

As a group, come to consensus regarding the exact words and phrases you will use when referring to key concepts and activities. Taking the time as a team to establish a consistent vocabulary, terms and definitions will make training new employees less time-consuming and more effective. This will also ease the transition when a colleague must take over for another to complete a project in the middle. Internally, use of the same words and phrases to describe functions and concepts will save time and increase productivity.

Most importantly, however, the development of this common language will help assure that the client's expectations are clearly understood, met, and more often exceeded

*Best Practice #10: Organize Your Course Offerings into Specific Areas*

As a group, review all the courses you offer and divide them into areas. Organizing all your department's offerings will enable you to determine what training is needed for any business or organization.

At FCC, our team organized our offerings into four quadrants: leadership, individual development, computer and job-specific skills:

*Quadrant 1 Leadership Skills*

Supervisory, management, coaching, performance evaluation, and mentoring skills

*Quadrant 2 Individual Employee Skills*

Time management, diversity, conflict management, and customer service skills

*Quadrant 3 Computer Skills*

Basic computer skills, office user, and high end certifications like MCSE and A+

*Quadrant 4 Job-Specific Skills*

Vo-Tech Skills, Childcare Certification, Certified Nursing Assistant

Presenting the complex array of courses available to clients using these common terms promotes better understanding. Keeping the offerings organized among the four quadrants also keeps communication within our department clear and on target.

Present your clients with one quadrant at a time. As you build the relationship, you can eventually move into additional quadrants.