



# *USTRIDE'S* *Spotlight* *Programs* Guide

High-Impact Training for Professionals &  
Organizations



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# *Program Guide Overview*

USTRIDE's Spotlight Programs are immersive, results-driven training experiences designed to accelerate professional growth, refine essential skills, and drive measurable impact—whether for individuals, teams, or entire organizations.

Each program is modular, customizable, and grounded in real-world application, ensuring immediate ROI in performance, leadership, and customer engagement.



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# *1. High-Impact Customer Service for Clinics & Patient Care*

**For:** Healthcare professionals, front-desk staff, patient care teams

**Duration:** 2 Days (6 hours) | **Format:** Workshop + Role-Play

## **Key Takeaways:**

- ✓ Build trust-based patient interactions
- ✓ Master empathetic complaint resolution
- ✓ Develop clear, compassionate communication under pressure
- ✓ Foster a patient-first service culture

**Ideal For:** Hospitals, clinics, dental practices, and wellness centers



## *2. Corporate Communication & Outbound Telemarketing (BPO)*

**For:** Sales teams, call center agents, lead generators

**Duration:** 2 Days (6 hours)| **Format:** Online/Offline + Live Drills

### **Key Takeaways:**

- ✓ Cold calling mastery – structure, tone, and confidence
- ✓ Objection handling – turning resistance into opportunity
- ✓ Voice modulation & persuasive pitch techniques
- ✓ Closing strategies that boost conversion rates

**Ideal For:** BPOs, sales teams, lead generation specialists





# *3. Corporate Communication & Personality Development*

**For:** Mid-level professionals, managers, client-facing roles

**Duration:** 3 Days (8 hours) | **Format:** Interactive Sessions + Feedback

## **Key Takeaways:**

- ✓ Verbal & non-verbal communication excellence
- ✓ Public speaking & presentation confidence
- ✓ Emotional intelligence & self-awareness
- ✓ Grooming, body language & executive presence

**Ideal For:** Corporate employees, team leaders, entrepreneurs



# *4. Pre-Process Training for BPOs*

**For:** New hires, customer support agents

**Duration:** 2 Days (6 Hours)| **Format:** Role-Plays +  
Process Walkthroughs

## **Key Takeaways:**

- ✓ BPO industry & customer expectations
- ✓ Business communication & email etiquette
- ✓ Voice clarity & accent neutralization
- ✓ Professionalism & teamwork essentials

**Ideal For:** Call centers, IT support, back-office teams



# *5. Communication, Team Building & Business Planning*

**For:** Managers, project leads, cross-functional teams

**Duration:** 3 Days (8 hours)| **Format:** Case Studies +  
Group Exercises

## **Key Takeaways:**

- ✓ Strategic communication for alignment
- ✓ Conflict resolution & team synergy
- ✓ Workflow planning & prioritization
- ✓ Efficiency-driven execution

**Ideal For:** Corporate teams, startups, operations managers



# *6. Pre-Process Training for US/UK Live Transfer (BPO)*

**For:** Telemarketers, sales agents handling Western markets

**Duration:** 2 Days (6 hours) | **Format:** Mock Calls + Cultural Training

## **Key Takeaways:**

- ✓ Accent neutralization & speech clarity
- ✓ US/UK customer behavior insights
- ✓ Handling live objections & quick transitions
- ✓ Compliance & call etiquette mastery

**Ideal For:** International BPOs, sales teams



# *7. Customer Service Excellence*

**For:** Support teams, retail, hospitality, service managers

**Duration:** 2 Days (6 hours) | **Format:** Scenario-Based Learning

## **Key Takeaways:**

- ✓ Customer journey mapping & service mindset
- ✓ Emotional intelligence in service delivery
- ✓ De-escalation & difficult customer management
- ✓ Follow-up & brand loyalty strategies

