

COURSE TITLES

All courses can be customized based on the Business Objectives

Leadership & Management Curriculum

A. Leadership & Management Curriculum

1. Habits of Highly Effective People
2. Inspirational Leadership
3. Effective Decision Making
4. Executive Presence
5. Leadership Principles
6. Leading without Authority
7. Servant Leadership
8. Situational Leadership
9. Transition Leadership
10. Authentic Leadership
11. Leadership without a Title
12. Personal Leadership
13. Collaborative Leadership
14. Performance Management
15. Leadership Resilience
16. Conflict Management
17. Being a Leader
18. Transition to Management
19. Managing High Performing Teams
20. Management Essentials
21. Coaching for Results
22. Integrating Remote Teams
23. Managing a Multi-Generational Team
24. Motivating & Engaging Team Members
25. Change Management for Managers
26. Executive Presence
27. Being a Mentor
28. Strategic Thinking & Planning
29. Leadership and The Power of Acknowledgment
30. Leading Cross-Cultural Virtual Teams
31. Building Productive Teams
32. Managing Culturally Diverse Teams
33. Leadership Resilience
34. Advance Team Skills Development
35. Strategic Leadership
36. Strengths Based Leadership

Client Relationships & Sales Curriculum

B. Client Relationships & Sales Curriculum

1. Key Client Management
2. Developing Strategic Partnership
3. Pipeline Management
4. Rapport Building
5. Consultative Selling
6. Being a Trusted Advisor
7. Probing for Value
8. The Winning Pitch
9. Brand Management Basics
10. Building Your Value Proposition
11. Sales Career Coaching
12. Client Relationship Management
13. Building Effective Relationships

Organization Culture & Employee Engagement Curriculum

C. Organization Culture & Employee Engagement Curriculum

1. Inclusive Leadership
2. Diversity and Inclusion
3. Conscious Decision Making
4. Cross Cultural Savvy
5. Diversity of Thoughts
6. Breaking Silos at Work
7. Unconscious Bias
8. Finding Fulfillment at Work
9. Developing Emotional Intelligence
10. Stress Management
11. Building a Customer Centricity Foundation
12. Achieving Customer Centricity
13. Developing a Customer Centric Organization
14. Sustainability and Corporate Consciousness
15. Leveraging Emotional Intelligence for Teams
16. Managing and Leading with TRUST
17. The Power of trust
18. Applying Positive Psychology at Work
19. Positive Psychology
20. Change Readiness

Communication Skills & Wellness Curriculum

D. Communication Skills Curriculum

1. Presentation Skills
2. Advanced Presentation Skills
3. The Exceptional Presenter
4. How to be a Professional Public Speaker
5. Strategic Articulation
6. Negotiation Skills
7. Effective Communication Skills
8. Assertive Communication Skills
9. Networking for Professionals
10. Cross-Cultural Collaboration
11. Crucial Conversations
12. Developing Engaging Content
13. Storytelling for Presentations
14. Consultative Communication
15. Body Language Non-Verbal
16. Building Business Stories
17. Non-verbal Communication
18. Persuasive Presentation
19. Public Speaking Coaching
20. The Art of Storytelling
21. Storytelling for Business
22. Psychology of Communication
23. Making an Impactful pitch

E. Wellness Curriculum

1. Digital Detox
2. Financial Freedom
3. Navigating Office Politics
4. Mindfulness at Work

Professional Skills & Executive Coaching Curriculum

F. Professional Skills Curriculum

1. Futuristic Career
2. Career Development vs. Career Growth
3. Team Building
4. Dealing with Difficult People
5. Finding Passion at Work
6. Enhancing Personal Effectiveness
9. Emotional Intelligence
10. Leveraging Your Impact
11. Problem Analysis Decision Making
12. Driving Success Through Innovation
13. Developing Business Acumen
14. Facilitating Effective Meetings
15. Time & Email Management
16. Career Development
17. Networking Skills
18. Business Networking in Action
19. Influencing Success Through Effective Sponsorship
20. Psychology of Influencing
21. Finding Purpose at Work
22. Collaboration for Results
23. Influencing Skills
24. Train-the-Trainer
25. Facilitation Skills
26. Personal Branding
27. Managing Personal Change
28. Time Management
29. Succeeding an Interview
30. Conflict Resolution

G. Executive Coaching Solutions

1. Executive Coaching
2. Career Coaching Session (1 to 1)
3. Coaching for Managers
4. Coaching Skills for Managers
5. Effective Coaching Skills
6. Executive Career Coaching
7. Coaching Essentials: Boss vs. Coach
8. Career Coaching for Groups



COURSE OVERVIEWS

All courses can be customized based on the Business Objectives

Leadership & Management Curriculum



Leadership and Management

Habits of Highly Effective People

Course Topics

- Habit 1: Be Proactive
- Habit 2: Begin with the End in Mind
- Habit 3: Put First Things First
- Habit 4: Think Win/Win
- Habit 5: Seek First to Understand, Then to Be Understood
- Habit 6: Synergize
- Habit 7: Sharpen the Saw

While working on his doctorate in the 1970's, Stephen R. Covey reviewed 200 years of literature on success. He noticed that since the 1920's, success writings have focused on solutions to specific problems. In some cases such tactical advice may have been effective, but only for immediate issues and not for the long-term, underlying ones. The success literature of the last half of the 20th century largely attributed success to personality traits, skills, techniques, maintaining a positive attitude, etc. This philosophy can be referred to as the Personality Ethic.

The Seven Habits of Highly Effective People presents an "inside-out" approach to effectiveness that is centered on principles and character. Inside-out means that the change starts within oneself. For many people, this approach represents a paradigm shift away from the Personality Ethic and toward the Character Ethic.

This course will help you understand these 7 habits in detail and you will be able to identify how you can take benefit from these habits in your practical life.

Inspirational Leadership

Course Topics

- The social & political environment
- Establish how your organisational context is likely to change
- Review your preferred way of operating
- Consider the appropriateness of your responses to real leadership dilemmas
- Develop an approach for creating true engagement
- Share your commitment to reflect on and apply your learning

This excellent inspirational leadership course has been created to help people learn positive leadership techniques. This inspirational leadership training will show you how to trigger "positive emotional responses in the minds of your listeners".

This course will help you to identify and overcome the subtle barriers that can sometimes act to slow people down. It will help you to replace "worry" with "confidence":

This leadership course will help you to develop six major keys: Goal setting, confident communication, prioritisation, self motivation, conflict management and inspiring others towards a better future.

It will also allow you to inspire others to perform at a much higher level. If you attend this informative training course, you will learn how to improve six key leadership skills.

Leadership and Management

Effective decision Making

Course Topics

- Introduction and Course Overview
- What is Problem Solving
- Win Win Decisions
- The Problem Solving Model
- The Problem Solving Toolkit
- Gradients of Agreement
- Facts vs Information
- Implementing a Decision
- Types of Decision
- Your Personal Action Plan

This fun, activity-based session is designed to provide participants with a range of structured methods for making well considered decisions. These will be practiced by using worked examples, case studies and group activities.

Training objectives

- The aim of this program is to help participants:
- Recognize decision-making options and when to use each
- Choose appropriate strategies for certain types of decision
- Explore the behaviours that promote effective decision-making
- Use criteria to help make group decisions

Executive Presence

Course Topics

- Executive Presence Knowing Yourself
- Understand How You Want Others To See You
- Defining Your Brand
- Having the Right Attitude
- Delivering the Right Behaviour
- Skills for Achieving Your Presence
- Action Planning

The Executive Presence Workshop is focused on the belief that impressions and perceptions matter. How others perceive us and how they describe us can affect their willingness to work with us. Therefore, as a leader or manager, it's important that you deliver the right impression and make a strong impact on those around you.

During this course, we discuss a 3-step process for developing and demonstrating one's desired executive presence. By understanding that it's not just what you say, but how you say it, you will come across as more confident, sincere, and credible.

Participants will have multiple opportunities to practice delivering their Executive Presence in a variety of workplace situations such as group meetings, one to one conversations, and formal presentations.

Leadership and Management

Leadership Principles

Course Topics

- Motivating through empowerment to gain better decisions
- Facilitating the creativity and inclusivity of a high-functioning team
- Identifying and managing decision making biases
- Negotiating conflicts across individuals, teams, and organizations
- Ensuring success through delegation and powerful constraint-based metrics.

Agile can often challenge project managers in the realm of leadership. Old styles of command-control are now a thing of the past, except for the most conservative organizations. But Agile takes self-empowerment to new levels and challenges traditional beliefs in what leadership means.

The course introduces current supervisors, new managers and future leaders to a number of key principles required for having a good understanding of the key issues and strategies for managing the individual, group and organizational challenges that they will face, almost daily. The course provides specific areas of foundational knowledge, skills and insights that can be built further on through other courses, especially on leadership, leading teams, strategy and change management.

Leading Without Authority

Course Topics

- Introduction
- Matrix Challenges
- Leading With and Without Authority
- Relationships and Authority
- Unempowered States of Being
- Empowered Adult State of Being
- The Empowered Adult in Relationships
- Triggers
- Conflict Resolution Tool

Leading in a matrix requires the ability to work without authority across the organization to build commitment, lead cross-functional teams, and influence and negotiate. To be successful, leaders need to shift their thinking about how a matrix organization works, lead as an empowered adult, accept and apply a new system of accountability, and use collaborative tools and techniques.

This course in the our Leadership curriculum focuses on the issue of leading without authority - what does that mean and how do you let go of control and start to build partnership relationships with team members and internal customers.

Leadership and Management

Servant Leadership

Course Topics

- What is Servant Leadership
- Leadership Practices
- Characteristics of a Servant Leader
- Barriers to Servant Leadership
- Building High Performing Teams
- Being a Motivator
- Being a Mentor
- Preparing Future Leaders

Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others, on their success, and in turn to build better relationships that benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time.

With our Servant Leadership workshop the participants will focus on the growth and development of their employees and ensuring their success. In doing so, the leader succeeds when their employees do. With a business team, servant leadership can not only help employees achieve and grow, but it can also benefit their leaders and the company as a whole.

Situational Leadership

Course Topics

- Identify the Importance of Leadership and the Leader's Role to Develop Others
- Recognize the Impact of Ineffective Leadership
- Recognize the Impact of Effective Leadership
- Identify the Potential Value of Situational Leadership® II
- Identify the Three Skills and Six Conversations of Situational Leadership® II
- Identify the Schedule and Milestones of This Workshop

Leadership Development Training has a place of great importance in today's world as leaders are viewed as evolved rather than born. Leaders have been traditionally viewed as "mythological creatures", separate from the rest of humanity and empowered by some mysterious quality that smoothens their path towards inevitable success. However, the modern view is that through patience, persistence and hard work, therefore anyone can become a highly effective leader. The onus is on oneself to believe and make it happen. That is the reason Executive Leadership Training is so highly sought after by all successful companies.

Leadership development comes from within us, in the sense that deeply held values and principles provide the road map for the way we lead, and the way other people respond. Hence it is important that a Leader must first understand and then communicate one's own value systems to other people. It is always the Leader's personal value system that sustains them in their quest, whether they are a person of impeccable morals, or quite disreputable.

Leadership and Management

Transition Leadership

Course Topics

- Gain personal insight: Gain valuable insight into your leadership style and its impact.
- Develop a leadership strategy: Develop a more constructive use of leadership power, allowing for more effective behaviour and results as a leader.
- Become a transformational change agent: Become a more effective change agent, facilitating an increase in positive results from senior-level initiatives.

You have strong management experience. You've been told you have leadership potential. You know you can make a larger impact. You are poised to take the leap. How do you prepare yourself for the critical transition to a greater leadership role?

The Leadership Transition is an extraordinary, unconventional opportunity to invest in your professional success as a leader. Reflect on your individual leadership style and develop a plan to expand your comfort zone. Strengthen your coalition-building and influencing skills, and learn how to use power constructively. Examine the best practices for managing change. Learn about the systemic factors in your work environment and in your own behaviour that can work against your plans. Most importantly, join a vibrant, international network of aspiring leaders and discover the keys to your future impact.

Authentic Leadership

Course Topics

- Describe authentic leadership
- Distinguish between formal and informal leadership
- Describe the connection between your personal values and your organization's values
- Identify a leader who is a role model for you
- Describe your personal communication style
- Reflect on seven characteristics that you desire in a leader
- Outline a plan to improve your leadership skills

In this intensive program focused on developing leaders, we will guide you through case studies, individual exercises, classroom debates, and small group discussions designed to help you develop your authentic leadership. Exercises that promote individual reflection and peer exchange will give you an opportunity to evolve your approach to leadership in a supportive environment. All information shared will remain entirely confidential.

Supervisors must be leaders. Leading is the management function of influencing people to act or not act in a certain way. This course describes a variety of leadership styles and discusses how to give direction. It also covers how supervisors can authentically relate with the various people in an organization.

The program will culminate in the creation of your own personal leadership development plan.

Leadership and Management

Leadership without a Title

Course Topics

- How to work with and influence people like a superstar, regardless of your position
- A method to recognize and then seize opportunities in times of deep change
- The real secrets of intense innovation
- An instant strategy to build a great team and become a “merchant of wow” with your customers
- Hard-hitting tactics to become mentally strong and physically tough enough to lead your field

Leading without a title is the purest form of leadership, it might not always be easy, but it is necessary. The title gives some positional authority, but leaders are needed at every level of an organization. A team with leaders at every level will beat any team with leadership centralized at the top.

We all have the ability to influence others, this workshop will focus on identifying our own abilities to Lead.

This course will help you continually clarifying and deepening your personal vision. Focusing your energies, developing patience, and seeing reality objectively

Deeply ingrained assumptions and generalizations. Unearthing shared pictures of the future that foster genuine commitment and enrolment rather than compliance The capacity of members of a team to suspend assumptions and enter into genuine thinking together

Personal Leadership

Course Topics

- Identify the Vital Determinants for Personal Leadership and Team Success
- Understand your Behaviour in the Performance Lifecycle
- Understand Team Development Stages and Performance Cycle of Teams
- Identify Barriers to Communication and Team Success
- Recognise and Avoid Psychological Performance Traps

We face a future of increasing complexity, exploding information flows and greater uncertainty. In today's volatile business environment, yesterday is ancient history.

