

## Course Catalog

DCG has developed over one hundred training courses. The titles below represent the many of the most frequently delivered courses. Variations, combinations, and adaptations for new environments are always possible.

Balanced Scorecard Planning  
Business Writing  
Coaching  
Communicating with Confidence  
Creative Problem Solving  
Customer Satisfaction  
Data Collection Design  
Dealing with Difficult Behavior  
Facilitator Excellence  
Feedback  
Instructor Development  
Leadership  
Listening  
Making Meetings Matter  
Management Development Series  
Managing Multiple Priorities  
Measuring for Results  
Memory Workshop  
Mentoring  
Negotiating to Win/Win  
Power of Influence  
Presentation Excellence  
Process Flow Analysis  
Project Management  
Storyboarding  
Strategic Planning  
Stress Management  
Team Development  
Technical Writing  
Telephone Techniques  
Time Management  
Transition to Supervision  
Understanding Self and Others with the Myers Briggs Type Indicator