

NON-PROFIT ORGANIZATIONS

ESP®

FRIENDS FIRST

Problem

FRIENDS FIRST recognized the need to increase their level of professionalism. Becoming too casual, the training was to provide the skills and knowledge to demonstrate social skills and the positive impact it has for the students, parents and school communities **FRIENDS FIRST** works with.



Solution

The entire **FRIENDS FIRST** staff attended training to establish guidelines to achieve a higher standard of professionalism that begins within the walls of their offices every day.

"It was obvious the instructors had researched the organization and knew what key components would be most relevant to our staff."

~Participant

ESP® staff provided a five-hour training that focused on building positive relationships through respect and courtesy in every aspect of how they interact with others—in or out of the office.

Executive Social Presentation
The Business of Courtesy

Results

Following the ESP training, the staff at **FRIENDS FIRST** is empowered with the tools and knowledge to set the example as positive role models. Whether leading school programs, training volunteers, guiding parents or educating students, the staff understands that demonstrating positive character and leadership qualities is the foundation for helping others to build a successful future.

Quotes

*"I really enjoyed the training and it exceeded my expectations. It helped set a standard for **FRIENDS FIRST** for everyone to follow."*

~Participant

"I was very impressed with the instructors and their enthusiasm, knowledge and passion for the subject." *~Participant*

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