

Why Simitri

Programs

Simulations

Curriculums

Contact Us

# Simitri Training Catalog

JANUARY 2026

## Learning Category

Built on Simitri's proven approach to training, all programs can be delivered either in classroom or in an online training environment. Training topics have been categorized under key skills for:



**Leadership & Management**  
Enabling leaders to lead with clarity, transparency, and maximize the potential of individuals and teams



**Personal Effectiveness**  
Guiding individuals to enhance focus, self-management, and accountability for personal and professional success



**Compliance**  
Programs cover rules, regulations, and standards, helping businesses and individuals through relevant training that meets specific needs



**Communication Skills**  
Developing skills for presenting, influencing, and managing relationships in person, in writing, and on the phone



**Business Acumen**  
Equipping individuals with the commercial awareness, strategic thinking, and decision-making skills to drive business success in a competitive marketplace



**Simulation**  
Develops critical thinking through realistic, knowledge-based tasks, encouraging step-by-step decision, reflection, and practical, engaging professional growth



**Collaboration & Inclusion**  
Improving collaboration within teams and across functions, generations, and cultures



**Sales & Service**  
Building the business through robust client relationships and effective customer service



**SmartSkills**  
Introduces key concepts and provides learning through interactive activities, multimedia resources, reflection, and continuous learning

View Available Formats and Durations

**Simitri**  
Training • Coaching • Consulting

# Why Simitri



Customized  
Learning Solutions



Expert Training



Multiple  
Learning Channels

## Subject Matter Expertise

Simitri facilitators bring deep industry knowledge and practical experience to every engagement. We Tailor our solutions to address the specific challenges and goals of each client, ensuring relevance and immediate impact

## 22 Years of Proven Content

With decades of learning and development success, our proprietary content and methodologies have helped global organizations drive performance and cultural change. Our blended learning solutions are grounded in research, refined by experience, and validated by results

## Program Flexibility

We deliver learning your way, whether it's in-person, virtual, or a hybrid format. All programs are adaptable to your business environment, learning culture, and schedule, ensuring maximum engagement and effectiveness.



# Customized Learning Solutions

Whether tailoring a pre-existing workshop or creating new content, our team of instructional designers, subject matter experts, and project managers have the flexibility and agility to calibrate the learning methodologies to your team's unique specifications



## End-to-End Content Support

Instructional designers analyze your needs, design the solution, and develop learning materials with full project management and logistical support.



## Analysis

We understand your situation by conducting interviews and focus groups with key stakeholders, employee surveys, and competency analysis throughout the organization.



## Design

We conceptualize program flow and agendas and identify the key success criteria and training methodologies in coordination with key stakeholders.



## Development

We develop workshop content from initial concept to delivery of the workshop materials using best in class tools and techniques.

## A Range of Customization Options

Simitri offers the full range of customization options for each program:

- Content development
- Timing and duration
- Role-plays and case studies
- Experiential learning activities
- Pre- and post-workshop engagements
- Evaluation and measurement
- Extended learning solutions
- Translation and branding
- Internal communication material





# Expert Training

Program durations ranging from 1 hour to multiple days

## CERTIFIED FACILITATORS

Facilitators are certified in adult learning techniques, content and a standardized training approach, ensuring full engagement with each participant.



## TECHNICAL SUPPORT

Simitri's production teams lend technical and logistical support during virtual deliveries before, during, and after each session.



## INTERACTIVE TOOLS

Chats, whiteboards, polls, questionnaires, breakout sessions, and experiential tools enhance engagement, and retention in the class room and virtually.



## MULTIPLE VIRTUAL (vILT) PLATFORMS



zoom



Microsoft Teams

## GLOBAL COVERAGE

Globally-based team can deliver sessions to participants in all time zones and in a variety of available languages.



## FLEXIBLE AND AGILE

Flexible durations ranging from 1 hour to many days, delivered in Class-room or Virtual on a platform of your choice.



## CLIENT-PREFERRED PLATFORMS

Simitri facilitators and producers are internally certified on a variety of platforms. Our team is also constantly researching new tools in order to better serve our clients.

At Simitri, we value flexibility and agility. We can adapt our approach to meet each client's unique virtual learning and IT requirements.



