

# Professional Development Programs

Spring 2005

# Catalog

*Business Management Certification Series*  
*Human Resource Management Certification*  
*Leadership Certification Series*  
*Customer Service Certification Series*  
 *Security Certification Series*  
*Success Skills Series*



# Business Management Certification Series

Discover why this is the program of choice for thousands of business professionals. Real skills for today's business environment. Thirteen weeks and seven classes comprise this popular series. Each class can be taken separately or as part of the series. All classes are held on Tuesdays, 6:00 pm to 9:00 pm, February 8, 2005 - May 10, 2005 at the Summerlin High Tech Center. \$465.00 + \$70.00 Material Fee. 3.9 CEUs. Call #11043.

## CUSTOMER SERVICE EXCELLENCE

Feb. 8 – Feb 22, 2005  
\$125 + \$12 Material Fee  
.9 CEU Call #14200

- Telephone Skills
- Personal Customer Contact
- Building a Service Culture

## TIME MANAGEMENT EXCELLENCE

Mar. 1 – Mar. 8, 2005  
\$95 + \$12 Material Fee  
.6 CEU Call #12779

- Eliminate Time Parasites
- Time and Task Planning
- Objective Setting and Tracking

## COMMUNICATION EXCELLENCE

Mar. 15 – Mar. 29, 2005  
\$95 + \$12 Material Fee  
.6 CEU Call #12622

- Verbal and Non-Verbal Communication
- Public Speaking
- Connecting with People

## TEAM WORK EXCELLENCE

Apr. 5 – Apr. 12, 2005  
\$95 + \$12 Material Fee  
.6 CEU Call #12623

- Build Trust and Respect
- Team Problem Solving
- Working Together

## LEADERSHIP & MANAGEMENT EXCELLENCE

Apr. 19 – Apr. 26, 2005  
\$95 + \$12 Material Fee  
.6 CEU Call #12624

- Coaching and Supervision
- Courage and Compassion
- Tone and Leadership

## FINANCE EXCELLENCE

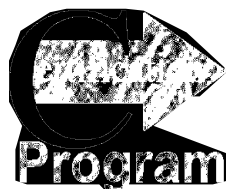
May 3, 2005  
\$55 + \$12 Material Fee  
.3 CEU Call #11044

- Financial Statements
- Basic Financial Analysis
- Basic Budgeting

## SALES & MARKETING EXCELLENCE

May 10, 2005  
\$55 + \$12 Material Fee  
.3 CEU Call #12625

- Negotiating Skills
- Closing Sales
- Relationship-Based Sales



## Customized Training

From Soaring Eagle Enterprises. Each program is specifically designed and targeted to the needs of the client/partner and built for maximum and immediate impact on your business.

### Customer Service

### Team Work

### Leadership and Supervision

### Communication Skills

### Human Resource Management

### Sales and Marketing

### Time Management

### Creativity

### Change Management

### Stress Management

### Diversity and Sensitivity

Call Soaring Eagle Enterprises today for all your training needs.



### Tim Schneider

President and  
Founder of  
Soaring Eagle  
Enterprises.



**CALL TO REGISTER (702)651-5790 or Register Online at [www.ccsn.nevada.edu](http://www.ccsn.nevada.edu).**

# Human Resource Management Certification Series

This program is the most comprehensive and practical approach to managing the human resource function. Practical information and useable skills are the highlight of the certification series. The program is offered in an eleven week evening session. Each class can be taken separately or as part of the series. February 17, 2005 - May 5, 2005. Classes are all scheduled Thursdays, 6:00 pm to 9:00 pm at the Summerlin High Tech Center of CCSN. \$460.00/\$80.00 Materials 3.3 CEU Call #11039. Individual classes are \$55 to \$95 with a \$12 material fee if not taken as part of the series.



**Linda Florence**  
Senior

Facilitator for Soaring Eagle Enterprises.