This course will provide your team with the right strategies and skills to identify opportunities and respond effectively. It will capture your imagination and give you the performance language and tools needed to bring others with you on the high performance journey.

This course will help you become a visionary, innovative and successful team leader. Use a leadership style that works effectively with different situations

Inspire your team to greater motivation, knowledge and skills. Identify opportunities for strategic alliances with colleagues. Become a successful communicator, coach and mentor

Leadership and Management

Collaborative Leadership

Course Topics

- Identify areas of strength and areas for improvement
- Increase appreciation and respect for diverse personality styles
- Increase Emotional Intelligence practices to complement your skills
- Enhance core communication skills
- Support individual development and performance of others through work planning
- Enhance team leadership skills

Successful organizations rely upon great leadership. We believe that while every professional has the potential to become a strong leader in their workplace, not enough have the requisite knowledge, skills, and attitude to achieve success. By practicing personal and team-based leadership skills and addressing leadership challenges, leaders' performance will improve, thus creating a positive ripple effect on their organizations.

Collaborative Leadership Course (CLC) is for current or aspiring managers/supervisors to strengthen their leadership performance. We use a participatory learning methodology with a pronounced emphasis on practice of the concepts and skills introduced in the program.

Performance Management

Course Topics

- Performance Review Meetings
- Setting Performance Goals
- Understanding the Team Member's Perspective
- Delivering Appraisals & Giving Feedback
- Motivating the Team Members
- Dealing with Challenging Situations
- Collaborative Action Planning

The Performance Management Workshop provides leaders and managers with the skills to improve the performance of individual team members.

The workshop is focused on the "how to" aspect of delivering staff development/performance management sessions, including goal setting, motivating team members, and providing feedback.

During the course, the participants also discuss the softer skills needed to deliver an effective performance review meeting, particularly when disciplinary action is required, including building trust, understanding their team members, and adapting their approach to the person and the situation.

Leadership and Management

Leadership Resilience

Course Topics

- Self-Awareness: the ability to manage ones tendencies whilst under pressure
- Self-Regulation: you will learn easy-to-use self-management tools and techniques
- Emotional Intelligence: understanding emotions and the impact they have on attitude
- Social Awareness: social awareness increases your sensitivity to the feelings of others and your ability to recognise their underlying meanings and motivations.

Resilience is a core leadership competency that is the backbone of your ability to renew yourself in the face of adversity, and our biggest business challenge can be resilience in relationships. Whether it is with customers or colleagues we are always tested on our ability to modulate our skill sets, to stay confident and competent, and to deliver, sustain and grow value.

Enlightened Leadership by Building Resilience: the Leadership Resilience workshop cultivates staying power by developing a heightened state of awareness that enables you to engage in an experience without becoming caught up in it. You will be empowered with a toolkit of self-management strategies that will balance your mindset and restore your resilience when under pressure.

You will have an enhanced ability to use awareness of your emotions to stay confident, flexible, and focused, and remain objective in your thought processes and interactions. Have an enhanced sensitivity towards the feelings and motivations of others, with greater empathy, and understanding in how to continue to inspire.

Conflict Management

Course Topics

- Foundation Concepts
- Successful team relationships
- Conflict and team performance
- Traditional conflict resolution approaches
- Enlightened conflict resolution process
- Declaration Stage
- Declaration stage overview
- Personal commitment Common ground Accepted process

The goal of this course is to provide the skills to first set the context for and diagnose specific conflict situations, & then to evaluate and implement win/win solutions.

Objectives:

- Achieving a personal conflict paradigm shift
- Aligning conflict stakeholders' expectations
- Agreeing on specific paths to conflict resolution
- Identifying demands versus needs in the context of a common objective
- Neutralising potential resistance and surfacing assumptions
- Addressing barriers and generating solutions
- Agreeing upon a win/win solution

Leadership and Management

Being a Leader

Course Topics

- The Resilient Leader
- Developing Self-Awareness
- Value Based Leadership
- Fostering Internal Control
- Having the Right Mindset
- Building Strong Positive Relationships
- Develop the Habit of Improvising
- Taking Ownership

The Being a Leader Workshop explores the mindset, skills, and behaviour required to succeed as a leader in today's business environment.

By understanding the role a leader must play in the organization, developing a higher level of self-awareness, and learning the behaviours of effective leadership, the participants will improve the performance and contributions of individual team members and the team as a whole.

During the workshop, we explore 5 qualities to succeed as a resilient leader. After all, great leaders are defined by their behaviour during challenging times.

Transition to Management

Course Topics

- From Manager of Self to Manager of Others
- High Performing Teams
- Goals & Roles
- Adapting your Approach
- Delegating Tasks
- Motivating & Empowering Others
- The Value of Listening
- Managing Performance
- Giving Feedback

The Transition to Management Workshop covers the fundamentals of management skills and teaches new managers how to get results through people.

During this workshop, participants learn a number of key aspects of management from realising their role as a manager to other managerial imperatives that are key to guiding others to act.

With this in mind, this workshop is targeted to prepare managers with the knowledge to understand the larger scope of responsibilities they are faced with, and to equip them with the skills to cope with these responsibilities effectively.

Leadership and Management

Managing High Performing Teams

Course Topics

- Being the Team Leader
- Team Development Stages
- Setting Team Goals
- Developing a Balanced Team
- Establishing Roles & Responsibilities
- Motivating & Empowering the Team
- Processes & Procedures
- Establishing Interpersonal Relationships

The Managing High-Performing Teams Workshop provides leaders and managers with the skills to improve the performance and contributions of the team as a whole.

The course is focused on the “how to” aspect of creating and managing teams, including developing a team framework, setting a vision and goals, establishing roles and responsibilities, establishing processes and procedures, and dealing with interpersonal relationships.

During the workshop, individual and group exercises and role-plays are used to help participants gain a better understanding of their team leadership style, and equally important, how it is viewed by others.

Management Essentials

Course Topics

- Being a Manager
- Understanding Your Team
- Adapting Your Management Style
- Motivating a Team Member
- Giving Instructions
- The Power of Asking Questions
- Delegating & Empowerment
- Performance Management
- Giving Feedback

The Management Essentials Workshop addresses the core skills managers need to get results through people. During this workshop, participants learn the ‘how to’ aspect of management, including setting goals, adapting their management style, delegating and giving feedback.

The workshop helps and prepares managers with the knowledge to understand the larger scope of their responsibilities and to equip them with the skills to cope with these responsibilities effectively.

The workshop combines a variety of training methodologies (interactive discussions, exercises, role-plays and case studies) to reinforce and sustain key knowledge.

Leadership and Management

Coaching for Results

Course Topics

- The Coaching Process
- Planning for Success
- Coaching Strategies
- Adapting Your Style
- Motivating the Coachee
- Setting Performance Goals
- Giving Instructions
- GROW Model
- Questioning & Listening
- Giving Feedback

The Coaching for Results Workshop provides leaders and managers with the skills to improve the performance of individual team members and the team as a whole.

The workshop is focused on the “how to” aspect of coaching, including goal setting, empowering team members and providing feedback.

During the course, the participants also explore the softer skills needed to be an effective coach, including understanding your team members, building rapport, asking questions, and listening.

Integrating Remote Teams

Course Topics

- Being a Leader & Manager Remotely
- High Performing Remote Teams
- Goals and Roles
- Building Team Rapport
- Empowering Your Team
- Remote Communications
- Establishing Team
- Processes Managing
- Across Cultures

The Integrating Remote Teams Workshop provides managers, team leaders, and supervisors with the skills to improve the performance and contributions of remote team members and the virtual team as a whole.

The course is focused on the skills and capabilities to lead and manage a remote team, including communicating, coaching, motivating and developing team goals, roles, and processes.

During the workshop, a number of individual and group exercises and role-plays are used to help participants gain a better understanding of their remote team management style, and equally important, how it is viewed by others.

Leadership and Management

Managing a Multi-Generational Team

Course Topics

- Why Generational Diversity Matters
- Understanding Generations at Work
- Communicating Across Generations
- Understanding the Individual
- Motivating a Multi-Generational Team
- Handling Potential Conflict
- Reconciling the Differences

The Managing a Multi-Generational Team Workshop

provides leaders and managers with the skills to improve the performance and contributions of teams composed of multiple generations.

Today's team may consist of people from three generations, all with different ideas for communication and collaboration. To manage a generationally diverse team, the leader must help employees find common ground, overcome conflict, and leverage the strengths of each generation.

By participating in this workshop, participants recognize and appreciate the unique contributions that "different" generations can make in the workplace and create an environment that maximizes the potential of all team members.

Motivating & Engaging Team Members

Course Topics

- Understanding Motivation Barriers to Motivation
- Helping Employees Adapt to the Environment
- Creating a Motivational Environment
- Motivating One-to-One
- Giving Motivational Feedback
- Dealing with the Truly Unmotivated

The Motivating & Engaging Team Members Workshop provides leaders and managers with a range of strategies to motivate individuals and the team as a whole. Through self-reflection, experience sharing, interactive exercises, and role-plays, participants learn how to engage to get the best results from their people.

During the workshop, participants discuss what will and will not motivate an individual in today's workplace. From there we explore a number of tools and techniques to generate and maintain a motivational work environment.

Towards the end of the workshop, we also explore what leaders and managers can do to motivate the truly unmotivated in a professional and constructive manner.

Leadership and Management

Change Management for Managers

Course Topics

- Understanding Change
- Reactions to Change
- Stakeholder Analysis
- Individual Change Process
- John Kotter's 8 Steps of Change Leader
- Accelerating the Change
- Communicating the Change
- Sustaining the Change

The Change Management for Managers Workshop

provides managers with an understanding of the change processes and the responses people display when confronted with change.

During the workshop, we explore a number of skills and techniques to help the participants minimize the negative impact the change has on the organization, and accelerate the successful implementation of the change.

The workshop will assist the participants to better understand the change they must implement and communicate up, down, and across the organization. Furthermore, it will help them adjust their personal responses to change, lead others that are confronted with change, and contribute to their team's overall success.

Executive Presence

Course Topics

- Executive Presence
- Knowing Yourself
- Understand How You Want Others To See You
- Defining Your Brand
- Having the Right Attitude
- Delivering the Right Behaviour
- Skills for Achieving Your Presence
- Action Planning

The Executive Presence Workshop is focused on the belief that impressions and perceptions matter. How others perceive us and how they describe us can affect their willingness to work with us. Therefore, as a leader or manager, it's important that you deliver the right impression and make a strong impact on those around you.

During this course, we discuss a 3-step process for developing and demonstrating one's desired executive presence. By understanding that it's not just what you say, but how you say it, you will come across as more confident, sincere, and credible.

Participants will have multiple opportunities to practice delivering their Executive Presence in a variety of workplace situations such as group meetings, one to one conversations, and formal presentations.

Leadership and Management

Being a Mentor

Course Topics

- Understanding Mentoring
- Identifying Roles & Responsibilities
- The Mentoring Process
- Conducting a Kick-Off
- Meeting Setting
- Mentoring Goals
- Interactive Mentoring Model
- Ending the Relationship

The Being a Mentor Workshop provides mentors the critical mindset, skills and tools to ensure the mentee benefits from the relationship and is able to grow in a professional context.

Mentoring programmes assist the organization in transferring skills, knowledge and experiences. However, most mentors have not been taught the “how to” of mentoring and often revert to previously learned leadership skills, such as coaching or managing.

During the workshop, participants learn the practical aspects of mentoring, including roles and responsibilities, mentoring strategies, and behaviour appropriate for each phase of the mentoring relationship.

Strategic Thinking & Planning

Course Topics

- Strategic Thinking & Planning
- Strategic Planning Process
- Where Are We Now: Understanding My Environment
- Where Do We Want to Be: Setting a Vision & Goals
- How Do We Get There: Designing a Strategy
- Prioritising Actions Risk Management

Strategic Thinking & Planning is an intensive course designed to help leaders, managers, and team members develop strategic business initiatives.

By attending the workshop, participants develop the skills to think strategically by learning tools to create strategic plans based on their internal and external business environments.

The workshop takes a structured approach to strategic planning, breaking the process into 3 key stages: Strategy Diagnosis, Strategy Design, and Strategy Implementation.

The workshop enhances the participants’ abilities to think and plan for success. It enables organisations to clarify goals, identify strategic plans, implement actions required for success, and overcome both internal and external risks and challenges.

Leadership and Management

Leadership and The Power of Acknowledgment

Course Topics

- Understanding the need for acknowledgment
- Define Acknowledgment & understand its benefits
- Overcoming barriers to using acknowledgment
- Authentic and heartfelt acknowledgment behavior
- Principles of acknowledgment
- How to coach teams, managers and other stakeholders

Effective leaders make a difference by finding ways to sustain people's level of commitment and support, especially in the difficult periods all organizations experience at one time or another. Sustaining momentum is a key leadership domain.

Typically people cannot sustain their levels of commitment to, and engagement in, organizational purpose and goals on their own. This non-engagement results in poor performance, limited productivity and an erosion of the bottom line. People need consistent affirmation of their value and contribution to the organization in order to know that their efforts are appreciated. This can be accomplished through acknowledgment.

Leaders can tap into the power of personal commitment and dedication by acknowledging people in an authentic, heartfelt manner. Leaders who model true acknowledgment behavior will inspire others to do the same and to want to dramatically increase their levels of contribution to the organization.

Leading Cross-Cultural Virtual Teams

Course Topics

- The business environment and the need for global projects
- Culture and Emotional Intelligence
- Address common values, goals and objectives to promote unity
- Challenges: The people, process and tools issues in cross-cultural virtual teams
- Communication: the importance and application of Strategic Communication
- Initiating, Planning, Executing and Controlling Work

High-performing teams are a must in this world of intense competition and higher expectations. Global virtual teaming has become a necessity as organizations become increasingly distributed and suppliers and clients actively engage in joint projects. Teams work across geographical and organizational boundaries to deliver solutions and services to global users where distance and differences, both geographic and cultural, amplify the effect of issues and factors that are relatively straightforward when managing a team of people in the same location.

This course delivers practical concepts and techniques that participants will start using immediately on their global projects. Participants will be taught how to flex their project management and communication skills to accommodate cultural differences and the needs of virtual project environments. Using basic models that identify cultural diversity issues, typical cultural traits and the interplay between organizational, national and ethnic differences, participants will address real world issues.

