

Developing Personal Skills

Effective Communication Skills

Course Objectives

To develop the skills to be able to communicate clearly and confidently; develop rapport with, and respect from, peers, subordinates and superiors

Duration: 3 Days

Prerequisites:

None

Who Would Benefit:

Participants wishing to be more adaptive and personable in handling any situation

Course Content

- Self Awareness
- Communicating Style
- The Communication Chain
- Communication Techniques
- Positive Messages
- Handling Criticism
- Verbal and Non-verbal Communication Signals
- Etiquette Guidelines
- Difficult People and Situations

Effective Presentation Skills

Course Objectives

This course is a highly interactive one in which participants will prepare and deliver formal and informal presentations that draw audience in and move them to action. This course will increase the confidence of participants required to give presentations as part of their work role and improve their presentation techniques

Duration: 4 Days

Prerequisites:

None

Who Would Benefit:

Those who have to make presentations as part of their job on a regular or occasional basis and for those who have had little or no previous formal training in the subject.

Course Content

- The purpose of presentations
- Planning and preparing to talk
- Understanding audience psychology
- Delivering your talk
- Voice projection
- Injecting enthusiasm and maintaining group interest
- Creative thinking
- Relaxation techniques
- Importance of eye contact
- Pace of presentation
- Use of visual aids
- Practice of short presentations and review

Problem Solving and Decision Making

Course Objectives

Creative Problem solving and effective decision making have a significant impact on an organization's growth and profitability. Knowing how to approach the range of problems you face every day with proven techniques in identifying and resolving problems will increase and enhance your own and your organization's performance. During this workshop, problem solving skills will be enhanced by learning the best coping methods, how to take an overview of any situation and determine the best avenue to follow.

Duration: 3 Days

Prerequisites:

None

Who Would Benefit:

This course is designed for all professionals who need to develop practical skills and alternative approaches to problem solving and working with others to implement the solutions

Course Content

- Differentiate between symptoms, causes and problems.
- Methods of problem solving.
- Discover techniques for introducing creativity into the problem solving process.
- Generation and analysis of data to discover critical factors such as cost & benefit, probability and risk of the solutions.
- Creating the right environment for successful decision making.
- Brainstorming - restating the problem.
- Evaluation of ideas, negotiation and keeping an open mind.
- Factors to take into account when selecting solution alternatives.
- Planning and implementation of solutions.

Effective Time Management

Course Objectives

During this hands-on workshop, participants will critique other's time management skills using case studies. Participants will be asked to identify tasks they might encounter over the course of a week and learn to use a matrix to analyze and organize their own lives to create balance and gain greater satisfaction. We will demonstrate how technology can be used to help hone these skills. We will demonstrate how technology can be used to help hone these skills

Duration: 2 Days

Prerequisites:

Windows and Outlook (preferably)

Who Would Benefit:

People who need to get a handle on their life by managing their responsibilities more effectively

Course Content

- The Essential Logic Of Good Time Management
- Essential Stages in good Time Management.
- Delegation
- Time Wasters
- Developing Strategies For Effective Time
- Establishing Good Time Practices
- Meetings
- Use of Technology for helping manage time

Stress Management

Course Objectives

Positive stress is creative, negative stress is detrimental to the effectiveness of any organization. This one day course will help you build an awareness and understanding of stress and show you how to analyze and manage it.

Duration: 1 Day

Prerequisites:

None

Who Would Benefit:

Anyone desiring to experience real changes in how they manage life's stressors

Course Content

- Stress symptoms
- Sources of stress
- Understand the physical symptoms of stress
- Manage and reduce stress
- Create an effective working environment

Effective Business Writing

Course Objectives

During this hands-on course, participants will learn the skills needed to gather their thoughts into carefully worded sentences and paragraphs. At the end of the course, participants will be able to compose business communications more quickly, will be able to generate more effective and persuasive business communications, and will be able to edit their own and others' work for brevity, clarity and correct structure.

Duration: 3 Days

Prerequisites:

Good Command of English Language (Written and Spoken)

Who Would Benefit:

All staff concerned to improve their written communication skills

Course Content

- Basics of effective business writing
- Motivating your audience
- Composing efficiently
- Reports, letters and memos
- Effective document design
- Overcoming writing challenges
- Writing exercise and evaluation

Team Building

Course Objectives

Over recent years there has been a clear trend towards team working within organizations. The challenge for the Team Manager is to provide a high performance culture in which people are willing to participate in order to achieve company goals. This course introduces models and techniques which can be applied in any work environment.

Duration: 2 Days

Prerequisites:

None

Who Would Benefit:

This course is for those who are new to the role of supervising a team of technical staff and have limited experience of supervising teams of technical staff, and need to demonstrate confidence when representing their function in front of others. It is also beneficial to anyone who wishes to develop their organizational skills

Course Content

- Lead a team of technical staff through effective leadership
- Communication with management, team members and others
- Defining and planning workload of team members
- Controlling and Reporting against those plans
- Delegation
- Identifying team leader's
- Effective contributions in meetings
- Presenting summary information to management
- Clarifying roles and responsibilities

Negotiation Skills

Course Objectives

The purpose of the course is to provide the knowledge, skills, and techniques necessary to negotiate successfully. Negotiation skills are necessary to address conflicts between individuals, groups, and organizations. Negotiation promotes resolving problems in a manner that is mutually acceptable to all parties involved. When a collaborative approach to problem solving is not feasible, a bargaining strategy may be necessary. You enhance your ability to negotiate effectively when you understand and use characteristics of successful negotiators. You may tailor your negotiation style to suit the style of the participants by learning about them before and during the discussion. You improve your chances of influencing others during a negotiation discussion by focusing on the reason behind their views rather than what they say.

Duration: 2 Days

Prerequisites:

None

Who Would Benefit:

Executives, sales professionals, human resource managers, and others who often need to negotiate solutions.

Course Content

- What is Negotiation
- Negotiation Strategies
- The Negotiation Process
- Negotiation in Action

Conflict Management

Course Objectives

In this course, you will learn collaborative skills in order to resolve conflicts. You will be able to recognize the different types of conflict and the different types of people involved. Techniques for achieving win-win resolutions are covered and how to create an environment in your organization that strengthens your company and contributes to a productive environment.

Duration: 1 Day

Prerequisites:

None

Who Would Benefit:

Newly-formed teams, Teams experiencing heightened levels of stress or adversity, and Executive or high-visibility teams in which unchecked conflict would prove disastrous.

Course Content

- Origins of Conflict
- Contributing Factors
- Two Sides to Every Story
- Desirable Conditions
- Steps to Resolution
- Shared Understanding
- Common Responses
- Employee VS. Employee
- Employee VS. Management