

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 Versatility
- 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

#### How to Deliver Exceptional Customer Service

- Habits of customer-centric organizations
- Proven customer service systems that increase productivity
- The Trust Factor
- The Five Must-Knows
- The Business Case: Why Exceptional Customer Service Matters



Call 1-972-740-5776  
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 training programs. Over 100,000 people worldwide have benefited from his interpersonal skills training solutions. In 2021 successful HR executives from Forbes Human Resources Council found that training increases loyalty to the company, reduces turnover, and encourages Grade A Effort.

#### Courses At-A-Glance

- Leadership Excellence in the 21st Century
- Boot Camp for Managers and Supervisors
- Managing Time, Tasks, and Multiple Priorities
- The Trust Factor: Increasing Employee Engagement
- Project Management Fundamentals
- Conflict Resolution: A Peak Performance Strategy
- Skills for High Performance Teamwork
- Behavioral EQ & Managing Emotions Under Pressure
- Constructive Negotiation
- How to Deliver Exceptional Customer Service
- Speak Like A Pro: Persuasive Presentation Skills
- Sales: Two Call Close
- Other Courses Available Upon Request

# 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 100,000 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

## Continuing Education Units (CEUs)

Dorsey Management Services offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. Questions or concerns should be directed to your professional licensing board or agency.

Refunds and cancellations: Dorsey Management Services seminars are 100% satisfaction guaranteed. For more information regarding a refund, complaint, and/or program cancellation policies, please contact our office at 1-972-740-5776. Your issue will be resolved without any hassle

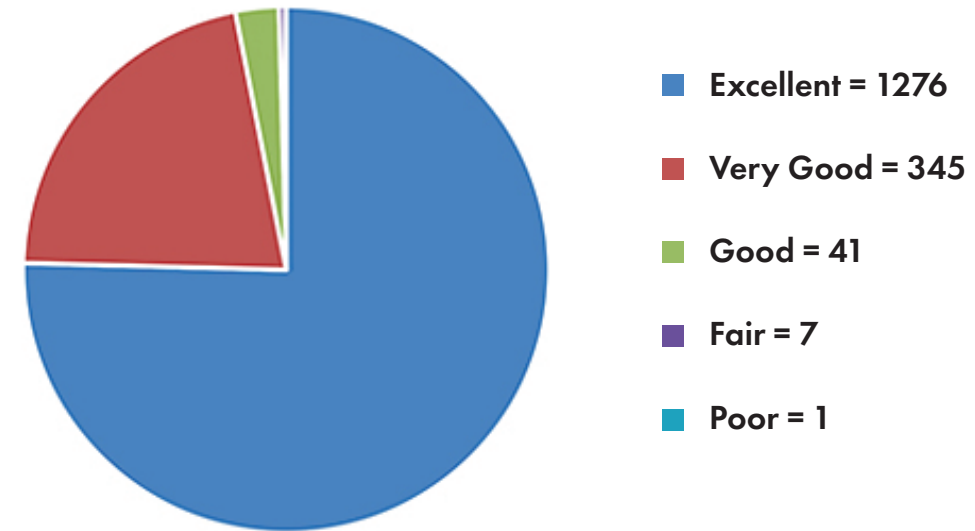
Program times may vary according to your preferences. Typically, 8am-3pm and 9am-4pm are selected for full-day workshops. Attendees of these programs can earn 6 CPE credits.



Prerequisites: None required  
Program Level: Basic  
Delivery Method: Group-Live

Dorsey Management services is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of accountancy have the final authority on the acceptance of individual courses for CPE Credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org). Dorsey Management Services Sponsor ID number is 138150. The courses qualify for 6 CPE credits.

The most recent 1,670 people who attended Dorsey Management Services' training programs were asked to "rate and describe the effectiveness of today's trainer." Calvin Dorsey's "Trainer Effectiveness" received "Excellent Ratings":



## Industry Classifications Served:

- Federal, State and Local Governments
- Energy
- Manufacturing
- Education (School districts, Colleges, & Universities)
- Transportation
- Healthcare
- Communications & Media
- Technology
- Financial & Insurance
- Leisure, Retail, and Distributors
- Professional Associations
- Real Estate

## Calvin Dorsey: A Brief Biography

- Intellectual functioning @ 92nd percentile (Industrial Psychologists Assessment)
- College Professor (School of Mgmt.) / Adjunct of the Year (2011)
- 360 Solutions Certification
- SOCIAL STYLE Certification
- The Management Institute Certification
- Published articles in national publications
- Toastmasters DTM, Triple Crown Awards, Pathways Curriculum Completed
- Creator, Producer & Host of an award-winning TV Show (15 int'l awards)
- National Speakers Association (Member)