Leadership and Management

Building Productive Teams

Course Topics

- Types of Teams
- Characteristics of a Team
- Stages of Team Development
- Systematic Approach to Teamwork
- High Performing Team
- Why Teams Fail
- Accepting Challenges and Preparing the Team
- Solving Problems as a Team
- Self Review and Team Review

Participants will be able to work collaboratively and use effective communication to receive and provide feedback to enhance the team's performance and to achieve common goals.

Participants will be able to identify problems and plan solutions by understanding the importance of a common goal among the team, and being able to come up with consensus to form a direction for the team. Making well division of labour according to each individuals' strength and weakness.

Working together as a team by effective communication process and building up team trust to support the team to achieve higher level of success by identifying key problems when the team are facing difficulties and prioritizing those problems

Formulating solutions by considering resources and constraints.

Managing Culturally Diverse Teams

Course Topics

- Problem solve case scenario
- Cross cultural competency
- Conflict resolution framework
- Understanding Culture and Diversity
- Cross Cultural Communication
- Multicultural Resources

This workshop provides participants with insights, knowledge and practical strategies to sensitively manage the issues and challenges associated with leading a culturally diverse team. Managers will understand how cultural diversity impacts on human behaviour and learn effective strategies to negotiate and deal with the competing challenges arising between staff from culturally and linguistically diverse backgrounds.

This workshop will enhance managers' problem solving skills by incorporating a culturally sensitive framework for dealing with conflict within a culturally diverse team. Managers will gain ideas for negotiating conflict, be able to identify when conflict has a cultural component, and develop a sound understanding of how culture impacts on team work and human behaviour.

Leadership and Management

Leadership Resilience

Course Topics

- Self-Awareness: the ability to manage ones tendencies whilst under pressure
- Emotional Intelligence: understanding emotions and the impact they have on attitude and behaviour is fundamental to personal resilience
- Social Awareness: Increases your sensitivity to the feelings of others and your ability to recognise their underlying meanings and motivation

Resilience is a core leadership competency that is the backbone of your ability to renew yourself in the face of adversity, and our biggest business challenge can be resilience in relationships.

Whether it is with customers or colleagues we are always tested on our ability to modulate our skill sets, to stay confident and competent, and to deliver, sustain and grow value.

Realize how to retain your power & positively direct your behaviour despite all mindsets. Use awareness of your emotions to stay confident, flexible, and focused and remain objective in your thought processes

Advanced Team Skills Development

Course Topics

- Types of Teams.
- Characteristics of a Team.
- Stages of Team Development.
- Systematic Approach to Team Work.
- High Performing Team.
- Why Teams Fail.
- Accepting Challenges and Preparing the Team.
- Solving Problems as a Team
- Self Review and Team Review.

Participants will be able to work collaboratively and use effective communication to receive and provide feedback to enhance the team's performance and to achieve common goals.

Participants will be able to identify problems and plan solutions. They'll Learn:

- Understanding the importance of a common goal among the team, and being able to come up consensus to form a direction for the team
- Making well division of labor according to each individuals' strength and weakness
- Working together as a team by effective communication process
- Building up team trust to support the team to achieve higher level of success
- Identifying key problems when the team are facing difficulties and prioritizing those problems.
- Formulating solutions by considering resources and constrains

Leadership and Management

Strategic Leadership

Course Topics

- Explain what constitutes good governance practices
- Recognise how psychological factors impact decision making
- Develop strategic thinking skills and use these to align Vision, Strategies and Objectives
- Understand the impact of different leadership styles, systems and processes on culture and innovation

This lively and engaging training course will give delegates the opportunity to develop and enhance skills needed for strategic leadership., while looking at the challenges of moving towards strategic leadership roles and the process of strategic thinking. It offers opportunities to learn about recent leadership theories developed by gurus and business schools.

This training course will explore insights into strategy, and the role of a strategic leader.

Review of leadership styles and practice – identifying overlaps and differences, Understanding of how leaders navigate change, strategy and Innovation, Evaluating how leaders impact culture and climate

Strengths Based Leadership

Course Topics

- Why focus on strengths?
- Conventional Development Vs Strengths-based Development
- Clifton Strengths finder Overview
- 3-Step Strengths Development Journey “Name it, Claim it & Aim it”
- Love Crazy Envy Activity

It was created under the leadership of educational psychologist Donald Clifton.

The Clifton Strengths finder helps identify areas where you have the greatest potential for building strength. It’s measuring your reoccurring patterns of thought, feeling, and behavior. Knowing this information is a starting point, and where we come along side individuals, teams and organizations to help leverage leaders talent, and turn it into sustainable strength.

Understand your talents / strengths in depth and how it influences the way you lead others. Leverage your talents/ strengths to enhance individual as well as team development

A man in a light-colored blazer and dark turtleneck, holding a folder, standing in front of a city skyline at sunset. The image is a full-page background with a warm, golden light from the setting sun. The man is in profile, looking towards the left. The city skyline is visible in the background, with buildings and a bridge. A dark horizontal band is at the bottom, containing the text.

Client Relationships & Sales

Curriculum

Client Relationships & Sales

Key Client Management

Course Topics

- Key Client Management
- Segmenting the Client
- Base Relationship
- Protection Managing
- Existing Work Proactive
- Client Defence
- Marketing to Clients
- Cross-selling & Up-selling
- Relationship Management
- Key Client Planning

This Key Client Management Workshop helps organisations in retaining and maximising the profitability of key and valued clients, which is essential to the survival of any company. After all, excellent client management means that your clients will:

- Buy more, even if your fees are slightly higher than competitors
- Recommend you to colleagues and friends
- Make your organisation the standard for their vendor relationships
- Look to you for help in other aspects of their business

Developing Strategic Partnership

Course Topics

- How successful business leaders think and talk.
- Gain insight into the entrepreneurial mind-set and improve human intelligence skills
- Role of Context vs. Content and how to stay focused.
- Learn a framework to have an effective meeting.
- Learn about Business Growth insights and knowledge.

Developing Strategic Partnership is a two day programme designed to equip Executives with knowledge & Techniques to develop a Strategic Partnership with Sr. Clients (CEOs/ CFOs/ MDs etc.) and become a Strategic Partner from a Sales/ Relationship Manager.

It aims to develop a common language between the Executive and the Senior Client, and develop skills to take client conversations beyond the product and into the value space.

It covers new techniques for meeting preparation, how to fast track business analysis and developing new approaches to presenting themselves and their company to existing and prospective clients (like CEOs/Directors). Succession Planning, Market/ Product Extension & Business Valuation.

Client Relationships & Sales

Pipeline Management

Course Topics

- Introduce and refresh the concept of Pipeline Management.
- Prospecting for Clients
- Promoting Your Products & Services
- The role of promotion in the sales cycle.
- Securing Appointments
- Direct or indirect appointments dos and don'ts.
- Qualifying Opportunities
- Managing the Sales Process
- Sales Meetings
- Client Protection

This workshop helps Executives learn the basic principles that are key to pipeline Management. There is always a time lag between carrying out business development activity and generating income. Business development activities can be managed and monitored.

The pipeline of any company must be continually fed to avoid peaks and troughs in its performance. Ultimately, income is an outcome of effective pipeline activity.

It helps professionals learn to take a project management approach to business development.

Learn about the whole customer life cycle from being a Suspect to a Client.

Professionals relate well to this approach as it provides a disciplined focus on the activities required for successful business generation.

Rapport Building

Course Topics

- What is Rapport Building
- How it helps you in your business Growth
- Understanding the importance of building strong business relationships.
- Understand how listening, empathy and connectivity can boost rapport.
- Understand individual strengths and areas to improve.
- Define a Action Plan for yourself

Relationship building is an essential part of working in a harmonious business environment.

Having strong relationships also extends to clients and can foster successful interactions.

Rapport building is a key ingredient to building effective relationships which can boost productivity, efficiency and sales.

You'll learn the essential components of rapport building. Appropriate business conduct when building rapport or establishing client relationships.

Understand how rapport building can impact connectivity between people. Be able to practice a rapport building session and experience the positive impacts on relationships through genuine rapport.

Client Relationships & Sales

Consultative Selling

Course Topics

- Learn the difference between Selling & Consulting.
- Gain insight into why we all (engineers, doctors, insurance...) have to sell an idea or solution.
- Differentiate between Product vs. Solution selling.
- Role of Context vs. Content and how to stay focused.
- Most importantly, get empowered with a framework to have an strategic & effective meeting/ conversation.

Consultative Selling is a one day programme designed to equip Executives to deliver Consultative but Conclusive conversations with Clients and build credibility to become a Strategic Consultant from a Sales/ Relationship Manager or Order Taker.

Selling is not restricted to Sales people but everyone working in the company. Whether internally or externally, everyone has to sell directly or indirectly.

Selling is often confused with Consulting and consulting done like selling, the difference between the two would be fleshed out. So the Executives can gain credibility of the client.

It aims to develop a common language between the Executive and the Client, and develop skills to take client conversations beyond the product and into the value space with a strong conclusion.

Being a Trusted Advisor

Course Topics

- Trusted Advisor
- Making the Right Impact
- Building Rapport & Trust
- Understanding the Stakeholder
- Probing for Value
- Being Persuasive
- Pushing Back
- Dealing with Difficult Stakeholders

When we find people we trust, we value what they have to say, and readily refer them to friends, colleagues and acquaintances, why? They are reliable, credible, and have our best interest at heart. This course is about becoming a trusted advisor in the eyes of co-workers, customers and clients.

‘Being a Trusted Advisor’ Workshop helps participants build quality, long-term business relationships with internal and external clients. During the workshop, participants learn how to establish trust, build rapport, uncover needs and gain commitment, ensuring a more profitable, two-way relationship where both parties benefit.

By applying the skills explored during the workshop, participants can move from a vendor or supplier role to that of a Trusted Advisor, and learn to deal with challenging clients in a professional manner.

Client Relationships & Sales

Probing for Value

Course Topics

- What is Probing
- Why to Probe
- How it is helpful
- Value of Questioning
- Types of Questions
- Questioning Funnel
- Characteristics of Great Questions
- 5 Questions to Ask
- Active Listening

Probing for Value Workshop raises the overall sales effectiveness of the participant. The workshop produces skilled and confident professionals whose deep understanding of clients' needs ensures their objectives are reached and a value-driven sales message is delivered.

The workshop raises the probing skills of the participants and provides them with techniques to uncover 5 key aspects of a sales opportunity: basis of decision, decision making process, budget issues/concerns, timing issues/concerns, and competition.

During the workshop, we also discuss the concept of active listening and asking rapport-building questions to ensure that the participants create an appropriate relationship with the client.

The Winning Pitch

Course Topics

- Qualifying the Opportunity
- Understanding the Client
- Assessing Competition
- Defining Objectives
- Identifying the '3 Things'
- Developing the Message
- Rehearsing
- Pitch Delivery Skills
- Tips for the Big Day

Winning pitches is vital to the success of any business. Yet all too often the process is rushed, the presenters lack impact and the outcome is unsatisfactory. It's often not the best company or proposal that wins – it's the ones that are most effectively presented. The difference between winning and losing a pitch can be marginal so it's essential – with large amounts of money at stake and many days of work involved – that your pitch is presented with maximum impact.

This Workshop combines planning, sales methodology, and presentation skills to enable pitch teams to win more business.

The workshop is a highly interactive session that examines past pitches to understand what the team does well and where improvement can be made and uses a current pitch as a live case study.

Client Relationships & Sales

Brand Management Basics

Course Topics

- Brands and brand management
- Customer-based branding equity
- Brand positioning
- Choosing brand elements to build brand equity
- The Importance of the Brand
- Criteria for a Strong
- Brand Components of Brand Strategy
- Making a Brand Come Alive
- Brand Building Tools
- Evolving the Brand

Effective brand management is the key to developing product and communication strategies which lead to marketing success. This course is designed to develop the necessary knowledge and skills for creating and managing brands which resonate with customers and allow the marketing organisation to build and maintain a loyal and profitable customer base. A range of branding theories, concepts, strategies and practices designed to build, measure and sustain brand equity will be addressed across a range of real- world contexts, product types and industries.

This workshop provides sales, marketing, corporate communication, and product managers with an understanding of how to build and leverage a successful brand.

During the course, participants gain insights into that intangible beast called a brand and how best to use it to achieve sales, marketing, and business objectives.

Building Your Value Proposition

Course Topics

- Levels of Value
- Customer Analysis
- Competitor Analysis
- Identifying Your Value Proposition
- Enhancing Your Value Proposition
- Communicating Your Value Proposition
- Using the Value Proposition as a Revenue Driver

The Building Your Value Proposition Workshop exploring potential areas to establish value. This is important because in today's competitive market environment, it is critical that sales and marketing teams differentiate their product or service based on value instead of features or price.

The ability to articulate this Value Proposition is a key focus of the workshop, enabling you to position your organisation more favourably with the customer.

During the workshop, we examine various levels of the Value Proposition and discuss how these elements can be aligned to drive positive results. From there, participants develop their product or service's Value Proposition using a structured approach and repeatable process.

Client Relationships & Sales

Sales Career Coaching

Program Objectives

- Build your Personal Brand and use it as a powerful selling tool
- Effectiveness – Identify, prioritize and carry out the right sales activities
- Efficiency – A system to leverage maximum from your time, so that you can efficiently perform all the right sales activities each day
- Activity Management – Manage your sales activities and leverage the maximum from your unique circumstances

Every sales organization knows sales coaching is important. In fact, Forbes Insights found that 74% of top companies rank coaching as sales managers' most important role. But knowing coaching is important and doing it effectively are two different things. When designing a coaching program, it's not enough to have reps practice their pitch – you need to outline the core skills that reps should be aiming to improve and assign each to the proper methods of coaching. Potential Benefits:

- Intrinsic motivation
- Character Tendencies/ Disposition
- Ability to be systematic and organized
- Ability to understand "MY" value proposition
- Ability to communicate effectively
- Ability to ask the right questions and be attentive
- Ability to nurture long term beneficial relationships
- Ability to perform the right sales activities daily

Client Relationship Management

Course Topics

- Develop and maintain strong working long-distance relations
- Identify stakeholders
- Develop agility to meet client needs
- Recognize and morph into the client's cultural style
- Identify optimal communication channels
- Understand and bridge differences in corporate culture
- Promote and facilitate collaboration within your team

Successful client relations portray trust and progress toward common goals.