*Extremely fun, informative and lively. Career changing for me. Linda and Tim obviously are experts in human resources.*

Judy Ridley  
Las Vegas Valley District

*It is a fun Educational environment. The class size was a plus and the exchange of ideas from people from different backgrounds was a great asset.*

Dave Finke  
KB Homes

## Finding and Recruiting Team Members

Feb. 17 - Feb. 24, 2005  
Call #14194 \$95

- Hidden Job Markets
- Effective Advertisements
- Screening Techniques

## Measuring Employee Performance

March 3, 2005  
Call #14195 \$55

- Strategic Objectives
- The Review Process

## Effective Rewards, Recognition and Retention Strategies

March 10, 2005  
Call #14196 \$55

- Match Rewards to Motivation
- Retention Strategies

## Disciplinary Coaching and Actions

March 17, 2005  
Call #11040 \$55

- Correcting Poor Performance
- Approaches to Discipline



## Dealing with Difficult Team Members

March 31, 2005  
Call #12646 \$55

- Gossip and Backstabbing
- Disruptive Team Members

## Training Program Design and Availability

April 7, 2005  
Call #14197 \$55

- Increase Job Satisfaction
- Increasing Enthusiasm about Training

## Compensation & Benefits

April 14, 2005  
Call #11041 \$55

- Meaningful & Reasonable Compensation Package
- Benefit Plans and Costs

## Building Personnel Policies and Procedures

April 21, 2005  
Call #12619 \$55

- Legal and Policy Issues
- Writing Effective Policies

## Current Employment Issue Overview

Apr. 28 - May 5, 2005  
Call #12620 \$95

- Current Legal Issues
- Reasonable Approach to Compliance

Subscribe to Our Newsletter and Receive Seminar Updates and Great Articles about Management, Human Resources and Much More. Send an E-Mail to [register@soaringeagleent.com](mailto:register@soaringeagleent.com) today.



For More Information, Call Soaring Eagle Enterprises at (702)242-9080 or visit us on the web at [www.soaringeagleent.com](http://www.soaringeagleent.com).

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# CustomerService CertificationSeries

Customers--Got to have them. Don't understand them. Should have more of them! Five great classes covering all elements of the customer equation—From telephone contact to measuring service levels. From building a service culture to winning customers for life. The Certification Series is scheduled from March 7 through April 18, 2005. All classes are held on Mondays, 6:00 pm to 9:00 pm at the Summerlin High Tech Center. Call #11045. 1.8 CEUs. \$265 Registration + \$50 Materials for the Series or individual classes as priced below + \$12.00 Materials Fee Per Class.

## CUSTOMER SERVICE- THE BASICS

March 7, 2005 \$55.00  
.3 CEUs Call #11047

- Professional Courtesy
- Reasons for Exceptional Service
- Basic Needs of All Customers

## CUSTOMER SERVICE- TELEPHONE SKILLS

March 14, 2005 \$55.00  
.3 CEUs Call #11048

- Greeting Telephone Calls
- Handling Call Transfers and Holds
- Call Tone and Pace

## CUSTOMER SERVICE- PERSONAL CUSTOMER CONTACT

March 28, 2005 \$55.00  
.3 CEUs Call #12626

- Customer Acknowledgements
- Eye Contact and Handshakes
- Written Correspondence with Customers

## CUSTOMER SERVICE- EXCEPTION SERVICE/ WINNING CUSTOMERS

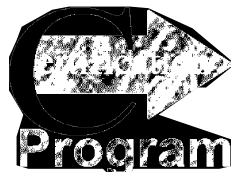
April 4, 2005 \$55.00  
.3 CEUs Call #14201

- Dealing with Difficult Customers
- Understanding Needs, Wants and Expectations
- Building Relationships with Customers

## CUSTOMER SERVICE- MANAGING SERVICE

Apr. 11– Apr. 18, 2005  
\$95.00 .3 CEUs  
Call #11049

- Building a Service Culture
- Measuring Service Levels
- Customer Service Standards and the ROI



## Retreats

Frequently, the most impactful learning environments are those outside of the workplace. Many companies and organizations have selected **Soaring Eagle Enterprises** as their service provider to conduct and facilitate company conferences, retreats and strategic planning sessions. Our expertise, combined with our customized approach will insure that your next program will be your best.

One day conferences, weekend retreats or week long outings, **Soaring Eagle Enterprises** is your source for the highest impact and results centered meetings.



