

# Evertrain

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## Professional Training and Instructional Design

Barbara V. Evers has extensive experience in training with an emphasis in Work Force and Personal Career Development. With a broad list of clients in the corporate, non-profit, and government arenas, she excels in helping her workshop participants develop applicable skills and techniques.

Building on a Master of Arts degree in Professional Communication, Barbara ensures each class includes elements of understanding how we communicate with each other. Her areas of expertise include many management and leadership competencies as well as software training.

## Training Certifications

- Myers-Briggs Type Indicator
- Achieve Global
- Global Corporate College
- DDI
- Zig Ziglar

## Industry Experience

Accounting, Banking, Call/Contact Centers, Computer Services, Credit and Mortgage Lenders, Education, Engineering, Hospitality, Human Services, Government, Insurance, Manufacturing, Medical, Non-profit, Pharmaceutical, Printing, Retail, Utilities, and Warehousing.

## Customization Available

Barbara V. Evers' educational and career pursuits provide a diverse background for her to use in instructional design and in the classroom. She draws from this experience to customize her materials and provide a valuable, interactive experience for everyone.

Looking for online training? Barbara is a featured instructor with [Bigger Brains](#), a premiere online training venue that provides immediate access to engaging learning. Need it customized? Bigger Brains will work with you to create online training for your organization.

Don't see the topic you need? Ask. This is not an all-inclusive list. Plus, all topics are customizable to time and client needs.

# Training Topics

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## Leadership, Supervision, & Management

Most organizations promote employees into leadership as a reward for excellent technical skills, leaving many supervisors and managers ill-equipped for the personal interactions necessary to effectively and efficiently lead others. Yet, employees cite lack of appreciation and recognition from their organization's leadership as a major reason for resigning from their jobs. Learn how to retain your workforce, not replace it, through these workshops designed to help develop these valuable leadership competencies.

Courses Available:

- 12 Steps to Leadership (extensive, multiple day, 30 hour course)
- Improving Productivity With a Positive Environment (Full day, Additional consulting services available)
- Coaching & Mentoring for Effective Results
- Team Building (Various options available)
- Time Management: Finding and Fixing the Holes and Time Wasters in Your Day
- Approaching Problems Right the First Time
- How and When to Delegate and Empower Employees
- Navigating Conflict
- Managing an Effective Change Process
- Evolving a Critical Thinking Environment
- Developing Trainers Who Reach Beyond the Training Event
- Understanding Ethics and Setting an Ethical Environment
- Conducting Effective Meetings: How to End the "Lost in a Meeting" Cycle
- Establishing an Effective Performance Review Process
- One-On-One Coaching for Supervisors, Managers, or Leaders

## Customer Service

In a world where technology often separates us from face-to-face, interactive experiences, interpersonal skills still rank high on affecting your bottom line. Keeping and satisfying customers means training your employees on how to deal with various customer personalities and situations. Don't let the wrong reaction at the wrong time devastate your organization.

Courses Available:

- Developing Customer-Focused Service
- Customer Service Success: Moving Ahead of the Competition
- Initiating a Service Mentality For Non-Customer Service Professionals
- Calming Upset Customers

## **Communication**

Whether you want to improve your ability to speak and listen to others or are seeking ways to advance your career, building and refining your communication skills remains one of the highest competencies required for success in the world of leadership and management.

Courses Available:

- Communication That Works
- Learning to Listen
- Organizational Communication
- Persuasion & Negotiating
- Developing Rapport

## **Myers Briggs Type Indicator (MBTI)**

Conducted by an MBTI-certified instructor, these courses help participants understand the differences between their own natural approaches and others' preferred methods of behavior. Participants take the official MBTI assessment and learn about their preferences in the four areas explored by this powerful tool. These courses offer an engaging, activity-driven environment that aids in understanding and working more effectively with different types.

Courses Available:

- Using Your Myers Briggs Type Indicator Results (half day)
- Myers Briggs & Teams (half day)
- Myers Briggs & Communication (half day)
- Myers Briggs & Problem Solving (half day)
- Extended Myers Briggs: A Deeper Exploration into Preferences (full day)

## **Public Speaking**

When asked what they fear the most, the number one answer from most people is public speaking. Death is number two. In other words, people would rather die than speak in public. However, moving ahead in the business world requires this skill. Taught by a professionally trained speaker with over thirty years' experience in public speaking, participants receive coaching on developing a strong message, eliminating distracting phrases and mannerisms, and minimizing nervousness.

Courses Available:

- Developing and Delivering a Strong Message
- Finding Your Voice and Style
- How To Analyze Your Audience and Create an Effective Presentation

## **Writing**

21<sup>st</sup> century advances in technology continue to increase the business professional's need to create successful and effective written materials. The medium may have changed, but the need to express thoughts, ideas, and information in clear, precise methods still exists, especially as our society becomes less willing to spend time reading. Taught by a published author with extensive credentials in instructional design, policies and procedures, and sales and marketing, participants will learn and explore the necessary skills to convey information in professional, yet efficient, methods.

Courses Available:

- Technical Writing
- Business Writing and Grammar Simplified
- Creating Persuasive Materials
- Applying Visual Design Principles
- Writing a Mission & Vision Statement
- Designing Instructional Materials That Work

## **Personal Development**

Whether you have just started out in your career or are a seasoned professional, it never hurts to enhance your professional image in the business world. Taught by an instructor with extensive experience in helping others shape and mold their professional presence, these classes provide a fun way to learn about yourself and discover your self-worth as an employee and individual

Courses Available:

- Creating a Professional Image
- Self-Esteem and Assertiveness
- Setting and Achieving Meaningful Goals
- Business Etiquette: Don't Stick Your Foot in Your Mouth
- Keeping Stress and Anger Under Control

## **Software**

Still struggling to get the most out of your computer software? Let an expert with over twenty years' experience in software training help you achieve guru status.

Courses Available:

- Making the Most out of: Access, Excel, PowerPoint, Project, Word, or Visio
- Creating Memorable PowerPoint Presentations
- Creating an Effective Blog

Experienced also in the following:

- CRM systems in Veeva/iRep, iDetail, SAP, Siebel, and Dendrite

## **What People Are Saying**

“Everything was absolute perfection! You facilitated in a way that created a safe, fun environment. More importantly, your activities really reinforced the message for the day. THANK YOU so much for everything that you did. It was a pleasure to work with you and I look forward to doing so again in the future!!”

*Dept. Head, College Admission Services*

“I believe that the class and the materials will be very valuable to me in the performance of my job and my responsibilities to the people who work for me. My instructor, Barbara, was great in her knowledge, presentation of the materials, and in keeping all of us involved and participating in the class.”

*Supervisor, Manufacturing*

“We had a great session this morning with Barbara. She did a wonderful job of establishing a base of expectations without making the seasoned CSR feel that they were incompetent.”

*Owner, Staffing Company*

“Those of us, who have attended Barbara’s class or classes, hold her in high regard. Since I have heard so many good comments about Barbara, I wanted to let you know how much she is appreciated. As Barbara taught and guided us, she also brought out the best in us. Her dedication and expertise is to be commended. It’s apparent that she loves and cares about her work. Even though I have completed a couple of classes with Barbara, she continues to work with me (and some of my fellow students) on our resumes. I have never had an instructor to offer their help after I have completed their class.”

*Career Transition Student*

For more information contact:

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*When we reach beyond ourselves, we are closest to spreading our wings to fly!*