

**JAY D. HOUSTON AND ASSOCIATES, INC.**  
**Organizational Development Training Program Content**

<b>Knowledge / Skill / Competence</b>	<b>Managing for Excellence</b>	<b>TalentScout</b>	<b>K.A.S.H.</b>	<b>Selling by Objective</b>
Accountability / Performance-Based Management	■	■	■	
Action Plans	■			■
Agendas	■			
Asking Questions	■	■	■	■
Behavioral "Match" with Job Requirements		■		
Behavioral Assessments / Profiling		■		
Character		■		
Checking Background Information		■		
Checking References		■		
Closing Techniques				■
Communication	■	■	■	■
Communication Problems	■			
Competence		■		
Competitors		■	■	■
Conflict Resolution	■			
Customer / Client Prospects				■
Customers / Clients			■	■
Decision Making	■	■		
Demotivation	■			
EEOC Compliance		■		
Employee Aptitude			■	
Employee Performance	■	■	■	
Establishing Rapport				■
Feedback	■	■		
Goals	■	■	■	■
Government / Regulatory Agencies		■	■	
Habits			■	
Identifying Needs				■
Interviewing Skills and Practices		■		
Job Satisfaction / Dissatisfaction		■		
Knowledge	■	■	■	■
Leadership Skills	■			
Listening	■	■	■	■
Management Skills	■	■	■	■
Management Styles	■			
Market Research				■
Marketing				■
Matching Products / Services to Customer / Client Needs				■
Meetings	■			
Motivation	■			■
Needs	■			■
Noncompliance and Consequence Systems	■			
Non-Verbal and Visual Cues	■	■		■
Official Job Standards	■	■		
Organizational Identity		■		
Organizational Mission, Core Values and Guiding Principles		■	■	
Organizational Policies, Procedures and Protocol	■	■	■	
Organizational Skills (i.e. Time Management)	■			■
Performance Reviews	■	■		
Planning	■	■	■	■
Problem Solving	■			
Products / Services			■	■
Qualitative Performance Measures	■			
Quantitative Performance Measures	■			
Recruiting		■		
Removing Objections (Sales Process)				■
Reviewing a Resume		■		
Sales Strategies				■
Screening Job Candidates		■		
Selection (Hiring Process)		■		
Skill Development	■	■	■	■
Spheres of Influence (Personal Contacts for Recruitment / Sales)		■		■
Talking (vs. Listening)				■
Team Building	■			
Team Goals	■			
The Learning Process			■	
Time Management	■			■
Training Others	■	■	■	