**CALL TO REGISTER (702)651-5790 or Register On-Line at [www.ccsn.nevada.edu](http://www.ccsn.nevada.edu).**

# Leadership and Supervision Certification Series

This breakthrough series of classes will unlock the world of effective and successful leadership and empower the students to lead their teams to new levels of performance. For all supervisors, managers, business owners and people in leading positions The Leadership Certification includes all classes below. March 2, 2005 - April 20, 2005 All classes are held on Wednesdays, 6:00pm – 9:00pm at the Summerlin High Tech Center. \$285.00 Registration/\$80.00 Material Fee. 2.1 CEU's. Call #11038

*I have never learned as much as I have from this class and I am saddened to see it come to an end. I will never forget my experience with you and the whole class. You have changed my life and my plan for life.*  
**Kathra Joyce**  
Linens and Things

*Prior to this class, I was having great doubts about how I thought and felt about leadership. This reinforced my belief in myself and my abilities. Great class.*  
**Becky Henson**  
Wells Fargo Bank

*Valuable base for supervisors, managers or anyone in a leadership role. Good place to begin or continue personal and professional growth.*  
**Marti Hoffmann**  
Fairfield Resorts

*I have gained practical knowledge to be a more productive individual, and it has impacted my personal life and career in positive ways.*  
**Melissa Salazar**  
TRW Environmental Systems

## Strategic Planning And Vision

March 2, 2005

Call #14189

\$55 Reg.+\$12 Material Fee

- Create Vision
- Strategic Planning

## Visibility, Availability & Tone

March 9, 2005

Call #12617

\$55 Reg.+\$12 Material Fee

- Ensure Visibility
- Set and Maintain Tone

## Communication Skills

March 16, 2005

Call #14190

\$55 Reg.+\$12 Material Fee

- Communication Style Matching
- Effective Communication

## Personal Leadership Styles

March 30, 2005

Call #14191

\$55 Reg.+\$12 Material Fee

- Discover Personal Strengths and Challenges
- Learn How You are Perceived by Team Members

## Coaching & Supervision

April 6, 2005

Call #12618

\$55 Reg.+\$12 Material Fee

- Provide Positive Reinforcement
- Give Corrective Feedback

## Effective Leadership

April 13, 2005

Call #14192

\$55 Reg.+\$12 Material Fee

- Building Work Teams
- Balance Courage and Compassion

## Success Skills and Strategies

April 20, 2005

Call #14193

\$55 Reg.+\$12 Material Fee

- Dealing With Change
- Stress Avoidance and Management



Subscribe to Our Newsletter and Receive Seminar Updates and Great Articles about Management, Human Resources and Much More. Send an E-Mail to [register@soaringeagleent.com](mailto:register@soaringeagleent.com) today.



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# Security Certification Series

Security has become a primary consideration for many businesses, and the importance of a comprehensive protection program is reflected in the growing demand for security products, services and training. The protection of assets remains an important aspect of business, while at the same time much has changed in the past few years. This series will examine how technological advances provide the foundation for asset protection to be integrated into all aspects of the business, and the importance of the security function as a strategic business partner. February 23 - April 27, 2005. All Classes are held on Wednesdays from 6pm to 9pm. \$325.00 Registration + \$70.00 Material Fee. 2.7 CEU's Call #10781

## Module One- Security Management

- History and Principles Of Security, Loss Prevention, Risk and Protection Management
- Work Place Violence
- Crisis Management and Executive Protection

February 23 – March 9, 2005  
Call #13247 \$125.00 Registration  
\$30.00 Material Fee

## Module Two- Physical Security

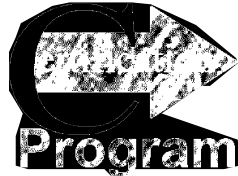
- Access Control Applications
- Integrated System Design
- Advances in technology

March 16 – April 6, 2005  
Call #12621 \$125.00 Registration  
\$30.00 Material Fee

## Module Three- Legal Aspects of Security

- Civil and Criminal Law Pertaining To Private Security
- Investigations; Techniques and Case Management
- Interviews and Interrogations

April 13 – April 27, 2005  
Call #14198 \$125.00 Registration  
30.00 Material Fee.



## DiSCProfile and Assessment Tools

The true key to success is Understanding personal strengths, challenges and skills. Then relating that information to your environment and team using a planned and programmed approach DISC Profiles provide that information and more. DISCover the power of these great profiles.

- **DISC Personal Profile System**
- **Dimensions of Leadership Profile**
- **Coping and Stress Profile**
- **Team Dimensions Profile**
- **Time Mastery Profile**
- **Personal Listening Profile**
- **Discovering Diversity Profile**

Call Soaring Eagle Enterprises to see how you can gain valuable insight with these products.

