

Booher Course List

Written Communication

- Strategic Writing™
- Technical Writing Workshop
- Business Writing for Support Staff
- Email Matters™
- Developing Winning Proposals
- Sales Writing Workshop
- Documentation Writing Workshop
- Speech Writing Workshop
- Writing Your Professional Biography
- Proofreading and Editing
- Managing the Writing Process
- Good Grief, Good Grammar

Oral Presentations

- Presentations That Work®
- Talking to the Top Brass®
- Organizing and Preparing Your Presentation
- Visuals: Design and Use
- Platform Tips for the Business or Technical Professional
- The SEER Format®: What to Say in Q&A

Interpersonal Skills

- Communicate with Confidence®: Essentials of Interpersonal Skills
- Resolving Conflict
- Listening Until You Really Hear
- Building Rapport on the Telephone
- The Gender Communication Gap

Productivity and Communication

Customer Service

- eService Communication
- Customer Service Communication

Meetings

- Meetings: Leading and Participating Productively
- Making Meeting Minutes Matter

Sales and Management

- Selling Across Gender Lines
- Negotiating So That Everyone Wins

Course Development

- Course Development: Fast, Sound, Repeatable
- Train-the-Trainer

Increasing Productivity Through Effective Communication