



It's About People

Taking you and your team to the next level

We help **executives, managers, teams and call center personnel** refine their communication and management skills to achieve their goals and get results.

The Bottom Line Starts at the Top

■ Management Training Seminars

We can tailor our training sessions to meet your specific needs.

Sample seminars:

- 7 Qualities of Effective Leadership
- Coaching Skills for Improved Results
- How to Get Results Without the Stress
- Effective Communication

If Only I Said... If Only I Did...

■ Personal Training for Executives & Managers

From accountability to consistency and communication, our one-on-one sessions will enhance your management skills and will help you handle even the most challenging situations.

It's Your Call

■ Call Center Training Programs

Rather than digital options like forums, email or IM, **85% of customers in the U.S. still prefer to call a company** to make an inquiry or resolve issues with a product or service.*

IPS can review your current structure and help you implement more efficient processes.

- Recruit and hire the best candidates
- Provide orientation for new employees
- Offer on-the-job training for front-line employees and supervisors
- Monitor the quality of your calls

*Accenture's 2009 customer satisfaction report

Making Good Teams Great

■ Team Building Programs

Let IPS help your team become more adaptable, efficient and ultimately, more effective.

- Determine the expected outcome
- Examine what the team is doing well
- Lock in behavior that gets results
- Identify and adjust behavior that is hampering the team's success
- Create a positive working environment

“Glenn has been instrumental in my professional transformation from a task/sales focused salesperson to a forward thinking executive of a major television corporation. ...My sales team is now stronger, more focused, and they're better negotiators who are closing record-breaking sales.”

Helen Jurado, Vice President, TV Sales—Latin America, BBC Worldwide America

Meet Glenn Glenn Pasch founded Improved Performance Solutions because he deeply understands the day-to-day issues that affect an organization's performance. He has more than 16 years of experience in the direct marketing industry, including many executive positions at the #1 outbound teleservice firm in the United States. Glenn is a member of the **American Society for Training and Development**, the **International Coach Federation**, the **ATA** and **SOCAP International**.



IMPROVED PERFORMANCE SOLUTIONS

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