

# TRAIN THE TRAINER

This program is designed for on-the-job trainers, to enhance their training skills by exposing them into:

- Developing Core Competency of coaching & staff development.
- Professional Growth & Development of their staff and themselves.
- Increasing Self-Confidence.
- Assuring Training Standards of the Company are met.
- Developing their Presentation Skills.

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# MANAGING TRAINING NEEDS

This program is designed for line managers, Heads of Departments/ Units for them to have a better understanding on how to assess and manage the Training needs of their respective Department staff.

At the end of this program, Managers will be able to:

- Define Training & Development, Education and differentiate between them.
- Articulate the common misconceptions associated with training and describe why training sometimes fails.
- Identify the supervisory role with respect to Training.

- List sources of Identifying Training and Development Needs.
- Identify ways to encourage participation in Training and Development Programs.
- Illustrate the importance of measuring Training and Development results.
- List factors to consider when choosing a training methodology.
- Apply the four levels of evaluation on training programs implemented in your department.

# EFFECTIVE PROBLEM SOLVING

Got Headache? Take a Panadol pill and the pain is gone, TEMPORARILY...  
Know the root-cause of the problem and solve it, the pain will go FOREVER...

By the end of this course, you will be able to:

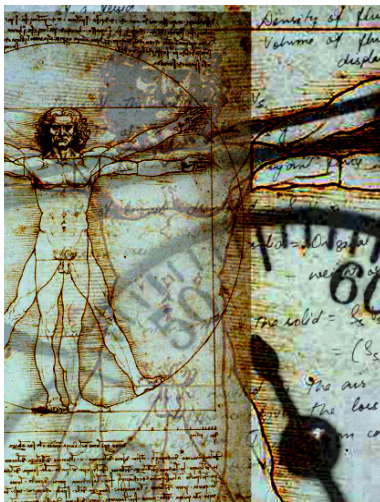
- Define 'problem solving'
- Explain why it is important to use a structured approach to problem solving
- Explain when problems need to be solved
- List the 6 steps of the structured problem solving model
- Explain how to use the Fishbone diagram to identify the root causes of problems
- Demonstrate how to use the Multi-Level Whys technique to identify root causes of problems
- Practice conducting Brainstorming sessions to generate solutions for the problem
- Explain how to select the best solution to a problem from many options
- Practice solving real problems using the 6-Step Model



# TIME MANAGEMENT

Time Management is a course that enhances and maximizes the productivity, efficiency and effectiveness, by the end of the program, attendees will be able to:

- Assess time management skills and identify areas for improvement
- Categorize tasks based on their importance and urgency
- Identify high-leverage tasks
- Recognize the different time wasters
- Set a strategy to deal with time wasters
- Use planning tools to help better schedule tasks and activities
- Articulate what can be delegated and what must not be delegated
- Delegate tasks more effectively



# TIME & STRESS MANAGEMENT WORKSHOP

By the end of the program attendees will be able to:

- Assess time management skills and identify areas for improvement
- State importance and urgency Diagram
- Identify high-leverage tasks
- Recognize Time Wasters
- Know how to deal with time wasters
- Scheduling tasks and activities
- Explain a structured approach to problem solving
- Know when problems need to be solved
- List the 6 steps of the structured problem solving model
- State how to use the Fishbone diagram to identify the root causes of problems
- Brainstorming sessions to generate solutions for the problem
- Practice solving real problems using the 6-Step Model
- Techniques of Stress Control
- Stress Diaries
- Performance Planning
- Imagery
- Physical relaxation techniques
- Thought awareness, rational thinking and positive thinking
- Burnout – self test

# CORPORATE COMMUNICATION SKILLS

- TRANSACTIONAL ANALYSIS THEORY
- TRANSACTIONAL ANALYSIS AUTONOMY
- THE CONTRACT
- THE PSYCHOLOGICAL GAME
- WINNER ROLES AND EGO-STATES
- POSITIVE AND NEGATIVE EGO-STATES
- BEHAVIORAL STYLES
- HOW TO DEAL WITH DIFFERENT BEHAVIORAL STYLES
- BASIC COMMUNICATION PRINCIPLES
- COMMUNICATION TRILOGY:
  1. GIVING GOOD INFORMATION
  2. GATHERING GOOD INFORMATION
  3. BUILDING MUTUAL TRUST
- DEVELOPING ASSERTIVE CORPORATE COMMUNICATION SKILLS
- 7 POSITIVE PRINCIPLES FOR COOPERATIVE COMMUNICATION
- DEVELOPING ACTIVE LISTENING SKILLS
- DEVELOPING ACTIVE READING SKILLS

## Who should attend?

This workshop is designed for all levels and sectors of the corporate environment, and is ideal for customer relations and sales professionals; also, it is very important for executives and managers, Team Leaders and Coaches.