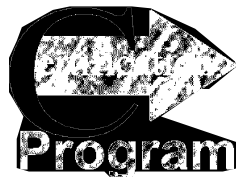


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# Success Skills Certification Series

This six week series includes the individual class titles of Interpersonal and Non-Verbal Communications, Written Communications, Career Management, Stress Management, Business and Everyday Math Skills and Dealing with Change. The classes can be taken separately or as the complete series that earns 1.8 continuing education units and the Success Skills Certification. Wednesday evenings from 6:00pm to 9:00pm beginning on June 8, 2005 and concluding on July 13, 2005. Prices and call numbers to be announced. \$50.00 material fee.

*Linda was very enlightening. Not a disappointing moment and being able to discuss your experience was fantastic. She did an excellent job.*  
**Cory Motis**  
Bechtel Nevada



**Interpersonal and Non-Verbal Communication**  
June 8, 2005

**Written Communication**  
June 15, 2005

**Career Management**  
June 22, 2005

**Business and Everyday Math**  
June 29, 2005

**Stress Management**  
July 6, 2005

**Dealing With Change**  
July 13, 2005

# Advanced Studies In Human Resources

This seven week program is the continuation of the Human Resource Management Series and successful completion of that program is a required prerequisite. Small group and out of class work will be required. Tuesday evenings from 6:00pm to 9:00pm beginning on June 7, 2005 and concluding on July 26, 2005. Prices and call numbers to be announced. \$50.00 material fee.

# Advanced Studies In Business Management

This seven week program is the continuation of the Business Management Series and successful completion of that program is a required prerequisite. Small group and out of class work will be required. Thursday evenings from 6:00pm to 9:00pm beginning on June 9, 2005 and concluding on July 21, 2005. Prices and call numbers to be announced. \$50.00 material fee.

*I must say this course has been a very instrumental tool in helping me to improve my management skills in my present position. I'd like to compliment Tim Schneider on his methods of teaching. I have never taken a course with such confidence.*

**Shirley Parrish**  
Nevada Power  
Company



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**ent.com.**

# ABOUT SOARING EAGLE ENTERPRISES

**TIM SCHNEIDER, PRESIDENT AND FOUNDER OF SOARING EAGLE ENTERPRISES**, has become one of the most sought after speakers and professional facilitators in the nation, renowned for both his style and the content of his messages. The author of two books and a faculty member for the University and Community College System of Nevada, Tim holds a Master's degree in Business Administration and a Bachelor's degree in Finance. Prior to Soaring Eagle Enterprises, Tim was a senior executive for several major financial service providers in the southwest.



**LINDA FLORENCE,  
MASTER TRAINER**

In addition to her expertise in human resources, Linda Florence, CPP is a widely recognized expert in the security and fraud fields. She holds a Masters' degree in Psychology and maintains the professional designation of Certified Protection Professional (CPP) from ASIS International, and is currently an elected member of that Society's Board of Directors. She also teaches white collar crime for the California University of Protection and Intelligence Management

## WHAT OUR CUSTOMERS SAY

*This whole program has turned me around in my job and at home. Tim is a great teacher. He keeps things very lively.*

*Tim was wonderful!*

**Kathy Wolfla  
Smiths Food**

*Really enjoyed the instructors and was impressed with their enthusiasm & depth of knowledge.*

**Elly Simpson  
Desert Springs Hospital**

*Tim is seriously one of the best teachers I've ever had! Wow! Every week, I went to work the next day with a new outlook.*

**James Cox  
Stay Healthy**

*I wish to recommend this to every person within my department and company*

**Alan Mota  
Mandalay Bay**

*I am impressed at how well conducted this program went. I will most definitely recommend it for others around me.*

**Jim Bradley  
Konami Gaming**

*Never a dull moment. Even though I came after working all day, I enjoyed listening to the presenters and found it interesting.*

**Vicki Ruebelmann  
McDonald's Corporation**

**Soaring Eagle Enterprises, Inc.**  
3172 North Rainbow Blvd., Suite #411  
Las Vegas, NV 89108

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800-345-9361



Soaring Eagle Enterprises  
*"Committed only to your success"*

TO