This program focuses on 10 key success factors for team members working with clients, vendors, and one another within your organization. You will participate in CRM learning solutions designed to elicit maximum interaction among participants, invite and challenge everyone to see and act differently, but within a safe though intensive environment where skills can be developed, sharpened and improved habits begun. The complete CRM program includes:

- A personal behavioral profile, the results of which you will bring to your training
- 4 days of highly interactive workshop activity and experiential learning
- Peer and professional coaching activities

Client Relationships & Sales

Building Effective Relationships

Course Topics

- Effective Work
- Relationships Building
- Trust
- Welcoming Diversity of Opinions
- Mutual Respect
- Open Communication
- Collaborating for Results
- Building / Rebuilding
- Difficult Relationships

The Building Effective Relationships Workshop

helps participants build quality, long-term relationships with colleagues, managers, employees, clients, and suppliers.

During the workshop, participants learn how to establish trust, build rapport, uncover the point of view of others, and collaborate for results ensuring a more profitable two-way relationship where both parties benefit.

Additionally, the workshop explores how to rebuild broken relationships after conflict or a challenging interaction that caused damage to the relationship.



Organization Culture & Employee Engagement

Curriculum

Organization Culture & Employee Engagement

Inclusive Leadership

Course Topics

- Bringing Change
- Creative Mind
- Courage
- Strengths and Intelligences
- Inner Readiness
- Reflective
- Sense of Humanity
- Wholeness
- Building Relations
- Open Mind

“Leadership is a journey, not a destination. It is a marathon, not a sprint. It is a process, not an outcome.” We’d like to start with John Donahoe’s quote, since we do see leadership as a journey, an ongoing process that happens every day and is a main necessity at every level and in every place. With or without formal or positional authority, leadership is there in every walk of life, it lies at the core of all human activities and interactions and is the foundation for progress and change.

Formerly, leadership was believed to be an innate, heritable aptitude that an individual either possesses or does not. Research has shown that this may not necessarily be the case.

If leadership is not necessarily naturally given, then it follows that it can be acquired through a lifelong commitment to learning. Learning as the urge of every human being to make meaning of their experiences and as our natural effort to understand the phenomena that happen in the context around us.

Diversity and Inclusion

Course Topics

- Define diversity and its benefits
- Define bullying, harassment and discrimination
- Promote a culture which values peoples’ differences
- Recognise our biases and how they prevent us from seeing others accurately, Identify methods to counter the effects of our biases
- Identify methods to successfully interact with people from different cultures & creating effective, inclusive teams

Diversity is a fact. It is also paradoxical. We need to be capable of seeing and hearing differences in order to reap the benefits of diversity. But seeing and hearing differences hone our discriminating reflexes and can also lead to discrimination. If you take this course, you will:

1. Understand this paradox,
2. Understand its dynamics, and
3. Identify ways to manage it, so that you can better channel the diversity potential in the workplace for greater performance and innovation.

This Equality, Diversity and Inclusion Essentials training course has been designed to help learners understand more about their responsibilities for promoting equality, tackling all forms of discrimination and fostering good relationships between diverse groups of people in the workplace.

Organization Culture & Employee Engagement

Conscious Decision Making (solving Unconscious Biases)

Course Topics

- Exploring the science of bias and unconscious associations
- Understanding how unconscious bias can be damaging
- Learning how to use curiosity to identify cultural patterns in thinking and behavior
- Uncover unconscious biases
- Examining decision-making behaviours in their own organization, like Excluding some people whilst giving opportunities to others

Our upbringing, culture, experiences and relationships directly affect how we think and feel about others, often without us even realizing. These unconscious feelings function outside of our rational and logical thinking so they also have a strong influence on how we make decisions, personally and professionally.

Effective leaders today need to know how to recognize, manage and reduce the impact of biases in the workplace. By doing so, they can understand how those biases influence the way they make decisions.

This highly interactive workshop is designed to develop the skills and capacities needed to enable leaders to move beyond awareness of unconscious bias to conscious decision-making. It will help participants to understand the biological basis for their unconscious biases and the associated potential cost to the business; and it will equip them with ways to disrupt their default thinking to move from awareness to conscious decision making.

Cross Cultural Savvy

Course Topics

- Understanding your own cultural orientation
- Understanding the impact of cultural programming
- Understanding and identifying cultural patterns
- Learning to become more flexible and adaptable
- Learning how to harness the power of non-verbal communication
- Exploring culturally-appropriate tools that can be used to resolve and mediate difficult conversations

Organizations by their very nature are a blend of people and culture. Globalization has catapulted people from different cultures into shared physical and virtual spaces in homes, relationships, schools, neighbourhoods, and work places. Often, as organizations seek to define and build a cohesive workforce identity as a common bond between all employees, they end up diminishing the power and potential of 'difference'.

This workshop will help you develop the ability to navigate and thrive in culturally diverse, change-filled, and complex environments. Understand the impact of intercultural communication on perceptions, attitudes, and values. Refrain from judging other by the way they speak or behave.

You will know how to recognize and reduce cross-cultural tensions and conflicts. How and why adaptability is, and will remain, an essential skill. How to achieve maximum potential and performance of their people.

Organization Culture & Employee Engagement

Diversity of Thoughts

Course Topics

- Recognize differences as diversity rather than abnormal behavior.
- Respect the benefits of diverse values and behaviors
- Accept that each culture finds some values more important
- Have a clear sense of your individual culture.
- Recognize your own ethnocentricity
- Understand how the culture of your organization affects those whose culture is different.

Interpersonal communication is by its nature diverse. As a consequence, achieving good or effective communication whether between service providers and service users, or among those working in a service means taking account of diversity, rather than assuming that every interaction will be the same. This course, Diversity in Communication, explores the ways in which difference and diversity impact on the nature of communication.

With the help of this course, you will be able to create understanding of competing perspectives on issues of communication, difference & diversity. Understanding of the ways in which issues of ethnicity & gender impact on interpersonal communication.

It will help you get Ideas about communication and difference to everyday interactions. Analyse the ways in which ideas about difference can both reflect and reproduce inequalities between groups. Identify strategies for working with difference and diversity in the context of challenging discrimination

Breaking Silos at Work

Course Topics

- Understand what does Organizational Silos mean
- How to Recognize Organizational Silo Warning Signs
- How to Build and Maintain Silo-Busting Bridges
- Ways to break down workplace silos
- How to break down silos between departments
- How to make Collaboration happen

The relentless pace of change in the corporate world today requires organizational teams to work together to support a collaborative and innovative culture.

However, the existence of complex hierarchies and matrixed reporting relationships often allows organizational silos to grow, which can impede the very collaboration the organization needs. Breaking down silos delivers a greater sense of contribution, belonging, self worth, autonomy and enjoyment.

Why departments have become myopic and chase their own goals rather than organisational goals. To establish a collaborative culture that stifles the development of organizational silos.

Organization Culture & Employee Engagement

Unconscious Bias

Course Topics

- Understand how biases are formed
- Discover how bias affects business
- Know how to identify and manage bias at work
- Become more aware of your biases
- How bias can influence your decision making, leadership and communication at work
- Develop strategies to manage your biases
- Types of Unconscious Biases
- Strategies for Disrupting Bias

“Birds of a feather flock together”. Have you ever noticed that an organization or department attracts similar people? Maybe you’ve struggled to get hired, have your voice heard or move up the corporate ladder.

This fascinating workshop will help you uncover the biases logged in your unconscious mind; discover how they affect your performance, leadership and decision making styles; and help you develop strategies to actively manage them for personal success.

In this workshop you will establish a foundational understanding of how bias affects decision-making. Explore the impact of three kinds of bias that impact selection and other decision- making processes: implicit or unconscious bias, cultural bias and systems bias.

It will also provide an understanding of how biases are formed in our unconscious (and on request, specifically addresses four kinds of unconscious bias that affect recruitment)

Finding Fulfillment at Work

Course Topics

- The program utilizes leading research on motivation
- Optimal performance psychology
- Employee engagement
- Help your employees discover the joy and meaning in their work
- How to effectively control their inner state, live with more confidence
- The Workshop uses real case studies.
- Self reflection techniques

Millennials are reporting the highest levels of clinical anxiety, stress, and depression than any other generation at the same age (Psychology Today). Keeping them engaged in the job is the biggest challenge.

Based on most research studies on Millennials, one of the most important factors for engaging Millennials is their interest in meaningful work. 90% of Millennials believe that business success should be based on more than just profit and 71% believe that meaningful work is among the top three most essential factors that define a successful career (based on 2014 Millennial study by Achieve).

When an employee is fulfilled they work more efficiently, productively and effectively. Effective employees lead to profitable and sustainable businesses. Workplace Apathy and Attrition Leads There is very little loyalty these days. Workers who pursue “greener pastures” leave companies with high re-training, recruiting and re-hiring costs.

Organization Culture & Employee Engagement

Developing Emotional Intelligence

Course Topics

- What is EI and why it is important in leadership?
- Can you train EI?
- What is Self awareness?
- Self reflection exercise
- Self confidence
- Building self awareness
- Self management
- Self control
- Adaptability – ladder of inference
- Reflection & review
- 10 tips to build EI
- Personal action planning

EI plays a very important role not only at home but also at work. This course is designed to give delegates an understanding of what EI (Emotional Intelligence) is and its importance in the workplace. This workshop will help you:

- Appreciate the benefits that EI can bring in their own working environment.
- A recognition of the importance of self awareness when working with EI
- Practical tools for building personal levels of self awareness
- An understanding of the importance of self management in creating positive relationships
- Opportunity to self reflect on their own EI and ways in which they can start to enhance it.

Stress Management

Course Topics

- **Section 1 – Living in the State of Flow:** This section focuses on the power of the Present to enhance performance and well-being. It introduces participants to their inborn ability to live mindfully.
- **Section 2 – On the Path to Inner Peace:** This section focuses on the development of a deeper sense of contentment, or peace of mind. The workshop takes a look at the nature of stress, how to recognize it, and alleviate it through mindful practices.

This program addresses staffs well-being as well as their need for enhanced performance through what is called mindfulness, an attention management system that has been extensively researched in the USA and is gaining popularity in corporations throughout the world. The tools taught in this program are simple and easy to use. The program is divided into 2 complementary sections.

In this workshop, you will learn about the tools to live mindfully, enter and remain in a state of flow, reduce stress, enhance resilience and experience the benefits of mindfulness.

You will also acquire additional tools to experience inner peace of mind, cope with strong emotions, set clear goals for the reduction of stress and enhance resilience in the workplace, as well as for their own personal development.

Organization Culture & Employee Engagement

Building a Customer Centricity Foundation

Course Topics

- Effectively manage customer relationships.
- Identify the metrics that matter most to your customers.
- Remove the barriers that hinder delivering superior customer service.
- Build strategic relationships from a global perspective.
- Solve problem with the customer in mind.

During this course, participants will experience a blend of traditional classroom training, team application activities, research, and potential investigative exercises designed to transform Executives into confident Customer Ambassadors. This session focuses on harnessing the power of customer centricity and using the perspective of the customer to gain a sustainable competitive advantage.

You'll Learn to:

- Effectively and confidently manage customer relationships
- Managing customer expectations, and strategic relationships.
- Understand the importance of focus on Customer as compared to Products or Services
- How to solve customer issues effectively and timely

Achieving Customer Centricity

Course Topics

- Understand what Customer Centricity is and what it isn't.
- Create a Customer Centricity vision for your organisation
- Identify why and how to focus on the external customers
- A draft definition for 'their' organisation
- Practices that enable sustainable customer centricity
- Managing customer complaints

Whether in the public or private sector there is an increased expectation for organisations and suppliers to be 'customer centric' such that there is a clear 'line of sight' from the development, design, corporate services, facilities management and "back room" staff and senior executives to see and serve the external customer through internal customers. This workshop will give practical knowledge of Customer Centricity to the participants.

You'll Learn:

- Knowing the Tools
- Excellence Model for Customer Centricity
- How to identify gaps and strengths
- Partnership Agreements
- Network ideas and harvest best practices
- Tools to develop your own customer services capability and strategy

Organization Culture & Employee Engagement

Developing a Customer Centric Organization

Course Topics

- Why & how customer centricity is more important than customer satisfaction
- Describe exceptional customer service
- Identify its benefits on a personal & professional level
- Recognize barriers to its delivery
- Understand different customer behavior styles & know how to adjust
- Techniques for dealing with angry, upset, or disappointed customers

Organizations strive to attain positive image and their clientele's loyalty in this challenging and borderless world.

This 2-day program will address on developing a customer centric organization and also enhancing their teamwork towards achieving the organizational goals and profitability. Course consists of interactive lectures, individual and group activities, role plays, and mini-case studies relating to real life practical situations

You'll Learn:

- How to become Customer Centric
- Understand the benefits & how you can achieve your business goals with focus on Customer Centricity
- Identify and overcome the barriers to customer centricity
- Prepare your own Action Plan to implement

Sustainability and Corporate Consciousness

Course Topics

- Explain environmental sustainability principles
- Compare the concept of environmental sustainability with an expanded framework
- Identify key business and commercial tools that apply to organizations
- Analyze problems and opportunities
- Describe how a changing environment creates opportunities and risks for organizations
- Create an action plan for identifying potential changes

The traditional model of sustainability is for a company to maintain a lead in market share while providing the necessary ROI to shareholders. Today, however, the most successful companies are looking beyond a pure profit motive and investing work which creates future prosperity. They are developing and implementing long-term strategies which support social, economic, environmental, and ethical responsibilities, as they recognize that true sustainability and prosperity advocate for all of these things. And the incredible results are that many of these companies are seeing that the returns on the investments made in sustainable products significantly surpass their traditional products' financial results.

Only when everyone is an owner in the Sustainability challenge can organizations unleash their internal creativities and tap into their total innovation potential to make a difference. The environmental and social crises that most scientific studies predict can only be averted when we all answer the call to action. However, greater impacts can be accomplished sooner, with more of the larger organizations that shape our economy leading the change.