**Ideal For:** Retail, e-commerce, hospitality, healthcare



# *8. Front Office Excellence — Hospitality*

**For:** Hotel staff, receptionists, guest relations

**Duration:** 2 Days (6 hours) | **Format:** Live Simulations  
+ Feedback

## **Key Takeaways:**

- ✓ Guest handling & first impressions
- ✓ Hospitality-specific communication
- ✓ Graceful complaint resolution
- ✓ Queue & time management

**Ideal For:** Hotels, resorts, event management

# *9. Mastering Self-Introduction & First Impressions*

**For:** Job seekers, networkers, executives

**Duration:** 1 Day (4 hours) | **Format:** Drills + Video Feedback

## **Key Takeaways:**

- ✓ Elevator pitch perfection
- ✓ Confident body language & vocal tone
- ✓ Dressing for impact
- ✓ Role-plays for interviews & networking

**Ideal For:** Professionals at all levels



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# *10. Personality Development, Grooming & Power Dressing*

**For:** Corporate professionals, leaders, entrepreneurs

**Duration:** 2 Day (6 hours)| **Format:** Styling + Coaching

## **Key Takeaways:**

- ✓ Grooming & corporate dress codes
- ✓ Power dressing for influence
- ✓ Poise, posture & executive presence
- ✓ Authentic confidence building

**Ideal For:** Managers, client-facing roles, leadership aspirants





# *11. Impact of Change*

**For:** Leaders, HR, teams undergoing transitions

**Duration:** 2 Day (6 hours)| **Format:** Workshops + Case Studies

## **Key Takeaways:**

- ✓ Managing emotional responses to change
- ✓ Leading teams through uncertainty
- ✓ Resilience & adaptability frameworks

**Ideal For:** Organizations in transformation



# *12. Managerial Effectiveness*

**For:** Mid-level managers, team leads

**Duration:** 3 Days (8 hours)| **Format:** Leadership Simulations

**Key Takeaways:**

- ✓ Leadership styles & decision-making
- ✓ Performance coaching & feedback
- ✓ Delegation & motivation techniques

**Ideal For:** Emerging & experienced managers



# *13. Executive Presence Development*

**For:** Senior leaders, C-suite, high-potential professionals

**Duration:** 2 Days (6 hours) | **Format:** Coaching + High-Stakes Simulations

## **Key Takeaways:**

- ✓ Commanding gravitas & credibility
- ✓ Influence in high-pressure settings
- ✓ Virtual & in-person leadership presence

**Ideal For:** Executives, public speakers, decision-makers



# *14. Corporate Team Transformation*

**For:** Cross-functional teams, leadership groups

**Duration:** 2 Days (8 hours)| **Format:** Team Challenges + Strategy Sessions

## **Key Takeaways:**

- ✓ Building trust & accountability
- ✓ Conflict resolution & feedback culture
- ✓ High-performance team dynamics

**Ideal For:** Organizations scaling culture & collaboration



# *15. Personal Brand Elevation*

**For:** Entrepreneurs, executives, career climbers

**Duration:** 2 Day (6 hours)| **Format:** Brand Audits + Strategy

## **Key Takeaways:**

- ✓ Defining your unique value proposition
- ✓ Digital presence & reputation management
- ✓ Authentic networking & visibility strategies

**Ideal For:** Professionals building influence





# *Why Choose USTRIDE?*

- *Immersive, hands-on learning – No theory, just real-world application*
- *Customizable modules – Tailored to industry & organizational needs*
- *Certified facilitators – Industry experts with proven track records*
- *Measurable impact – Skills that translate to immediate performance*

**Ready to transform your team or career?**



Contact:ustride2022@gmail.com



8422835768



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# *Your next steps*

- Discuss Needs – Let's align on your goals.



- Customize Program – Pick modules or design a bespoke solution.



- Launch & Transform – Execute with measurable outcomes.

*"The journey to excellence starts with a single stride."*

*— Elvina Raylon Pinto | Founder, USTRIDE*



Contact: [ustride2022@gmail.com](mailto:ustride2022@gmail.com)



8422835768



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