

# Training Topics Deliverables

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courses such as:

- Attracting, Retaining and Motivating
- Building Your Business Plan
- Business Continuity Planning
- Customer Satisfaction
- Customer Service is Effective Listening
- Customer-friendly Systems
- Deciding If, When and How to Outsource
- Discipline -Molding and Correcting
- Effective Call Center Operations
- Effective Communications
- Effective Employee Evaluations
- Effective Listening Skills
- Effective Networking
- Effective Time Management
- Executive Incentive Interventions
- Fundamentals of Compensation Planning
- How to Have More Time and Less Stress
- HR Management - An Overview
- Managing and Negotiating Worldwide
- Managing Change and Transition
- Measuring Customer Satisfaction
- Motivating Employees after a Downsizing
- Opinion Surveys: Plan-Implement-Act
- Practical and Practicable HR Management
- Principles of Accident Prevention
- Proposals - The Strategy and Process
- Prospect Scoping
- Setting Top Retail Sales Objectives
- Strategies in Any Speaking Situation
- Super Customer Service
- Taking Smoke out of Business Writing
- Target Marketing
- Techniques for Brainstorming
- The Professional Employer Organization
- Understanding Your Customer
- What is Human Resource Management?
- Workers' Compensation in Business Today

Additional and expanded  
HR services are tailored  
for specific client needs

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## Training Topics Available



PHRST offers *a la carte* human  
resource management through select  
Professional Human Resource  
Service Teams

est. 1984

## Training Topics Available

### What Is Needed

To be competitive with products, services and people, organizations must train. Training, development and education for employees today are hallmarks of organizations successful in attracting, retaining and motivating the best, most qualified staff.

### State-of-the-Art

PHRST offers a variety of professionally prepared topics and professional presentation capability. Topics are selected based upon adult education criteria and presented by experienced speakers who use a practical, user-friendly approach. We have the planning, preparation, assistance and knowhow to fulfill your needs and audience requirements. We offer varied modes of instruction to ensure effectiveness. Participants leave our classes ready to apply their newly learned skills.



### Knowledge, Skill & Ability

PHRST's programs are practical, useful and in demand. Concepts are focused, materials outline key points and products can employ a train-the-trainer mode. Demands on employee enhancement programs requires effective presentations which provide key points and insights participants can take back to their work station and apply immediately.

### When, Where & For How Much

PHRST's programs generally are 60-90 minutes in length.. Various materials are provided. Depending on client need, our professionals are available to work at client locations, designated sites, or PHRST facilities. The basic presenter fee is \$800 per 1/2 day session (minimum is \$800). Expenses are documented and billed at-cost to clients. At an additional preferred client fee, guidance and service are available around the clock in person, via phone/video conference, by fax and via Internet.

## About PHRST

### Strategic Human Resource Management

**PHRST** stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

**PHRST** works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.