Organization Culture & Employee Engagement

Leveraging Emotional Intelligence for Teams

Course Topics

- Introduction to team working
- Assessing your Team
- What is Emotional Intelligence
- Change Management
- Conflict in Team work
- Working with others in a Team
- Understanding DISC (optional)
- Emotional Resilience

The increasing complexity of teamwork in the 21st century means that teams are unlikely to achieve superior performance through chance or the skills of an effective team leader. What matters is how the team manages the emotional climate under which they are working. This course is about proactively working together with others in ways that will help you to communicate more efficiently as you engage with each-other to bring value to your company.

You'll Learn:

- Identify how teams working through EI can lead to better outcomes
- Recognize why some conflict is to be expected and why it is a part of healthy relationships
- Understand behavioral styles with a focus on your style & how to work with others with different styles
- Work to build the hearts and minds of your team

Managing & Leading with TRUST

Course Topics

- Define trust and its value in the workplace.
- The importance of articulating & modelling desired leadership and team behaviors.
- Explain how a lack of integrity can erode trust.
- Use delegation to engage and develop their direct reports.
- Strike the right balance of employee oversight.
- Use questions rather than statements to encourage people to take ownership.
- Act responsively and receptively

Year after year, Gallup surveys tell us only about 30 percent of the workforce is engaged. So how do two out of three people end up in a renter's versus owner's mindset?

Although the specific reason could be anything, chances are somewhere someone failed to trust them to do good work. This course discusses the actions leaders can take to encourage ownership in the workplace.

You'll Learn:

- Define Trust and its role in building effective teams
- How Trust is essential for successful leadership
- How trust factors into communication with colleagues, direct reports, and external stakeholders
- Importance of values
- Discuss delegation and coaching to build trust
- Explain recognition and how to use it to solidify workplace relationships

Organization Culture & Employee Engagement

The Power of TRUST

Course Topics

- The value of Trust – why trust is important within the organisation
- How we can build trust
- Development of an action plan to engage in more trust building behaviour
- How to manage defensive people
- At the end of the course, participants will be able to learn the impact of their behaviour on building or eroding trust with others.

Successful and healthy workplaces are built on a foundation of trust. When workplaces are rooted in trust, companies have an effective communication, healthy relationship and ultimately greater productivity. This practical and insightful training will help you recognize the essential ingredients for nurturing trust and practical steps you can take when trust is broken.

You'll Learn:

- Introduction and Icebreaking
- What is trust?
- Importance of trust in an organization
- Plan of Action on how to engage in more trust building behaviour and
- Build trust
- How it can help you achieve organizational goals

Applying Positive Psychology At Work

Course Topics

- Introduction to positive psychology at work
- Creating a strengths-based workplace
- How positive emotions can increase staff well-being
- Setting compelling goals for staff, teams and your organisation
- Building staff resilience at work
- Create compelling and desirable goals for individuals and your organisation.

Positive psychology is the study of what makes life worth living, how people flourish and become successful. It could mean performing at your best, being happy, finding meaning in what you do, being engaged in the task at hand, improved well-being, bringing out the best in others or reaching your full potential.

In this course you will learn practical ways to gain an understanding of the field of positive psychology and its application at work.

You'll Learn:

- What positive psychology is and is not
- What strengths are and to understand one's own strengths
- Broaden and build theory of positive emotions
- How willpower and pathways can contribute to goal success
- Ways in which you can increase your own resilience and that of your work colleagues

Organization Culture & Employee Engagement

Positive Psychology (Flourishing in Life & Work)

Course Topics

- Introduction: Positive Psychology, happiness and flourishing
- Accomplishment & Achievement
- Happiness & Positive Emotions
- Meaning & Purpose
- Positive Relationships
- Values and Flourishing
- Third Wave CBT: Flourishing through ACT

Most of us would like to become happier and flourish in life. This course provides evidence-based techniques to enable you to do this. This short course takes a very practical approach. Students will learn evidence-based skills and be encouraged to apply them between sessions.

You will learn leading-edge ways to develop PERMA: positive emotions, engagement, positive relationships, meaning, purpose and accomplishment.

You'll Learn:

- Techniques to be happier
- How to be more engaged in life
- Have more meaning and purpose in your life
- Enjoy better personal and professional relationships and achieve more
- Techniques that enable you to realize your full potential, as well assess individual experiences within the context of positive psychology

Change Readiness

Course Topics

- Understanding Change
- Change is a Transition
- Reactions to Change
- Individual Change
- Process Having a Positive
- Mindset Taking &
- Maintaining Control
- Action Planning

The Change Readiness Workshop provides individuals experiencing change with the mindset, strategies and skills that allows them to remain focused and productive during change.

Change efforts are most successful when the people on the receiving end of the change understand what is changing, why it is changing and how it is changing. Although it is the responsibility of the change agent to communicate these elements, this workshop helps the participants proactively gain this insight and awareness.

During the workshop we use these live 'cases' to discuss strategies and tactics that can accelerate the change acceptance process.



Communication Skills

Curriculum

Communication Skills

Presentation Skills

Course Topics

- Connecting with the Audience
- 6 Steps to Connect
- Understanding the Audience
- Voice, Eye Contact, & Gestures
- Developing the Message
- Creating PowerPoint
- Slides Rehearsing for Success

The Presentation Skills Workshop is a highly interactive course that brings together key planning and delivery skills, giving participants the ability to deliver structured and relevant presentations. Participants' presentation styles are developed, ensuring they make a connection with their audience, create the right impression and achieve their objectives.

The workshop is learning-by-doing. Participants are on their feet presenting within the first 30 minutes of the workshop. Each participant will deliver four or more presentations in the course of the program.

All presentations are video-taped and followed by an interactive feedback session to ensure the participants become aware of their strengths and areas for improvement.

Advanced Presentation Skills

Course Topics

- Identifying the core message that we want the audience to remember.
- Getting Into Your Audience's World
- Advanced Presentation Structure
- Vocal Variety
- Adapting Your Character
- Creating Great Content
- Achieving Congruence
- Finally, getting the audience to agree to your argument/ message

This Workshop is for individuals who have completed the Presentation Skills Workshop or have a good understanding of core presentation delivery skills and want to take their presentations to the next level.

This workshop introduces new planning and delivery skills, ensuring that participants engage the audience, control the situation, and motivate the listeners to action.

To do this, we help the participants develop their natural presentation style, and give them the mindset and behaviours necessary to adapt their style to the audience, situation, and objectives.

By combining presenting methodologies and acting techniques, participants are able to express thoughts and emotions, resulting in a more persuasive, engaging and stimulating presentation.

Communication Skills

The Exceptional Presenter

Course Topics

- Connecting with the Audience
- The Ultimate Objective
- Getting Into Your Audience's World
- Advanced Presentation Structure
- Voice Management
- Adapting Your Character
- Achieving Congruence
- Creating Great Content

The Exceptional Presenter Workshop is for individuals who have completed the Presentation Skills Workshop or have a good understanding of core presentation delivery skills and want to take their presentations to the next level.

This workshop introduces new planning and delivery skills, ensuring that participants engage the audience, control the situation, and motivate the listeners to action. To do this, we help the participants develop their natural presentation style, and give them the mindset and behaviours necessary to adapt their style to the audience, situation, and objectives.

By combining presenting methodologies and acting techniques, participants are able to express thoughts and emotions, resulting in a more persuasive, engaging and stimulating presentation

How to be a Professional Public Speaker

Course Topics

- Analyse an audience and tailor the delivery
- Design presentations for maximum impact
- Expand on key points to ensure clarity
- Inspect the proposed venue
- Master techniques to overcome nervousness
- Practice techniques that ensure clear, concise and effective wording is used
- Deliver a polished, professional and credible speech
- Handle questions and comments effectively

You can improve your productivity with better public speaking skills. And, with our public speaking training you can expect to benefit from more confidence and achieve better results.

Why not get in touch and find out how you can get your public speaking to work for you.

Speaking in public consistently ranks as one of people's greatest fears, however by attending our professional training course you CAN become an effective public speaker or presenter.

This Public Speaking training course will prepare you for delivering live presentations by teaching you skills like how to overcome nervousness, how to boost your confidence, how to read your audience, using icebreakers, how to best interact with questions or interruptions and much more.

Communication Skills

Strategic Articulation

Course Topics

- Strategic Articulation Skills
- Develop a common language between the Executive and the Senior Client
- Meeting Techniques
- Framework for structuring a meeting
- Situation Analysis & developing new approach
- Communication
- Barriers of Communication
- Strategic Articulation Framework

Strategic Articulation is a program designed to equip Executives to deliver structured and effective conversations with Senior Stakeholders and become a Strategic Partner.

In this workshop you will:

- Learn how to talk to Senior Management in a structured & effective way.
- Learn how to structure your thoughts before communicating.
- Role of Context vs. Content and how to stay focused.
- Learn a framework to have an effective meeting.

Negotiation Skills

Course Topics

- The Negotiation Process
- 8 Planning Steps
- Setting Goals
- Stakeholder Analysis
- BATNA
- Issues & Positions
- Philosophies, Strategies & Tactics
- Power & Control
- Overcoming Deadlocks

The Negotiation Skills Workshop provides measurable improvements in all participants' negotiating performance. Emphasis is on practice rather than theory.

Participants learn to use negotiating strategies and tactics, mainly through role-play and group exercises. Under the guidance of the Facilitator, each participant analyses his/her personal performance to ensure maximum outcomes in future negotiations.

The workshop is designed to address a variety of negotiating settings, including customer and client negotiations, supplier negotiations and internal negotiations.

Communication Skills

Effective Communication Skills

Course Topics

- Qualities of an Effective Communicator
- Making the Right Impact
- Adapting Your Communication Style
- Questioning & Listening
- Delivering the Message
- Non-Verbal Delivery
- Skills Communicating through Email
- Communicating on the Phone

The Communication Skills Workshop enables participants to communicate in different situations, at different levels of an organisation, and to different styles of stakeholders within their workplace.

During the workshop, we spend time practising the three key pillars of communication: listening, questioning and presenting. By having a better understanding of their own communication styles, as well as that of the person with whom they are communicating, participants will be more productive and efficient in the workplace.

By understanding the value of communication and how to communicate face-to-face, during meetings, on the phone, and through emails, participants will be in a better position to achieve their goals and objectives.

Assertive Communication Skills

Course Topics

- Degrees of Communication
- Defining My Objectives
- Making the Right Impact
- Assertive Message
- Structure Fogging
- Positive Inquiry
- Broken Record
- Pushing Back
- Dealing with Resistance

The Assertive Communication Skills Workshop is a highly interactive course designed to increase your skills and ability when being assertive in the workplace.

During the workshop, participants learn how to express ideas, feelings, and recommendations in a way that ensures their messages are understood and accepted by the other party.

We also spend time ensuring that there is congruence in the message. When being assertive, it's not just what you say, but how you say it. Words, voice, and physical expressions need to work together to create an appropriate impact. All of these will be discussed within the context of protecting the relationship with the other person.

Communication Skills

Networking for Professionals

Course Topics

- Team roles and effectiveness.
- Business etiquette with values based networking.
- Understanding the benefits of internal and external networking.
- Understanding why networking is important in today's context
- Leveraging the benefits of Networking for business growth

Networking is becoming an increasingly important part of growing a business and maintaining successful client relationships.

Networking within the business is also important to assist with completing projects and tasks efficiently and effectively.

This course will highlight how networking can improve performance and how it benefits stakeholders, establish relationships of trust with others through networking.

Identify the key characteristics of a high-performing team. Explain how to build a collaborative, highly effective team. Appreciate the benefits of networking with colleagues and external stakeholders and understand how to build trust while networking.

Cross-Cultural Collaboration

Course Topics

- Diversity at Work
- What is Culture?
- Visible Elements of Culture
- Non-Visible Elements of Culture
- Awareness of Cultural Differences
- Respecting the Differences
- Communicating for Understanding
- Reconciling the Differences

The Cross-Cultural Collaboration Workshop is a highly interactive course for teams and individuals who want to work more effectively in an environment composed of different cultures and nationalities.

This workshop takes a practical view of culture in the workplace, helping the participants gain awareness of cultural differences, respect the differences and ultimately reconcile the differences when communicating.

The course focuses on cultures the participants will encounter in their workplace and how to build rapport and communicate with people of different cultures, taking into account visible and non-visible elements of culture.

Communication Skills

Crucial Conversations

Course Topics

- Difficult & Crucial Conversations
- Planning for Success
- Understanding the Situation
- Speaking in Facts
- Managing Your Emotions
- Managing the Emotions of Others
- Moving the Conversation Forward

The Crucial Conversations Workshop provides individuals with the mindset, skills, and tools to have productive business dialogues particularly when the topic is challenging, unpleasant, or even contain bad news.

During the workshop, we explore what can make conversations crucial – time is of the essence, emotions are high, and opinions vary. From there, we help the participants understand their viewpoints on the topic, and equally important, the viewpoints of the other party.

As a result, the participants are in a position to use effective communication to ensure an engaging, and constructive dialogue. By understanding the obstacles they will face, the participants can plan for these crucial conversations in a more productive and efficient manner.

Developing Engaging Content

Course Topics

- Defining Your Objectives
- Understanding Your Audience
- Adapting Your Content to the Situation
- Structuring the Message
- Words that Touch the 5 Senses
- Avoiding Assumptions
- Making PowerPoint Impactful

The Developing Engaging Content Workshop is a highly interactive course that gives participants the ability to develop interesting and compelling presentations that demonstrate a clear thought process and offer value to the audience.

A key component of the workshop is learning how to structure a presentation in a way that makes it easier for the audience to understand the message. Following this, we spend time on the words, PowerPoint slides and core message. Specifically, we focus on creating a message that is persuasive, value-driven, and relevant to the audience.

The workshop is learning-by-doing. We use the participants' work-related presentations as a real-life case study, re-developing the presentation to ensure the content achieves desired objectives.

Communication Skills

Storytelling for Presentations

Course Topics

- What is Storytelling
- Why is Storytelling important
- How do you tell a Story in a Presentation
- What are the Key Storytelling Techniques and When to use what.
- What are the Key Storytelling elements and how do they help you in delivering great Presentations

Storytelling is our most ancient and prolific art form and is engrained in our minds from childhood. Every day of our adult life we tell and take in stories, we absorb them from every medium and, even when we sleep, we dream in stories.

