as a Team in Shared Notes
- Integrating OneNote with Outlook

Add-On Option: One-on-one coaching \$125/hr

Note: This is not a course on how to use Microsoft OneNote



Working Sm@rt + Microsoft Outlook

Format: 1 Day (8 Hours) Cost: \$655.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes: A standard approach throughout the organization for time and workload management using Microsoft Outlook. Participants improve their focus and productivity.

Course Description

Take control of your time, workload and competing priorities.

WorkingSm@rt® using Microsoft Outlook is a total time and workload management training solution that leverages the time-tested WorkingSm@rt methodology.

Using the WorkingSm@rt methodology, participants learn how to:

- Be productive
- Manage their workloads using tasks
- Efficiency manage emails
- Manage their time commitments
- Improve and manage communications
- Plan for results

Add-On Option: One-on-one coaching \$125/hr

Note: This is not a course on how to use Outlook



Working Sm@rt + Microsoft Teams

Format: 1 Day (8 Hours) Cost: \$655.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes: Improved workplace communication, collaboration, file storage and application integration using Microsoft Teams, resulting in increased focus and productivity.

Course Description

Boost teamwork in your business by using Microsoft Teams to meet, chat, and collaborate anywhere.

WorkingSm@rt® using Microsoft Teams is a total command center solution that leverages the time-tested WorkingSm@rt methodology.

Using the WorkingSm@rt methodology, participants learn how to:

- Work Sm@rt as a Team
- Improve communication using Microsoft Teams
- Create teams in MS Teams
- Maximize Collaboration & Workload Management using MS Teams
- Set Up MS Teams to WorkSm@rt

Add-On Option: One-on-one coaching \$125/hr

Note: This is not a course on how to use Microsoft Teams



Customer Service Breakthroughs

Format: 2 Days (16 Hours) Cost: \$1,695.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: An online pre and post-workshop knowledge and skills assessment, a comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your online pre-work assessment results and comprehensive learning guide.

Outcomes:

- Awareness of how the customer service role supports the organization in achieving its financial and marketing objectives
- Improved service standards
- Exceeded customer expectations
- Enhanced two-way communication skills to avoid misunderstandings, minimize problems, and collaboratively work out mutually-beneficial solutions.
- Better complaint management
- More effective self-management

Course Description

Increase customer satisfaction to create long-term fans and advocates.

The Customer Service Breakthroughs program will give customer service professionals the ability to deliver an experience their customers will enthusiastically respond to.

In this practical workshop that includes a mix of information, discussions, case studies, and skills practice, participants learn:

- Aspects of face-to-face and telephone communication
- How to maximize the "moment of truth" opportunity
- About managing service quality and standards
- Handling information, requests and complaints
- Improving management of self and others time, stress, attitudes and learning behavior

Add-On Option: One-on-one coaching \$125/hr



Telephone Response

Format: 1 Day (8 Hours) Cost: \$855.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you, a call response handout and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide and call response handout.

Outcomes:

- A plan for effectively handling every call
- Increased confidence in answering calls
- Ability to capitalize on opportunities to up and cross-sell
- Collection of market intelligence to anticipate customer needs and exceed expectations

Course Description

Master the vital link between customer satisfaction and sales by learning a proven process to ensure a positive outcome.

The Telephone Response program will give anyone answering calls for your organization a proven process to ensure customer satisfaction.

In this practical workshop that includes a mix of information, discussions, case studies, and skills practice, participants learn:

- Aspects of face-to-face and telephone communication
- How to maximize the "moment of truth" opportunity
- Handling information, requests and complaints

Add-On Option: One-on-one coaching \$125/hr



Leadership & Management Skills for the 21st Century

Format: 2 Days (16 Hours) Cost: \$1,695.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A paper priority profile assessment, a comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your priority profile assessment and comprehensive learning guide.

Outcomes:

- Understanding of the differences between management and leadership and the 21st-century workplace
- Better leadership of teams through the planning, executing, and communication stages
- Ability to differentiate between the process of production and the tools of production
- A personal and team improvement action plan

Course Description

Turn your management skills into leadership skills.

The Leadership & Management Skills for the 21st Century program provides managers with eight leadership skills and a set of processes and tools to achieve organizational goals and objectives.

In this practical workshop, participants learn:

- The process of building shared team values and vision
- How to establish goals and the importance of writing a strategic plan
- Resources ownership and management
- Workload management
- Measurement of quality and quantity of work
- Taking and getting leadership commitment and accountability
- Various influencing styles and meeting management
- Planning continuous improvement

Add-On Option: One-on-one coaching \$125/hr

Priority Influencing

Format: 1 Day (8 Hours) Cost: \$855.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes:

- Enhanced understanding of communication techniques
- Cultivate buy-in
- Better productivity and results

Course Description

Unlock your leadership influence through effective communication and inspire motivation.

The Priority Influencing course helps leaders understand the importance of influence and positively affect the outcome of all communications.

In this practical workshop, participants learn:

- How to read a situation
- Ask the right questions
- To listen well
- Understand the issues at a deeper level
- Communicate with confidence

Add-On Option: One-on-one coaching \$125/hr

Priority Planning

Format: 1 Day (8 Hours) Cost: \$855.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes:

- Improved results
- Overcome barriers to achievement
- Identify what is urgent vs. what is important
- Turn intentions into actions
- Better project planning
- Manage higher volumes at a faster pace
- Better commitment to values and goals
- Focus on your organization's strategic direction

Course Description

Enhance your focus with priority planning.

