



The Capstone Group is the full-service training and development arm of ERC that specializes in providing workers at all levels with new skills and strategies that will enable a company to meet its challenges and accomplish its objectives well into the twenty-first century.

What makes the Capstone Group at ERC unique?

Capstone employs a "whole system" method to approaching workplace change that strikes a balance in all elements of the organization. Capstone's multi-dimensional approach considers the needs of the:



We don't believe anybody's going to learn anything when their eyes are glazed over with boredom. Our sessions stimulate people by engaging them in lively, interactive games that enlarge their capacity for thinking and responding. We don't care what it takes - blocks, puzzles, Legos, Tinker Toys or paper airplanes - we get participants to actually participate. But we don't believe in fun just for the sake of having a good time (at least, not when we're on the job). Each session challenges participants to take a fresh look at old patterns of thinking and working and apply new learnings to their day-to-day worklife.

What services are offered through Capstone?

- Training Delivery
- Custom Course Development
- Instructional Systems Design
- Training Evaluation & Measurement
- Professional Development for Internal Trainers
- Training Needs Assessments
- Train-the-Trainer

What courses are offered through Capstone?

- Behavioral Interviewing
- Communication Skills
- Conflict Resolution
- Coaching
- Customer Service

- Dealing with Difficult People
- Decision Making
- Diversity Awareness
- Effective Meetings
- Employee Empowerment
- Front-Line Supervision
- Leadership Development
- Performance Management
- Positive Attitudes
- Presentation Skills
- Professionalism for Healthcare Providers
- Selling Skills
- Sexual Harassment
- Stress Management
- Team Building
- Valuing Others