

MANAGEMENT TRAINING

Course	Course Design
LEADERSHIP SKILLS	<p>This course is designed to prepare the delegates for a leading role. It offers effective skills and practical solutions for successful leadership, and participants will be exposed to a range of topics including how to achieve results through people, thinking strategically, influencing key people, increasing team creativity, managing risks and exploiting opportunities.</p> <p>Blend it with our psychometric assessments - The Extended Disc, Firo B, MBTI or 16 PF and you will get a total perspective of what it takes to be a great Leader!</p>
THE MANAGER AS COACH	<p>This is a skill that no manager can live without! The importance of inspiring and guiding employees to realise their abilities and discover their power and responsibilities can no longer be ignored. This is why successful companies are now deeply interested in formal and informal coaching carried out continually in the workplace.</p> <p>The course focuses on the latest proven methods of coaching and covers important topics such as structuring effective communication, successful questioning methods and active listening techniques, the GROW model, and human behaviour among many relevant topics.</p>
CREATIVITY AND INNOVATION	<p>A great course to master the art of Problem Solving, Decision Making and Creative Thinking! It is clear that those who innovate and use creativity in their roles in just about any job stand to succeed.</p> <p>Innovative organisations don't rely on geniuses to create the next best product or service. Instead, they work hard to create an innovation-friendly environment that energises the staff and helps to bring the best out of everyone.</p> <p>This course attempts to teach people how to be creative using specific set of tools and techniques. Significant research and studies have proven that such techniques will increase individual's creativity. The result is that magical creativity is achieved through a specific process</p>
NEGOTIATION SKILLS	<p>Negotiation is a skill that we use almost everyday! Unfortunately, most people are not trained systematically on negotiations even though this skill can be very beneficial to them in both their personal and professional lives.</p> <p>The course covers a wide range of topics such as negotiation strategy, game theory, psychological tactics, human emotional states, bargaining and so on, which prepares the delegates for a variety of situations that require negotiation.</p>

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CONFLICT MANAGEMENT	<p>Conflict has long been recognised as a source of self-growth and increased team cohesion in addition to its potential disadvantages when handled badly. People tend to have a negative perception of conflict and it is often dreaded and avoided.</p> <p>This course explores the core principles of conflict management such as conflict life cycle, styles of conflict resolution and detailed steps in conflict management and introduces effective negotiation techniques, management of organisational conflicts and third party interventions.</p> <p>The course can be further enriched using our TKI and MBTI assessment tools.</p>
DIVERSITY MANAGEMENT	<p>The workforce of todays organisation is becoming more and more diversified. And this can create tension amongst staff as they need to get adjusted to this trend.</p> <p>Understanding diversity will allow us to enjoy its benefits and learn how to communicate better with those with different cultural, educational and social backgrounds.</p> <p>The course is about increasing staff awareness to the advantages of diversity and how it can come to profit their organisation or the society at whole.</p> <p>The use of the MBTI Instrument in this course will be an added advantage!</p>
DELEGATION SKILLS	<p>Just about anyone who is successful is highly engaged in delegating tasks, otherwise they would never be able to become as “big” as they have become! Delegation skills, much like many other soft skills, can come to define an individuals success and can prove to be much more important than focusing on certain technical skills.</p> <p>The course is designed to help participants master the art of delegation by overcoming the fears that prevent people from engaging in this activity and make the process as simple and straightforward as possible.</p> <p>The systematic approach presented in this course, along with the benefits, ideal strategies, do's and don't's, can help anyone to scale up and become instantly more productive by delegating.</p>

PERSONAL AND INTERPERSONAL DEVELOPMENT

Course	Course Design
MOTIVATION, PERSUASION AND CREATIVITY SKILLS	<p>Motivated employees are known to be more focused and productive. This course aims to increase the productivity of individuals by teaching them a number of tools that they can easily use to understand themselves and what makes them tick!</p> <p>Building on this, delegates will also focus on a few techniques on influencing others, by knowing how others are motivated. The glue that combines these methods is creativity, which allows delegates to think out of the box and find novel solutions to problems in a systematic fashion.</p>
EMOTIONAL INTELLIGENCE	<p>The rewards of having an emotionally intelligent organisation are many fold! It has been shown that, Emotional Intelligence or EQ, can be even more critical than the power of the cognitive brain usually measured with IQ. In other words, if you want to succeed, you would be much better off working on your soft skills, empathy, communication skills, understanding others and so on than to become better only at a specific skill.</p> <p>Topics like self-awareness, self-management, self-motivation, social awareness and relationship management will be covered. The EQ course can pay huge dividends later on especially in situations where your team is under stress due to deadlines, demanding clients or intense and unproductive meetings. Understanding and mastering the skills of EQ will greatly help you and your team in difficult situations.</p> <p>This course can be enriched using the MBTI tool for further exploration</p>
ADVANCED EMOTIONAL INTELLIGENCE (INTER-PERSONAL)	<p>This course follows on from the Emotional Intelligence course and allows delegates to focus more specifically on interpersonal skills.</p> <p>Knowing what to do and how to communicate with others in a social or organisation settings is a skill we all need to master as we go through life. Some of us seem to be a lot better at this, which is perhaps to do with our upbringing or specific life experience in discovering the value of emotional intelligence.</p> <p>Fortunately, knowing how to efficiently navigate your self is a learnable skill and you can become better at it by practising and reflecting on our behaviour. During the course, various examples such as business meetings, interaction with colleagues, managers or even friends are explored.</p>

