



Learn. Advance. Exceed.

## LIVE WEBINARS

TAILORED TO YOUR AUDIENCE AND LEARNING OBJECTIVES

- Assertiveness Skills
- Audience-Based Presentations
- Clear Business and Email Writing
- Clear Technical Writing
- Collaborative Consulting Skills
- Communicating Across Cultures
- Communicating as a Manager \*\*
- Communication Essentials
- Conducting and Writing Performance Appraisals
- Cultural Adaptability
- Customer Service Excellence in Email
- Dealing with Yourself and Others in Difficult Situations
- Developing a Customer Service Attitude
- Developing Interpersonal Skills
- Diplomacy, Authenticity and Harmony in the Workplace
- Emotional Intelligence at Work
- Engaging Your Employees \*\*
- Giving and Receiving Feedback
- Great Internal Client Service
- Insight into Leadership
- Leadership Skills in a Culturally-Diverse Environment
- Leading and Communicating in Times of Change
- Leading Cross-Functional Teams
- Leading without Authority
- Making Meetings Matter
- Management Essentials: Four-Part Series \*\*
- Managing High-Performance Remote Teams
- Managing Performance \*\*
- Managing Time and Multiple Priorities
- Maximizing Project Revenue and Profitability
- Preparing Content for Powerful Presentations
- Problem Solving and Decision Making
- Professionalism in the Workplace
- Recognition and Acknowledgement
- Straight Talking- Delivering Tough Messages
- Strategic Thinking
- Stress Management
- Success in Global Teams
- The Art of Persuasion and Building Rapport
- Think Like a CIO
- Thriving on Change - Accelerating Personal Transition
- Transitioning to Manager \*\*
- Winning by Influencing

\*\* These webinars can be taken separately,  
or as a four-part Management Essentials series.

### About Effective Training Associates

Located in San Jose, California in the heart of Silicon Valley, Effective Training Associates, Inc. (ETA) is a leading provider of management, leadership, interpersonal communication, business writing, presentation skills, negotiation and project management training programs. We specialize in onsite skill-building workshops designed to maximize individual performance and management strength. Since 1989, ETA is the preferred professional development training provider for the IEEE Technology and Engineering Management Society of the San Francisco Bay Area.

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