So imagine if we could harness the power of storytelling for our business? Our Storytelling training course will empower you to do that.

You'll Learn:

- Understand What Storytelling is
- Why is Storytelling Important
- How do you do Storytelling in Presentations(Business Presentations)
- Various Techniques of Storytelling and where are those used

Consultative Communication

Course Topics

- Foundations of Communication
- Effective Stakeholder Management
- Consultative Conversation
- The Art of Consultative Writing
- Developing Strategic USER/ Client Stories (needs)

How often have you seen the Client/ User need getting lost in technical language/ solution?

We see this pattern repeat in Consultants all the time. Jumping to a conclusion or presenting a solution too soon before understanding the real need can lead to loss of precious time, money & resources.

Refresh the Foundations of Effective Communication. Tells you how to identify and manage Project Stakeholders effectively and make you learn a Framework to manage conversations and meetings more effectively

This program is specifically designed to equip Consultants with skills to manage Stakeholders better, lead strategic meetings and develop effective assessments.

Communication Skills

Body Language Non-Verbal

Course Topics

- Learn how to translate gestures into words
- Understand the difference between open & closed body language
- Learn how to avoid common body language mistakes
- Understand the signals you're sending to others
- Learn the role facial expressions play in body Language
- Understand how body language can expose deception

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a powerful, subconscious form of communication, and just like any other form of communication, it can be improved with practice. Whether in sales or management, it is essential to understand the body language of others and to know exactly what your own body is communicating.

Learn the ability to understand body language with the help of key indicators of body language. Learn how to interpret what people are saying unconsciously. How to read & use body language for powerful communication.

This course will help you improve your ability to communicate with others both in the workplace and at home.

Building Business Stories

Course Topics

- Introduction & benchmarking
- Creating a message for action: why stories matter
- The 8 kinds of stories & when to find them
- Crafting story structures
- Bringing stories to live
- Revisiting the learnings and creating an Action Plan

Organizations are changing quickly: staff & customers are spread around the world, & everyone is deafened by the 'noise' of information overload. Yet modern employees still need to be able to influence & persuade in this fluid environment. Sharing of stories is a powerful way of cutting through. When we tell stories, people 'get' what we are saying – & they remember. Yet few in business systematically harness the power of story in the workplace.

Discover how to get people hooked on you & your messages. Confidently present complex information, using stories to increase audience receptivity to ideas.

This course will help you understand Denning's categories , & how they can be used to move minds

Communication Skills

Non-Verbal Communication

Course Topics

- Reading and understanding non-verbal communication
- Understand how to read the key body language indicators of other people
- Be able to differentiate between comfort and discomfort
- Read and understand facial and micro-expressions

This session will focus on understanding non-verbal communication. The session will start with an interactive exercise to help people understand how to hone their senses to read non-verbal communication. We will then explore the key elements of body language including comfort versus discomfort and how to read the key signals for engagement and lack of engagement.

Understand the key indicators in body language that will help identify intent and / or emotions and provide clarity for communications. An interactive exercise on facial and micro- expressions.

The participants will have an opportunity to practice and apply each of the techniques discussed.

Persuasive Presentation

Course Topics

- A method of presenting based on top-flight, successful presenters
- How to use that presentation method to analyse your performance
- Persuasive strategies and tactics for emphasizing your main points
- Message sequencing for maximum effect
- A simple but effective template for creating all your presentations

This seminar focuses on the top class presentation techniques and strategies. These techniques and strategies are applied to the content of your presentation to highlight & emphasize your key selling points & differentiators. In addition, it will enable you to further develop your client relationship through demonstrating your understanding of your clients' needs, thus giving you a competitive edge. The seminar also includes how to manage and respond the Q&A part.

A common understanding and approach to presenting throughout your organization. And how to work effectively as a presentation team (if appropriate)

Communication Skills

Public Speaking Coaching

Course Topics

- Dealing with Your Feelings
- What Already Works For You?
- How Public Speaking Works
- Tools & Techniques to Connect with your Audience
- Dealing with Nerves
- Overcoming the Fear – Practical Hints and Tips
- Building Your Confidence and Techniques to Practice

In order to deliver an impactful public speech, the first important step is to prepare your speech. Understand how to structure your thoughts into words to bind the audience.

This public speaking coaching concentrates on confident public speaking, particularly how to deal with nerves and anxiety.

It offers simple, easy to practice tools to help you cope with nerves and get your message across memorably. You'll learn how to structure your material for the biggest impact and speak effectively to audiences of varied sizes. It is a fun and effective course, with plenty of opportunities to practice.

Feelings and body language plays an important role while speaking in public, learn how to manage them. Tips and techniques of speaking confidently.

The Art of Storytelling

Course Topics

- Understand why stories are the most powerful communication tool
- Create and shape your own stories successfully
- Shift audience perceptions
- Persuade and sell more convincingly
- Motivate your audience
- Use framing and images to control arguments and ideas
- Fully understand how stories work
- Understand how to use stories, framing & images powerfully and creatively

Data-driven information tends to speak to people's intellect – while stories stir their imagination and reach their feelings. That's what makes stories such a powerful tool to engage and motivate.

Storytelling will help you deliver your business messages in more compelling ways. It will help you communicate with passion and to engage directly with people's feelings. We will equip you with the skills and confidence to use the power of storytelling in business.

What You'll Learn:

- The Power of Storytelling
- Discover Your Innate Ability
- De-Mystify Telling a Story
- Bring Facts and Figures Alive
- Storytelling Techniques
- Creating a Compelling Narrative
- How to Structure a Story

Communication Skills

Storytelling for Business

Course Topics

- What is Storytelling
- Why is Storytelling important
- How do you tell a Story in a Presentation
- What are the Key Storytelling Techniques and When to use what.
- What are the Key Storytelling elements and how do they help you in delivering great Presentations

Storytelling is our most ancient and prolific art form and is engrained in our minds from childhood. Every day of our adult life we tell and take in stories, we absorb them from every medium and, even when we sleep, we dream in stories. So imagine if we could harness the power of storytelling for our business? Our Storytelling training course will empower you to do that.

Why is Storytelling important? How do you do Storytelling in Presentations (Business Presentations). Various Techniques of Storytelling and where are those used.

Psychology of Communication

Course Topics

- An advanced self actualisation model designed for high quality communication
- Understanding communication through communication loops
- Persuasion & influencing skills for leading to achieve professional goals
- Rapport skills for creating safety and trust to allow crucible conversations to take place

This program is designed specifically for Executives Teams and departments to deeply understand the why, what & how of highly effective communicating. To enable and up-skill exceptional abilities to communicate at the individual & team level.

This program focuses on facilitating precise communication through high quality listening & precision questioning to truly support each others effectiveness & engagement.

Enable themselves and their people to create quality meanings and improve individual performance.

Communication Skills

Making an Impactful Pitch

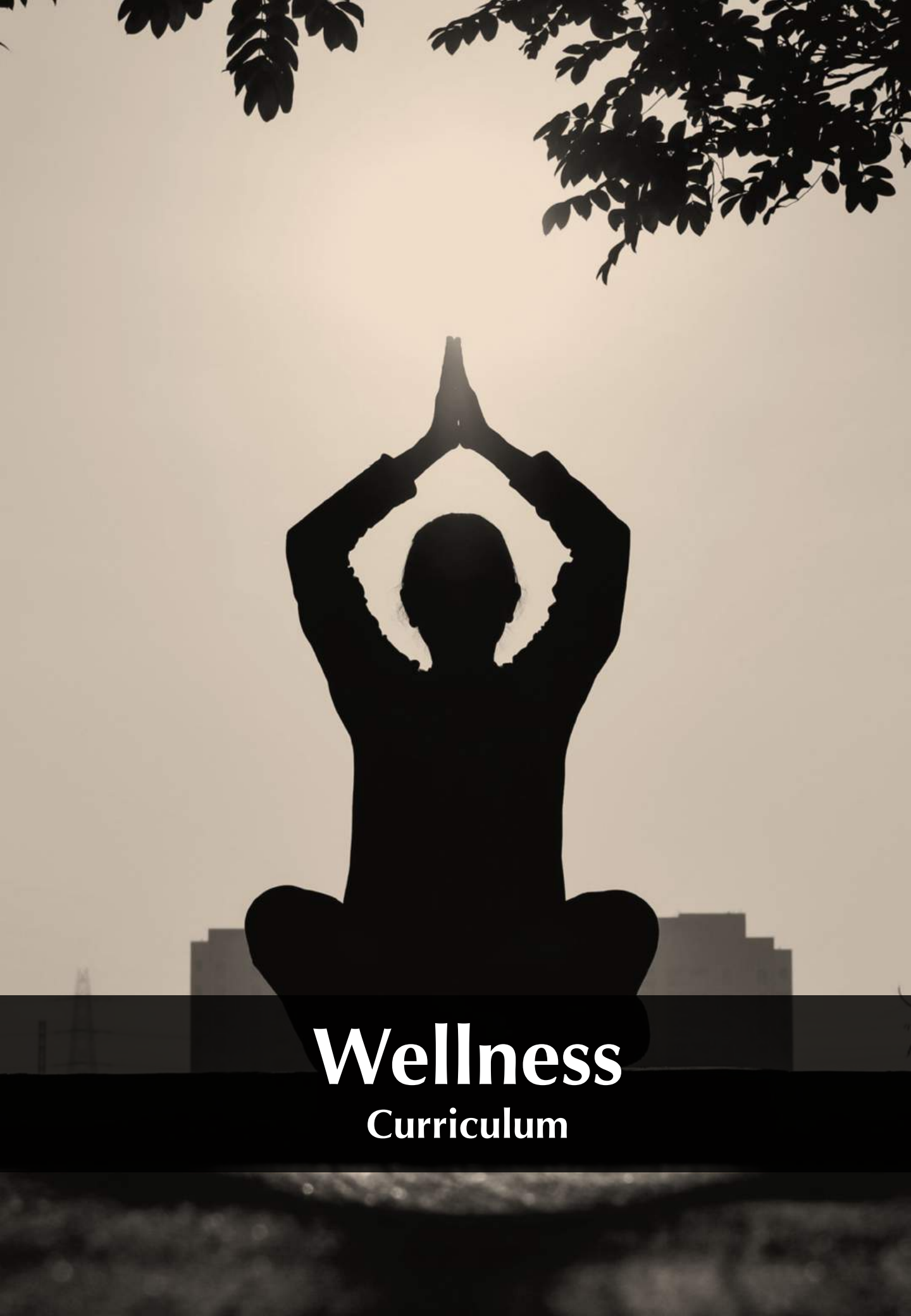
Course Topics

- Understanding the Impactful Pitch and its Importance
- How to strategically plan & present
- 4 Stages of making a Pitch: Prepare, Structure, Present & Answer
- Using your Body Language in a convincing way
- Controlling your Nerves

A great business pitch is among the first of many hurdles an entrepreneur must jump to get their company off the ground.

Understanding and Enhancing your Voice Impact and Modulation. You will get to learn that how to make an impact on the audience to seek partnership opportunities and to pitch important business decisions to Stakeholders

A good pitch is a strong indicator of future success, it's a critical moment for any business. A great pitch can bring valuable partnerships with even more valuable financial incentives. You will not only learn the importance of Pitch, but how to make it Impactful to get desired benefits.



Wellness

Curriculum

Wellness Curriculum

Digital Detox

Course Topics

- Implement better balanced digital strategies so you can deal with the dependency
- Become aware of the negative effects of hyper connection
- Understand that people have a right to disconnect, how you can implement this in your business, how to control the risks and challenges
- Learn about preventing psychosocial risks linked to intensive or inappropriate use of digital tools

The addiction to new technologies is always stronger in our societies. Here are some average numbers:

UK adults spend an average of 8 hours a day on screens and checks their smartphone more than 150 times a day.

There is a strong association between social media use and depression (National Institute of Mental Health study- 2016). Human average attention spans have declined significantly in the past 10 years since smartphones existed and are now lower than that of a goldfish (Microsoft Corp study – 2015).

We know also that media-multitasking and rapidly switching from task to task can weaken your brain's anterior cingulate cortex, which is involved in high-level information and emotion processing. (University College London Study – 2014).

Hyper-connectivity is a cause of stress at work.

Financial Freedom

Course Topics

- How to create a simple budget based on when you get paid that you can finally stick to
- What debts to pay off first and how to pay them off faster
- How you can succeed changing those habits that keeps you in debt by understanding the power of money
- You will also learn how to deal with 'paying off debt exhaustion' and how to create balance and set goals.

Are you ready to invest in your future?

The value depending on your financial situation, could be in the thousands of dollars.

But the good news is, you don't have to invest thousands of dollars. Other than few minutes a day or just a couple of days your only investment is more of time and understanding than being of money! The value of attaining financial freedom is much higher then what you earn or you want to earn, we know how it is to live pay check to pay check. This workshop will empower you with the tips & tools to achieve financial freedom in your life.

So if you want to finally pay off that nagging debt, boost your savings and learn how to create a simple and fun way to budget that has helped thousands of people – sign up below!

Wellness Curriculum

Navigating Office Politics

Course Topics

- Why Office Politics are Important
- Why Office Politics are not Evil
- Principle 1: People are NOT logical and rational
- Principle 2: People have different preferences and styles
- Principle 3: Relationship are your goal
- Principle 4: Look for the win-win
- Principle 5: Know when to hold 'em...and know when to fold 'em.
- Understanding DiSC In Depth

Office politics. The very phrase typically garners a visceral reaction, everything from a subtle tensing of the shoulders to an eye roll, to an outspoken declaration that they will NEVER engage in political wrangling.

Here's the bad news: Office politics is not something you can opt out of. You are in it whether you like it or not. The good news is that if you choose to engage in it, office politics can be navigated in a way that is ethical and above board. Even better, when you learn to play the game, you can become a change agent in your organization.

At its core, the workplace is a social environment. Learning to thrive in that environment is contingent on building effective working relationships so that you can excerpt influence across your organization, regardless of where you happen to rank on the organizational chart. That's what this course will teach you.