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ADVANCED COMMUNICATION SKILLS	<p>Knowing how to communicate well can have a significant impact on an individual's success and so it pays to constantly train on it and aim to improve performance.</p> <p>This course provides several easy-to-use soft skills techniques that can be employed in establishing rapport with others, strengthening relationships and avoiding common conversational traps.</p> <p>In particular, the course covers areas such as probing and understanding other people's perceptions, understanding intentions and their impact, taking responsibility and avoiding blame.</p> <p>It relies heavily on example, so that delegates can easily see the problems with some conversations and then learn to improve them.</p>
ANGER MANAGEMENT	<p>The majority of difficulties in anger control come from lack of emotional skills and not knowing how to respond to challenges and confrontations. The solution is not to stop getting angry, but to learn how to control the response and use assertive communication.</p> <p>This course aims to provide several established techniques that are suitable for different kinds of delegates.</p> <p>The course can be offered to people who need to learn how to control their temper when they find themselves challenged or in conflicts.</p> <p>It is also useful for people who might suffer from repetitive expressions of anger who can systematically address their behaviours using the techniques provided in the course.</p>
PERSONAL IMPACT	<p>In today's competitive world, standing out requires strong personality, uniqueness and a level of impact above and beyond anything ordinary!</p> <p>Having a strong and positive presence can open up doors, get people to listen, pay attention, to buy, to commit and to support you which in turn can boost your confidence, increase your chances of success and prepare you to face new challenges.</p> <p>This highly practical course contains various guidelines on improving your inner presence and outer impact, combating shyness, how to present oneself, presenting a pitch and similar topics.</p> <p>It's a great course to give you that added confidence to stand out from the rest!</p>

Course	Course Design
NLP CORE SKILLS	<p>NLP examines patterns of behaviours and helps people increase their self-awareness. Effectively, people can use NLP to reprogram their mind, and change the patterns of their thoughts and emotional behaviours to better equip them.</p> <p>Today, NLP skills are used by many successful individuals and organisations, celebrities, athletes politicians, CEOs and the like.</p> <p>The NLP skills covered in this course are handpicked carefully for common business and personal situations encountered by professionals.</p> <p>Personal and business examples are extensively used throughout the course which set a useful context and help delegates to better understand how NLP techniques work and what their effects are.</p>
GOAL SETTING	<p>We are all on a quest to find out our ultimate goals and purpose in life and ways to achieve these goals. Understanding your desires and being able to set goals to get you the said desires is the difference between successful people and others. So what is the secret?</p> <p>Successful people are often determined, focused and persistent in going after what they want.</p> <p>This course helps delegates systematically explore goal setting on a low-level day-to day objectives as well as on a grander scale on life mission statements, career goals and long-term goals. It is also about using effective techniques to achieve them.</p> <p>Delegates will also learn how to avoid procrastination and to explore critical techniques on productivity and achieving success.</p>
STRESS MANAGEMENT	<p>Managing stress is a critical skill that one must master and pay more attention to as we advance more into the future. Stress management is about increasing productivity and operating at peak performance. With the right level of stress you can achieve as much as you are capable of, not to mention a higher chance of enjoying what you do when you are at it.</p> <p>Managing stress requires the correct mentality and attitude towards life. This course walks through many aspects of stress management such as time management, people skills, motivation, diet, influence techniques, right mentality, assertiveness and so on.</p> <p>By exploring many topics, delegates come to realise that there is more than one solution to stressful situations.</p> <p>Use of the MBTI assessment tool will be an added advantage in understanding how to better manage stress.</p>

SALES AND MARKETING

Course	Course Design
CUSTOMER SERVICE SKILLS	<p>Make Customer service your organisation's competitive edge! It is a skill which can be learned and mastered through practise and persistence. Knowing how to deal with customers in difficult situations, how to respond to their requests or concerns or simply providing a positive and memorable experience for your clients helps you and your company rise above the completion.</p> <p>The focus of this course is to teach handling customer service scenarios through a variety of examples for many environments such as retail, face-to-face customer service, help-desk, client meetings, call-centre support, medical support and so on. In addition, related communication skills are also covered. Topics such as body language, correctly structuring sentences for maximum effect and communicating on the phone are discussed and best practises are shared.</p> <p>The added use of our psychometric assessments will give delegates better insight into their customer service orientations.</p>
SALES SKILLS USING MBTI and NLP	<p>A unique and powerful course which is bound to drive your sales figures up! As the number of products, ideas and concepts have increased, so is the need to inform and convince others of their benefits and applications to personal and professional lives. Sales skills therefore, has become a vital part of any successful business and organisation. The sophisticated sales industry active today has introduced new selling philosophies and pioneered modern techniques and sales methodologies.</p> <p>This comprehensive course introduces delegates not only to modern selling techniques, but also the psychology behind the process, using NLP techniques and personality type. There is an emphasis on customer loyalty which is responsible for most sales and long term profitability of any business.</p> <p>The course prepares delegates for a variety of sales environments from retail and customer facing selling to sophisticated business-to-business trade involving large projects.</p>

Other courses available:

Time Management • Presentation Skills • Decision Making • Meeting Skills • Handling Difficult People
Telephone skills • Handling Complaints • Interviewing Skills • Performance Management • Training The Trainer

