

# To get ahead in **BUSINESS**, you need these essential **SKILLS**.

Introducing...

## The NEW HORIZON Business Skills - ENRICHMENT SERIES

New Horizons is proud to now offer an ideal complement to our industry-leading IT training courses. From leadership development and time management to presentation skills and customer service, our Business Skills - Enrichment Series offers a tremendous opportunity to add relevant business skills to help you keep up with today's changing workplace.

### Key features about our Business Skills - Enrichment Series include:

- Convenient and diverse selection of one-day, seminar-style courses
- Award-winning course content that is interactive and engaging
- Ideal for all company sizes and employee levels
- Qualified instructors you've come to expect from New Horizons



### CURRENT COURSE OFFERINGS

#### Administrative Series

- Advanced Interpersonal Communication
- E-mail Etiquette
- Outlook 2003
- Organizational Skills
- Effective Time Management

#### Customer Service Series

- Advanced Interpersonal Communication
- Cross Cultural Business Communications
- Excellence in Service – Basic
- Excellence in Service – Advanced
- Team Participation

#### Sales Series

- Effective Presentations
- PowerPoint 2003
- Professional Selling Over the Phone
- Sales Skills – Basic
- Sales Skills – Advanced

#### Management Series

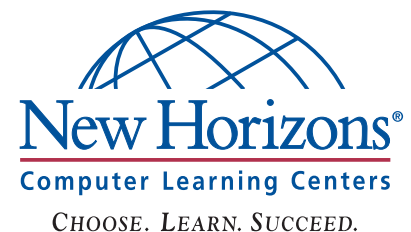
- Advanced Interpersonal Communication
- Coaching
- Front-Line Leadership
- Correcting Performance Problems
- Strategic Decision Making

**Let us lead you down the path of enrichment™ for only \$895!!! (Reg. \$1245)**

### Other business skills classes offered:

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| <ul style="list-style-type: none"> <li>➤ Advanced Interpersonal Communication</li> <li>➤ Budgeting</li> <li>➤ Business Accounting</li> <li>➤ Business Ethics</li> <li>➤ Business Etiquette</li> <li>➤ Business Finance</li> <li>➤ Business Problem Solving</li> <li>➤ Call Center</li> <li>➤ Call Center Management</li> <li>➤ Career Development</li> <li>➤ Change Management</li> <li>➤ Coaching</li> <li>➤ Conducting Meetings</li> <li>➤ Correcting Performance Problems</li> <li>➤ Creativity &amp; Innovation</li> <li>➤ Cross-Cultural Business Communications</li> </ul> | <ul style="list-style-type: none"> <li>➤ Customer Relationship Management</li> <li>➤ Diversity</li> <li>➤ Effective Presentations</li> <li>➤ Employee Performance</li> <li>➤ E-mail Etiquette</li> <li>➤ Excellence in Service (Basic)</li> <li>➤ Excellence in Service (Advanced)</li> <li>➤ Financial Management (Basic)</li> <li>➤ Financial Management (Advanced)</li> <li>➤ Frontline Leadership</li> <li>➤ Fundamentals of Customer Service</li> <li>➤ Fundamentals of Selling</li> <li>➤ Grammar Skills</li> <li>➤ Interviewing Skills</li> <li>➤ Managing Business Risk</li> <li>➤ Managing Performance</li> </ul> | <ul style="list-style-type: none"> <li>➤ Mentoring</li> <li>➤ Moving from Technical Professional to Manager</li> <li>➤ Negotiating</li> <li>➤ Organizational Behavior</li> <li>➤ Organizational Communication</li> <li>➤ Organizational Learning</li> <li>➤ Organizational Skills</li> <li>➤ Professional Selling Over the Phone</li> <li>➤ Quality Management</li> <li>➤ Sales Management</li> <li>➤ Sales Skills (Basic)</li> <li>➤ Sales Skills (Advanced)</li> <li>➤ Sexual Harassment Prevention</li> <li>➤ Strategic Decision Making</li> <li>➤ Team Participation</li> <li>➤ Virtual Teams</li> </ul> |
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**\$249 EACH**



To register for courses or for more information, contact your New Horizons Training Consultant or visit our Web site at [newhorizons.com](http://newhorizons.com).