Mindfulness at Work

Course Topics

- What is mindfulness?
- The origins of mindfulness
- The benefits of mindfulness
- How does mindfulness benefit the workplace?
- Mindfulness, resilience and productivity
- Mindfulness in every day working life
- Boosting creativity and innovation using mindfulness
- Mindfulness and positive psychology

Mindfulness - non-judgemental present moment attention training - has been shown by a growing number of studies to have beneficial effects on health, productivity and team dynamics. Corporate mindfulness and meditation training is now used by many large companies such as Google, Apple and Virgin.

Mindfulness at work helps people to be healthier, happier, smarter, more efficient, creative and resilient. The techniques provided on this one-day Mindfulness course can encourage new ways of working that increase engagement and reduce absenteeism, enable leaders to utilise human potential theories, leading staff through change in an uncertain environment, improve workplace productivity and resilience and provide coaching techniques using mindfulness.

Not least, mindfulness will provide you with personal strategies to reduce stress, regain balance and improve your focus in everyday life.



Professional Skills

Curriculum

Professional Skills

Futuristic Career

Course Topics

- How to make the RIGHT Career Choices
- What are the FUTURISTIC Career options
- Takeaway Formulas to stay motivated & hack SUCCESS
- Assess your self-interests, strengths, weaknesses, and marketable qualities
- Explore careers of interest to you
- Interview a professional working within your field
- Present your career vision board and outline your professional goals

You will spend 3 quarters of your life at work, this decision can potentially MAKE or BREAK your life. Do you know how to make the right Career choice?

In Futuristic Career Planning, you will understand how to create and refine your résumé, interview a professional, research specific job opportunities, and create a vision board with your ideal career path. These activities will help you process every step needed to reach your professional goals.

This course emphasizes and prepares you for:

- Developing a solid foundation for major selection and career decision planning, through self-assessment
- Development of career related documents and career exploration
- The competitive job market by helping students determine their post-graduation plans

Career Development vs. Career Growth

Course Topics

- Career Growth
- Career Development
- Hard Skills
- Soft Skills
- Collaboration
- Education
- Experience
- Learner Retention
- Learning Methodologies
- Resources

Most of us want to grow our Careers but very few of us know how to go about it. Is it your Boss's responsibility?

This is a tailor-made course for HSBC Executives that will explore on WHAT it takes to grow your Career and HOW to go about doing it (within the Bank).

Understand about the Factors that lead to growth of Careers and explore the relationship between Career Growth & Career Development.

Review the Education vs. Experiences debate and Understand the paradox of Hard Skills versus Soft Skills

Leverage the power of Collaboration, learn how to approach for Development through internal & external resources.

Professional Skills

Team Building

Course Topics

- Stronger Relationships
- Better Bonding
- Higher Collaboration
- Supporting each other
- Working together
- Building common goals
- Finding Solutions
- Collective Creativity
- Inspiring each other
- Common Values
- Stronger Synergies
- Better Communication
- Aligning Vision/ Mission

There is nothing more powerful to build team spirit than fighting a battle with a common enemy (in this case a common challenge). Team building forces people to work in groups and thereby worst enemies become best of friends and thereby build stronger relationships.

Teams are needed because the world we live in requires constant experimentation, a continual response to changing conditions. In our exploration of new conditions and possibilities, we have to rapidly integrate new partners and different work disciplines.

This interactive course provides a successful team development process that facilitates the development of a new team or the revitalization of an existing team. Whether your team is an ongoing work group, or a special project based team of limited duration, you will rapidly increase its effectiveness with the use of these teamwork tools and skills.

Dealing with Difficult People

Course Topics

- Difficult People vs. Difficult Situations
- Understanding the Person
- Taking Control of the Situation
- Defining Your Objectives
- Determining Your Approach
- Building the Relationship
- Assertive Communication

The Dealing with Difficult People Workshop gives participants the interpersonal skills, insight, and communication techniques to effectively deal with challenging people in the workplace.

During the workshop, we first explore what can make people difficult: time is of the essence, stakes are high, internal politics, or a variety of emotional/personal issues.

From there, we help participants understand the real impact the difficult person has on his/her performance. With this understanding, the participants are then in a position to use a number of tools, techniques, and tips to maintain control of the situation and minimise the negative impact of the difficult person.

Professional Skills

Finding Passion at Work

Course Topics

- Rediscover your talents, qualities and what people like about you.
- Discover your true interests & Follow the red thread
- Reconnect with your childhood dreams and the ones you still have today
- 'Who Inspires You?' – Reconnect with inspiring figures and Identify their core values and beliefs

We all have a dream, a passion, and purpose, something we want to achieve in life that we cherish and keep close to our heart.

Sometimes we're aware of it, and sometimes it's buried so deep that we're not sure what it is or how we should express it in our lives.

This program has been specifically designed to help you get clarity into your purpose and your passion in order to reach a better version of yourself and live a better life!

Discover your deeper "why" behind who you are and what you value. Write your very own Meaning Statement.

Enhancing Personal Effectiveness

Course Topics

- Personal Effectiveness
- Developing Self-Awareness
- Understanding My Role
- Having a Can-Do Attitude
- Managing Pressure
- Emotional Self-Control
- Dealing with Difficult People
- Time Management
- Maintaining Focus

The Enhancing Personal Effectiveness Workshop provides individuals with the mindset, tools and behaviour to increase personal and professional effectiveness.

During the workshop we discuss a number of key skills employees need to increase their effectiveness including: dealing with change, coping with pressure, being more organized and maintaining one's focus.

At the end of the workshop, the participant have a clear understanding of what they need to do (or not do) to ensure they have a positive mindset and productive behaviours.

Professional Skills

Emotional Intelligence

Course Topics

- What is EI and why is important in leadership?
- Can you train EI?
- What is Self awareness?
- Self confidence
- Building self awareness
- Self management
- Self control
- Adaptability – ladder of inference
- Reflection, review and close
- 10 tips to build EI
- Self reflection
- Personal action planning

EI plays a very important role not only at home but also at work. This course is designed to give delegates an understanding of what EI (Emotional Intelligence) is and its importance in the workplace.

Appreciate the benefits that EI can bring in their own working environment, a recognition of the importance of self awareness when working with EI.

Practical tools for building personal levels of self awareness and an understanding of the importance of self management in creating positive relationships.

Opportunity to self reflect on your own EI and ways in which you can start to enhance it.

Leveraging Your Impact

Course Topics

- Impressions & Perceptions
- Gaining Self-Awareness
- Developing Your Brand
- 5 Observable Attributes (Words, Voice, Body Language, Actions & Dress)
- Creating the Right Mindset
- Delivering the Right Behaviour
- Communicating Your Opinions

The Leveraging Your Impact Workshop is focused on the belief that impressions and perceptions matter. How others perceive us and how they describe us can affect their willingness to work with us. Therefore, as a manager, team member, or employee, it's important that you deliver the right impression and make a strong impact on those around you.

During this course, we discuss a 5-point module to make a positive impact. By understanding that it's not just what you say, but how you say it, participants come across as more confident, sincere, and credible.

At the end of the workshop participants create action plans around developing one's brand, working with one's brand, and making the most of one's brand.

Professional Skills

Problem Analysis Decision Making

Course Topics

- Understanding Problem Solving
- 5 Problem Solving Steps
- Identify the Problem
- Analyse the Problem
- Generate Possible Solutions
- Select a Preferred Solution
- Implement the Solution
- Creative Thinking Tools
- Critical Thinking Tools

The Problem Analysis Decision Making Workshop is a highly interactive course which provides participants with the skills they need to clearly define problems and choose effective solutions.

During the workshop, we explore both rational and creative problem-solving techniques including: the 5 Whys, Force-Field Analysis, Assumption Avoidance and SCAMPER. Furthermore, we discuss a number of tools the participants can use to ensure their 'decisions' are realistic and workable within their current business environment.

A key element of the workshop is helping the participants discover their own problem-solving style and approach to decision-making to ensure they can both contribute to group problem-solving sessions and lead others through the problem analysis decision-making process.

Driving Success Through Innovation

Course Topics

- Creativity vs. Innovation
- Developing a Creative Mind
- The Disney Approach: Dreamer, Realist, Critic
- Creativity Toolkit
- Innovation in the Workplace
- Implementing Innovative Ideas
- Incorporating Creativity & Innovation Into Your Life

This workshop provides leaders, managers and team members with the mindset, skills and techniques to remove barriers that may limit creativity, and bring a higher level of creativity and innovation to your teams.

The workshop gives participants the tools to remove barriers to creativity and stimulates the creative process. During the course, participants spend time learning how to create an environment and approach to creativity that ensures the entire team is maximising creative thinking.

This is a 'hands on' course, where participants have opportunities to practise a number of creativity and innovation techniques in a controlled environment.

Professional Skills

Developing Business Acumen

Course Topics

- Developing a Business Mind
- Industry Analysis
- Business Analysis
- Competitive Analysis
- Customer Analysis
- Business Trend Mapping
- Identifying & Enhancing the Company's Value Proposition

This workshop is a highly interactive course that enables teams and individuals to identify the potential to add value to the business by developing core business knowledge, skills and insight.

This is important because a leader, manager or team member without an opinion about the business is like a book without a plot – after a short time, we wonder why we are spending any time with it. The great challenge for all team members is how to create relevance within a business context in order to drive shareholder value, customer value and employee value.

During this workshop, participants learn how to grab the attention of key stakeholders by understanding their business environment and identifying ways to add value while managing any potential risk.

Facilitating Effective Meetings

Course Topics

- Three Stages of a Meeting
- The Planning Process
- Starting a Meeting
- Managing the Meeting
- Using Facilitation Skills
- Dealing with Challenging Situations
- Group Process Tools
- Ending a Meeting

The Facilitating Effective Meetings Workshop gives participants the skills and ability to lead meetings where individuals discuss issues, solve problems, and make decisions.

Meetings are a vital cog in the day-to-day running of most organisations. Yet, research tells us that most people feel that meetings are not as efficient as they could be.

To increase the efficiency of meetings, participants learn to overcome the challenges of leading team meetings, including: keeping the meeting on track, managing challenging group dynamics, having discussions that result in action plans, and facilitating discussions to understand the concerns and issues of all parties.

Professional Skills

Time & Email Management

Course Topics

- Time Management
- Understanding Personal Productivity
- Goal Setting
- Planning Effectively
- Prioritising Your Work
- Managing Email
- Managing Your Inbox
- Organising Email Folders
- Writing Clear Emails

Time & Email Management Workshop is a highly interactive course that provides participants with tips and techniques on managing tasks, appointments and email in a more effective manner.

The problem most people face with time and email management is that they are reactive rather than proactive. This workshop teaches participants how to reverse this process. Through stimulating and interactive discussions and analysis of themselves, participants develop a set of tools which they can apply on an ongoing basis.

During the workshop, participants learn to identify and overcome barriers to effective time management, including procrastination and disorganisation. Participants also reduce distraction by organising and prioritising email, and by applying email habits that lead to more efficient communication for the whole team.

Career Development

Course Topics

- Understanding Career Development
- The Career Development Process
- Identifying My VIPS (Values, Interests, Personality & Skills)
- Setting Career Goals
- Action Planning
- Internal Support
- Panel of Career Success

The Career Development Workshop offers participants an opportunity to pause and reflect on their career so far, to consider personal values, strengths and needs, and to identify future career goals.

A key message repeated throughout the workshop is the need for planning because traditional and non-traditional career progression opportunities exist in every company. During this workshop, the participants learn to understand future career trends and to think about innovative approaches to career development.

Through the use of tools and worksheets, the participants will be able to gain greater insights into themselves and develop a plan for the future.

Professional Skills

Networking Skills

Course Topics

- The Value of Networking
- Creating a Strong Impact
- Starting a Conversation
- Using Small Talk
- The One-Minute Introduction
- Working the Room
- Overcoming Fears
- Follow-Up for Impact

The Networking Skills Workshop gives participants the skills, confidence, and ability to effectively network at business and social events.

When attending events outside the office, it's important to clearly communicate your company's message and establish relationships for personal, professional, and organisational success. However, most of us have never been taught how to network; and this lack of knowledge stops us from networking in the first place.

During this course, the Facilitator helps the participants address the following challenges when networking: overcoming nerves, breaking into conversations, knowing what to say, and breaking away from conversations.

Business Networking in Action

Course Topics

- Understand the full scope and benefits of networking
- Prepare for networking events and other networking activity
- Worked the room confidently
- Facilitated conversations between others.
- Remove mental barriers between yourself & effective networking

A comprehensive one day networking skills training programme, facilitated by an experienced trainer and coach.

This one-day course will provide participants with a range of business networking tools and techniques that will allow them to develop a networking strategy and plan to achieve their goals. Participants will develop their business networking skills to 'work the room' with confidence, develop relationships and convert them into business.

The facilitator will demonstrate and present a range of business networking techniques and facilitate participants contributions to ensure an engaging and interactive session.

There will be a range of individual and small group exercises, facilitated group discussion, group practise sessions followed with a personal action planning session.

Professional Skills

Influencing Success Through Effective Sponsorship

Course Topics

- How change happens today in the organization?
- What does good sponsorship look like?
- What does good project management look like?
- Where are the gaps in the partnership?
- Top three areas for improvement including action items?
- Summary and close

People leading projects are true “vanguards of change” who transform strategic ideas into operational reality.

People sponsoring and guiding these “vanguards of change” play a significant role in initiating, implementing and sustaining the change these projects represent to the organization strategic and operational landscape.

The bottom line is change, and the projects that introduce it, require a focused partnership between the people doing the change and people sponsoring the change. This interactive session is focused on this special partnership between project manager and sponsor which often is taken for granted and sometimes underdeveloped.

In this workshop you will articulate the role a sponsor should play in introducing change including a set of top ten attributes of a great sponsor. Describe a practical but intuitive approach to project management that is based on the philosophy of asking the right questions. Articulate the set of ten questions all project managers in the organization are being expected to ask and answer.

Psychology of influencing

Course Topics

- Understand the meaning of influence and how does it impact
- Learn the core skills in influencing others
- An understanding of the "attitude"
- The general persuasion framework.
- The key determinants of message-related thinking.
- Tailoring your message to the people who receive it in a simple way to be more persuasive

The “Psychology of Influencing and Moving Others” program aims at equipping the participants with psychological principles and techniques in influencing and moving others to follow your direction, proposal, ideas, etc., and gain commitment instead of compliance. People follow you because of your authority to command or your authentic influencing style will make a big difference in terms of the relationship.

