

HILTON & ASSOCIATES INC.

PERFORMANCE TOOLS

We have been providing training and organizational development services to public and private sector organizations since 1988. We specialize in people and their development. Our focus the past few years has been on developing **PERFORMANCE TOOLS** that solve specific personnel and personal challenges faced by organizations, departments, teams or individuals.

Sold as packages, each **PERFORMANCE TOOL** includes custom tailoring to suit your organization, applicable process and procedures, policy where necessary, the tool itself along with the training for the personnel expected to implement it. Our packaging means we can more effectively meet your specific needs by targeting the issues or challenges you face. All our tools are practical and can be easily transferred into daily use because we facilitate the participants to develop an implementation action plan.

Dealing with Difficult Customers

We all run into customers (internal and external) with whom we have difficulty. This **PERFORMANCE TOOL** provides participants with the awareness and skills to be their best during those challenging moments. It also outlines a process and procedure expected of staff when seeking to defuse upset customers and resolve issues so that good working relationships are maintained and enhanced. Delivering Customer Service Excellence

Successful businesses see their primary purpose as “serving the customer.” This purpose is achieved by understanding the customers’ needs, planning for and *exceeding* them. In today’s world of ever-increasing customer demands, *continuous improvement* is the name of the game. Staff will develop attitudes, awareness and the skills to deliver consistent high quality customer service including a plan of action to implement them effectively.

Communication - Asking Directly for What You Want

Communication is considered by many as *the key* component to increased workplace effectiveness and productivity. Our approach involves helping your team design their own communication guidelines and then learn how to use them right away on the job. People will learn to reduce assumptions and judgements that often govern what they hear, think and do, then they’ll learn & practice how to go to the source to *ask directly for what they want*.

Leadership Skills for Managers & Supervisors

Today the biggest part of “getting the job done” involves understanding the difference between managing and leading. Assets and things are managed while people are led. This **PERFORMANCE TOOL** will help your leaders learn the steps it takes to more effectively lead your team into the future of your own design.

Managing Conflict in The Workplace

Conflict is a normal and natural part of every working day. Unmanaged, it can fester and lead to stress, inefficiency and poor performance. Managed productively, it can be a catalyst for positive change and improved relationships. This **PERFORMANCE TOOL** provides participants with the knowledge and skills to resolve conflict productively and remain “hard on the problem”, yet “soft on the person.”

Dealing With Change and Learning to Love It

Change is occurring at an ever increasing rate. Success in today’s business world depends on leading the change, not simply reacting to it (or the resulting crisis). This **PERFORMANCE TOOL** helps participants understand what change is, why people have trouble with it, and what steps they can take to make change a powerful ally for them and their people. They’ll leave with a plan of action to move forward.

Long Term Planning - “Fail to Plan - Plan to Fail”

“If you don’t change your direction, you’ll wind up where you’re headed.” Our approach to planning helps you and your team choose a path and create an action plan to get you *from where you are . . . to where you want to be*. A critical tool for all departments, teams and organizations.

Performance Counts - So how do we improve it?

Performance counts more than ever before in the history of business. Question is how do you overcome the “maintain the status quo” thinking and behaviours that hold most companies and individuals back? This **PERFORMANCE TOOL** is focused on helping you learn what to do to create a continuous performance improvement culture. We’ll show you how to carry out this initiative in a step by step process, so by the end of the day you’ll feel confident in taking on the challenge.