The Transactional Analysis theory set by Eric Bern, identifying the different

aspects of the human being mind and emotional intelligence, is put into our corporate day to day life analysis, how we deal with each others in the company, whether formal or informal channels, and how this theory affect every encounter that we make.

Tackling different behavior types and how to deal with each one, and identifying the right approaches differentiating different types, is also demonstrated in this workshop, enabling attendees to focus on attitude and emotional aspects rather than the basic communication skills clichets.

# COMMUNICATION SKILLS WORKSHOP

- Definition and Myths of communication
- Barriers to Effective Communication
- Verbal and Nonverbal Elements of Communication
- Behavioral Characteristics the DISC method and the PAC Method
- Identifying Others Styles
- Communicating with Other Styles
- Listening Skills
- The Listening Process – a four step approach
- Transaction Analysis

# MOTIVATION

The way people are driven and how they perform better in their functions is directly related to their level of motivation, what is the importance of motivation, moral and material thrust and how they can improve performances are all part of the Motivation Workshop.

At the end of this workshop, you will be able to:

- Discuss the importance of motivation and its relationship to leadership;
- Illustrate your understanding of the various motivation theories and their implications to the work setting;
- Describe how job enlargement and enrichment can affect the motivation of your employees;
- Explain the role of wages, benefits, and incentives in motivating employees; and
- List factors that affect the satisfaction of your employees.

# COUNSELING

Department Heads, Line Managers and Supervisors, and as part of their leading role, give in a way or another, counseling to their employees.

By the end of this program you will be able to:

- Define Counseling And Explain Why It Is Important
- Differentiate Between Feedback And Counseling
- List 5 Reasons That Indicate An Employee Needs Counseling
- Explain Why It Is Important To Use A Structured Counseling Approach

- Analyze Different Situations For Employee Counseling
- Differentiate Between The Counseling Loop On the Corporate Level & Employee Level
- Explain The Steps Of Employee Counseling Based On Who Requests Counseling
- Practice The Skill Of Employee Counseling

# EXECUTIVE PRESENTATION SKILLS

This workshop is a great tool for every person who makes and prepares presentations; Being to a group, or to an individual, your presentation tells more about you, and gives an impression about the idea you are trying to sell.

By the End of this workshop, you will be able to:

- Define the 6 most important factors to be considered while doing a presentation.
- Body Language, and its effect on the audience.
- Self Esteem, Charisma and attitude.
- Listening skills.
- Professional tips on how to conduct a successful presentation.
- Demonstrating a successful presentation.



# BLUE OCEAN METHODOLOGY

- A fly over the traditional Red Ocean
- Indulging into the marketing strategy process for the last time
- Innovation & Creativity: who has the guts to take the cruise
- Marketing trends and gimmicks
- The secret weapons:

BTL

Ambush marketing

Network marketing

- Marketing integration into strategy
- Charting blue ocean
- Moving strategic
- Looking beyond market demand
- Overcoming hurdles & resistance
- Moving operational
- Sustaining the process
- Captain on Board: Building you own blue ocean strategy



# SIX SIGMA QUALITY APPLICATIONS FOR BUSINESS GROWTH

## Definitions of Six Sigma

- What Is Six Sigma and What Does Sigma Mean?
- History of Six Sigma
- Why Six Sigma?
- Savings from Six Sigma
- Six Sigma as a Strategy and a Measurement of Quality

## Problem Solving Using Six Sigma

- The DMAIC Method (Define, Measure, Analyze, Improve and Control)
- Six Sigma Tools
- Facts About the Effects of Low Sigma Performance

## Six Sigma in Customer Service

- Effects of Six Sigma on Customer Satisfaction
- Levels of Sigma Performance
- Themes of Six Sigma

## Implementing Six Sigma

- Roles for Managers and Employees
- Six Sigma and Statistics
- Simplifying Measurement with Sigma
- Six Sigma and Continuous Improvement
- Project Selection

## Deployment of Six Sigma

- Leadership and Employee Involvement
- Six Sigma Black Belts and Requirements
- Cost Quality Relationship