This workshop will empower you with the right tools required to get people to pay attention to what you have to say. You will understand how to construct captivating persuasive arguments and how to employ simple tricks to make your message more convincing.

It will also help you to decide between emotional and rational appeals.

You’ll learn how to tailor your message to the needs of a particular audience.

Professional Skills

Finding Purpose at Work

Course Topics

- Write a meaningful mission statement
- Link personal drivers with team or organizational goals
- Uncover strengths
- Build a positive work environment
- Use feedback to boost positivity

No matter what you do, your job exists for a reason. When you know that reason – and when you fully understand how your efforts make the world a better place for someone else – you have found your job's purpose.

On an individual level, people who understand their job's wider purpose are happier, more engaged, & more creative.

And, from an organizational perspective, when employees see how their roles fit with the company's goals, staff turnover goes down and productivity rises.

Understand how the company can operate more efficiently if you can align yourself with company goals. Feel the positive effects of working aligned together.

Collaborating for Results

Course Topics

- Stronger Together
- Collaborating Internally & Externally
- Barriers to Collaboration
- Aligning Goals & Responsibilities
- Managing Potential Conflict
- Breaking Down Silos
- Pushing Back
- Developing the Confidence to Succeed

The Collaborating for Results Workshop is a highly interactive session designed to give team members the mindset, behaviour, skills, and tools to drive organisational, team, and individual success.

In today's dynamic and fast-moving business environment, collaboration is a key requirement for success. Despite the benefits of collaboration, there are still a number of challenges present: misaligned goals, ambiguous authority, challenging people, and a silo-focused mentality.

During the workshop, participants learn how to address and overcome these challenges. By focusing on real-life case studies, the participants arrive at the point where collaboration can deliver on its promises of better results in a faster period of time.

Professional Skills

Influencing Skills

Course Topics

- Art & Science of Influencing
- Understanding Others
- Adapting Your Style
- Questioning & Listening
- Being Persuasive
- Dealing with Resistance Pushing Back
- Handling Difficult People

The Influencing Skills Workshop gives participants the interpersonal skills and communication techniques to effectively influence other people in the workplace.

Whether colleagues, employees, managers, clients or suppliers, the participants learn how to influence other people to accept their requests, support their projects and adopt their recommendations.

The Influencing Skills Workshop addresses the following challenges:

- Gaining internal buy-in for projects and ideas
- Obtaining external support for business initiatives
- Convincing management to take action

Train-the-Trainer

Course Topics

- Adult Learning Process
- Connecting with Participants
- Content & Objectives
- Adapting Your Delivery Style
- Starting the Workshop
- Starting a Module
- Asking & Answering
- Questions Icebreakers & Energisers

The Train-the-Trainer Workshop is a highly engaging, interactive, and challenging workshop that enables corporate trainers, educators, and facilitators to increase their effectiveness when leading training sessions.

During the workshop, the participants are exposed to an adult learning methodology based on the Learn - Do - Review approach. By understanding how individuals prefer to learn and interact in classroom settings, the participants will be in a better position to connect with the audience and maximise participation.

The participants will also learn best practices training techniques from starting the workshop and managing time to dealing with difficult people.

Professional Skills

Facilitation Skills

Course Topics

- The Facilitation Process
- Three Stages of a Group Session
- The Planning Process
- Starting a Session
- Facilitating a Discussion
- Asking Probing
- Questions Managing
- Group Dynamics Group
- Processing Tools Tools & Tips for Facilitators

The Facilitation Skills Workshop is a highly interactive course that enables managers, team leaders, trainers and facilitators to maximise their effectiveness when facilitating workshops, planning sessions, or team meetings.

During the course, participants learn how to connect with the audience by building rapport and demonstrating credibility, thereby increasing participation by all.

The participants also learn a number of tips and techniques to facilitate a meeting or workshop, including focusing the group on achieving key objectives, asking/answering questions, overcoming resistance, managing challenging group dynamics, and using group-processing tools to achieve a higher level of creative and critical thinking.

Personal Branding

Course Topics

- Personal Branding
- Image & Positioning
- Self Awareness
- Perception
- Types of Stakeholders
- Role of Personal Strengths
- Personal Pitch
- Adaptability

Image and visibility are essential components of your personal brand in today's competitive market.

A personal brand encompasses who we are and what we communicate to internal and external stakeholders.

Learning to be aware of your personal brand in addition to being able to master communicating this, are critical success factors.

This workshop will help participants to understand their personal attributes in terms of strengths, vulnerabilities and key selling points. Harness self-awareness of their brand in a business setting. Understand the importance of articulating their brand in an elevator pitch style. Learn to adapt their brand in different situations with internal and external stakeholders.

Professional Skills

Managing Personal Change

Course Topics

- Opening & Introduction to Course Objectives
- Understanding Change
- 6 Emotional Reactions to change
- Strategies to Manage Change
- Action Planning
- Closing the session

Why do some people seem to sail gently through all the changes life throws at them, while others get upset if they have to change even their breakfast cereal?

The key is in how you view change, and your level of acceptance of uncertainty.

There is plenty of evidence that what we find most stressful as human beings is uncertainty, not change in itself.

You'll Learn:

- How to define the change efforts needed before implementing change
- How to prepare for Change
- Define your own personal attitudes to change
- Develop personal coping strategies for managing change
- Analyse the attitude to change, of those involved in a change process
- Develop a range of skills, to help manage change

Time Management

Course Topics

- Articulate your goals.
- Analyze how you are currently allocating your most precious resources: energy and time.
- Identify elements of your personal work style that contribute to your effective use of time.
- Assemble a collection of time-management tools and strategies that you can use to take control of your time.
- Create an action plan for your time-management process and identify ways to evaluate and improve your efforts.

Time management has been in existence for a long time, but the term creates a false impression because time cannot be managed : we can only manage ourselves and our use of time.

This one-day workshop is designed to provide delegates with the skills required to analyse their use of time and to give practical tools to improve their own self-management.

Identified your biggest 'time stealers' which reduce productivity. Establish solutions to reduce or remove your negative impact

Acquire time management skills for scheduling, planning and prioritising work.

Discuss a range of recognised time management techniques such as effective delegation, assertively saying 'no' and negotiating alternative solutions

Professional Skills

Succeeding an Interview

Course Topics

- Dealing with nerves
- Making your research count: Anticipating key questions
- Getting to grips with interview questions
- Brilliant questions to ask the interviewer
- Successful telephone and video interviews

Even the most experienced job candidates struggle to overcome fears, communicate their value effectively, and impress interview teams. Several interview challenges like fighting unconscious bias, negotiating to close the salary gap, and asking for the flexibility and benefits you need.

This course will help you quickly prepare to ace any interview, ask the right questions that help identify company fit, and succeed in negotiating your worth.

Discover your deeper "why" behind who you are and what you value. Write your very own Meaning Statement. Build agreements with a Passion Partner who will support you and keep you accountable.

Conflict Resolution

Course Topics

- To understand conflicts and their causes;
- To understand mediation concept
- Application of mediation skill set for effective conflict resolution
- Defining confrontation
- Identifying where you focus your attention and energy
- Current conflict resolution strategies

Conflict resolution skills are a job requirement for many different types of positions, as conflict within organizations can reduce productivity and create a difficult work environment, leading to unwanted turnover in staff and reduced morale.

On the other hand, conflict is also a daily business for company in the retail servicing sector. Companies' ability to resolve conflict quickly and smoothly will determine their success and hence survival nowadays.

Demonstrate your skills in resolving conflict and Confrontation, Identify a plan to apply and enhance your communication skills in the workplace



EXECUTIVE COACHING SOLUTIONS

Coaching Programs are always contextualized based on the Coachee's needs.

Executive Coaching

Executive Coaching

Popular Themes

- How to step into a new role being intentional, mindfulness & focus
- How to strengthen your ability to focus
- How to develop greater social/emotional intelligence and self-management skills.
- How to build supportive and aligned relationships with peers, colleagues, supervisors, and mentors.
- How to develop greater self-awareness that will allow you to identify and leverage advancement opportunities

Executive Coaching develops leadership and management skills at the individual level, leading to improved business results for the executive, team, and company.

The Executive Coach delivers a goal-driven, action-based approach to excite, motivate, and inspire the Coachee toward achievement and lasting change. Executive Coaching is entirely outcome-focused; we focus on what the Coachee needs to achieve success.

Potential Benefits:

- Executive Coaching is used to address urgent and compelling needs as well as to cultivate long-term personal development.
- In each case, the coach provides a fresh perspective on personal and business challenges and acts as an Angel Advocate to guide the executive toward higher achievement and interpersonal effectiveness.

Career Coaching Session (1 to 1)

Popular Themes

- Career exploration
- Interviewing skills & confidence building
- Creative vision of a career that you want
- Setting and achieving your career goals
- Career, personality and strengths assessments
- Personal marketing and branding
- Evaluating prospective Improvement Opportunities
- Identifying and grabbing the right growth opportunities

Career Coaching provides the time and space to really focus on the most important person - you. It is a wonderful opportunity to see if anything 'could be better', tackle any frustrations or blocks and then explore what possibilities there are for you. Some people know exactly what they want to do with their lives, but need help finding and executing a plan to get there. Career coaching helps people with all of these concerns and more.

Objectives:

- Identifying 'what next' when you're unsure
- Identifying the ideal career or role for you
- Create a clear vision of a career or work
- Plan for how to create it.
- Proactively manage your career, set new directions and achieve more than you were considering.
- Increase your self-awareness.

Executive Coaching

Coaching for Managers

Course Topics

- The managers' role as a coach
- Coaching vs. Mentoring
- Qualities of the effective coach
- Identifying learning needs
- Personal learning styles
- Identifying barriers to learning
- Structuring the coaching session
- Setting objectives and targets
- Coaching the new team member
- Feedback skills

Coaching is one of the most effective methods of enhancing performance. It involves deliberate and specific activities that are designed to help people develop their skills by learning on the job. A good coach leads highly productive teams who are keen to learn new skills and as a result significantly increase the cost effectiveness and efficiency of their department/ organisation.

You'll Learn:

- To develop a coaching style which meets individual and business needs
- To determine barriers to learning and how to overcome them
- To give effective feedback in a way that encourages positive change.

Coaching Skills for Managers

Course Topics

- Understand coaching's impact on employee engagement and retention
- Differentiate coaching from other kinds of conversations
- Identify your personal roadblocks related to coaching
- Describe several coaching models
- Demonstrate strong listening skills and questioning techniques
- Select appropriate coaching questions
- Conduct both formal and informal coaching

Taking an interest and active role in employee development is a key tool for keeping staff engaged, growing their skills, and encouraging enthusiasm and excitement about their contributions to the organization.

For those reasons, coaching is one of the most powerful activities a manager or supervisor can practice. This course covers the fundamentals of workplace coaching, explores a range of coaching models, and practice skills at coaching employees.

You'll Learn:

- Explain what coaching is and isn't.
- Explore a range of well-known coaching models.
- Address the universal communication skills of which effective coaches have a basic command.
- Provide ample opportunities for participants to practice workplace coaching skills.

Executive Coaching

Effective Coaching Skills

Course Topics

- Apply coaching techniques to unlock employee potential and maximize performance
- Structure a framework for mutually effective learning and development
- Recognize and adapt to individual and situational differences
- Create a supportive environment that generates goodwill and engagement
- Give effective feedback in a way that encourages positive change in your team

Successful organizations realize that to be truly successful, employees must perform at their very best.

In this one-day training course, you will harness a coaching mindset and leverage proven coaching techniques to develop the potential of your employees, enhance your leadership abilities, and foster a supportive environment that benefits individuals and your organization.

You'll Learn:

- Establishing your coaching baseline
- Developing coaching questions
- Develop a coaching style which meets business & individual needs
- Barriers to learning & how to overcome them
- Applying practical coaching techniques to real and simulated situations

Executive Career Coaching

Course Topics

- How to step into a new role with mindfulness, focus, and being intentional.
- How to strengthen your ability to focus your mind and better prioritize your goals and career choices.
- How to develop greater social/emotional intelligence and self-management skills.
- How to build supportive and aligned relationships with peers, colleagues, supervisors, and mentors.
- How to develop greater self-awareness

Are you feeling stuck in your career, or unsure about your direction? You don't have to figure it out alone.

This executive coaching program is designed to support professionals who are navigating important career decisions, and grappling with the challenges and uncertainties that come with them.

You will be able to find answers to the most important and difficult questions about your career:

- What is it that I really want in my career?
- How can I pursue what I love and still make enough money?
- What do I do if I'm not happy at the job I thought I wanted?

Executive Coaching

Coaching Essentials: Boss vs. Coach

Course Topics

- Coaching — what it is, how to do it, and when
- To use the basic skills of coaching to:
 - Surface powerful questions
 - Create actions and be accountable to them
 - Listen between the lines
 - Try new perspectives and reframing
- How to develop coaching relationships
- Where to find additional resources and facts on coaching

Coaching is a process that facilitates productive changes. It does this through the creation of a conscious and structured relationship that is focused on learning, improving, and delivering business results. A coach can help guide, create and monitor processes for individuals and teams to take purposeful actions in achieving goals. Coaching is not management and not leadership. This course is the first step in learning to be a coach.

You'll Learn:

- Awareness of the power and use of coaching
- The experience of being coached and of having coached others
- The use of coaching tools and techniques
- How to use coaching tools and techniques in your environment

Career Coaching for Groups

Course Topics

- How to step into a new role with mindfulness, focus, and being intentional.
- How to strengthen your ability to focus your mind and better prioritize your goals and career choices.
- How to develop greater social/emotional intelligence and self-management skills.
- How to build supportive and aligned relationships with peers, colleagues, supervisors, and mentors.
- How to develop greater self-awareness

Are you feeling stuck in your career, or unsure about your direction? You don't have to figure it out alone.

This group coaching program is designed to support professionals who are navigating important career decisions, and grappling with the challenges and uncertainties that come with them.

You will be able to find answers to the most important and difficult questions about your career:

- What is it that I really want in my career?
- How can I pursue what I love and still make enough money?
- What do I do if I'm not happy at the job I thought I wanted?