The Priority Planning workshop helps maximize focus, productivity and performance by making effective choices when faced with increasing demands and responsibilities.

Discover a proven small project management process, including the importance of action planning, and acquire the tools needed to make things happen.

In this practical workshop, participants learn:

- The productivity formula
- How to define organizational strategies and identify critical tasks and activities to support achievement
- The Decide-Do-Deliver model for work
- The processes and tools needed to complete the goal and how to manage small projects
- Deliver results through good communication, influencing, and meeting management
- Continuous improvement planning
- Assess specific team and business challenges and skills related to the priority planning process

Add-On Option: One-on-one coaching \$125/hr



Selling Breakthroughs

Format: 2 Days (16 Hours) Cost: \$1,695.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A pre and post-workshop online knowledge and skills assessment, a comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide and pre-work online assessment results.

Outcomes:

- Mastery of the selling-buying process
- Skills needed to transform transactional sales into selling business solutions
- Better sales results

Course Description

Keep your customers satisfied and create lasting relationships.

The Selling Breakthroughs program is a deep dive into the selling-buying process and stages and teaches the skills and behaviors needed to guide and support the buyer through it.

The workshop provides practical planning tools and practices with case studies in this interactive workshop.

By the end of the workshop, participants will be able to:

- Establish a Buyer's Needs
- Activate Needs to Priority
- Present a Business Case
- Close the Sale
- Cement the Relationship

Add-On Option: One-on-one coaching \$125/hr



Telephone Sales

Format: 1 Day (8 Hours) Cost: \$855.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you, a planning form and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes:

- Improved brand recognition
- Personalized service
- Improved lead identification
- Quicker problem resolution
- Optimize marketing campaigns

Course Description

Inside telephone sales significantly contribute to your customer relationship management process.

The Telephone Sales program helps inside salespeople to proactively plan, manage, and implement effective phone campaigns that generate revenue and create positive lasting impressions on your customers.

By the end of the workshop, participants will be able to:

- Confidently demonstrate their product and service knowledge
- Sell on value vs. price
- Proactively service your customers
- Complete win: win transactions for both your customer and your company
- Handle resistance while nurturing relationships for repeat business

Add-On Option: One-on-one coaching \$125/hr

Territory Management & Prospecting

Format: 1 Day (8 Hours) Cost: \$855.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide.

Outcomes:

- A customer sales and service requirements plan
- An account management activities plan
- Improved sales results to achieve sales plans

Course Description

Become an indispensable intermediary between your business and customers.

Territory Management & Prospecting is a practical hands-on course that explains the importance of account management, planning, territory analysis, prospecting and influencing to maximize customer relationships.

By the end of the workshop, participants will be able to:

- Analyze the Portfolio
- Categorize Each Account
- Plan How Much Time to Allocate to Each Customer
- Develop a Sales Plan
- Develop Each Customer Account
- Profile Customers
- Target New Business
- Ongoing Selling-Buying Process

Add-On Option: One-on-one coaching \$125/hr



Key Account Management

Format: 2 Days (16 Hours) Cost: \$1,695.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A comprehensive learning guide shipped to you, a key-account planner and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide and key-account planner.

Outcomes:

- Improved key account management through the creation of a strategic and tactical action plan
- Buy0in and support from stakeholders for key account initiatives
- Development of strategic partnerships

Course Description

Create significant and interdependent supplier-customer partnerships.

The Key Account Management program teaches strategic and tactical skills and processes to effectively identify and anticipate the servicing requirements of "key account" customers.

By the end of the workshop, participants will be able to:

- Develop key deliverables between both organizations
- Use planning and process tools to set objectives and develop strategies and tactics to achieve them
- Deal effectively with various decision-makers and influencers at all levels of both organizations
- Proactively research and create relationship opportunities
- Manage the process of change for your customers' customers

Add-On Option: One-on-one coaching \$125/hr

Negotiating Breakthroughs

Format: 2 Days (16 Hours) Cost: \$1,695.00 per person

Delivery: Classroom or virtual

Learning Materials Provided: A pre and post-workshop online knowledge and skills assessment, a comprehensive learning guide shipped to you, a negotiation planner and a subscription to Priority's monthly LearningLink e-newsletter.

Bring to class: Your comprehensive learning guide and negotiation planner.

Outcomes: Increased productivity, improved bottom line, reduced negotiation time, ability to identify when to negotiate or sell, better relationships, and increased confidence.

Course Description

Make all negotiations more satisfying and successful.

The Negotiating Breakthroughs program is for business negotiators and focuses on achieving win: win outcomes.

The process and tools provided apply to all negotiation situations –sales, procurement, marketing, finance, construction, projects, and more.

Participants learn the negotiation process and the essential skills required to handle any negotiation situation. Case studies allow participants to apply their skills and knowledge to real-world negotiations.

By the end of the workshop, participants will be able to:

- Take a strategic and tactical view of the negotiation, and manage both structure and process
- Identify and write an objective for the negotiation and complete the preparatory steps
- Influence outcomes
- Analyze gaps and use tension to find a win: win resolution
- Assemble and analyze the variables for both parties and categorize them into priorities
- Rank variables according to control factors, relative costs, and values for each party
- Prepare settlement objectives and remain in control of all the variables
- Initiate, gain, and maintain initiatives during the negotiation, and deal with tactics
- Control the opening stage, manage the time and process, confirm expectations and objectives, and control the negotiation process
- Make proposals and expand options before bargaining to achieve settlement objectives

Add-On Option: One-on-one coaching \$275/hr