# Multiple Learning Channels



## INSTRUCTOR-LED TRAINING

Delivered with experiential learning, case studies, role-plays, group discussions, and feedback sessions over 2-day, 1-day, half-day, or 2-hour sessions



## VIRTUAL INSTRUCTOR-LED TRAINING

Interactive virtual sessions that can be attended remotely with chat, polls, and breakouts to ensure a highly interactive and engaging session



## HYBRID LEARNING APPROACH

Combines traditional face-to-face classroom experiences and virtual sessions to meet all learning objectives



## COACHING

One-on-one and small group engagements, delivered over an extended period of time



# Learning Category

Built on Simitri's proven approach to training, all programs can be delivered either in classroom or in an online training environment. Training topics have been categorized under key skills for:

## Leadership & Management



Enabling leaders to lead with clarity, inspire progress, and maximize the potential of individuals and teams

## Personal Effectiveness



Guiding individuals to enhance focus, self-management, and adaptability for sustained personal and professional success.

## Compliance



Programs cover rules, regulations, and standards, helping businesses avoid risks through tailored training that meets specific needs.

## Communication Skills



Developing skills for presenting, influencing, and managing relationships in person, in writing, and on the phone

## Business Acumen



Equipping individuals with the commercial awareness, strategic thinking, and decision-making skills to drive business success in a competitive marketplace

## Simulation



Develop critical thinking through realistic business scenarios that encourage real-time decisions, reflection, and practical, engaging professional growth.

## Collaboration & Inclusion



Improving collaboration within teams and across functions, generations, and cultures

## Sales & Service



Building the business through trusted client relationships and effective customer service

## SmartScroll™



Reinforces key concepts and promotes lasting change through interactive activities, multimedia resources, reflection, and continuous learning.

High-Impact Supplements



View Available Formats and Durations

# Standard Program Formats and Durations



Click on each program title to learn more.

Leadership and Management	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5D	1D	1.5D	2D
Agile Leadership			✓			✓			
Being Agile		✓					✓		
Being A Business Mentor	✓	✓		✓		✓			
Being A Leader	✓	✓	✓	✓		✓	✓	✓	✓
Building Psychological Safety							✓		
Career Development Conversations	✓	✓	✓			✓	✓		
Change Leadership	✓	✓				✓	✓		✓
Change Readiness	✓	✓				✓	✓		✓
Coaching for Results							✓		
Creating A Culture of Accountability	✓		✓			✓			
DiSC for Managers		✓	✓			✓			
Effective Delegation	✓	✓	✓			✓	✓		
Empowering Your Team		✓	✓			✓			
Executive Presence	✓	✓	✓			✓	✓		✓
Executive Presence (7 C's)							✓		
Executive Presence for Women in Leadership		✓				✓			
Having A Remuneration Conversation	✓								
Inclusive Leadership				✓			✓		
Leading Virtual / Remote Teams	✓	✓				✓	✓		
Leading with Emotional Intelligence (EI)				✓			✓		
Leading with Trust	✓	✓				✓			
Leading A Multi-Generational Team	✓	✓				✓			
Management Essentials	✓	✓				✓	✓		✓
Managing High Performing Hybrid Teams		✓				✓	✓		✓
Managing Engagement and Retention in Your Team		✓				✓			
Managing in Uncertainty		✓				✓			
Motivating and Engaging Team Members	✓	✓	✓			✓	✓		
Performance Management Conversations		✓	✓			✓	✓		✓
Servant Leadership				✓		✓			
Situational Leadership				✓		✓	✓		✓
Unleashing Your Team's Potential Through Coaching			✓				✓		

Updated January 2026

New Program

Programs are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary - the longer the duration, the deeper the learning outcome and retention. Program Overviews and Flows can be found by clicking the title.

# Standard Program Formats and Durations




Click on each program title to learn more.

Communication Skills	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5D	1D	1.5D	2D
Adding Value as a Trusted Partner	✓	✓	✓	✓		✓			
Assertive Communication	✓	✓				✓	✓		✓
Business Writing	✓	✓		✓		✓	✓		
Business Storytelling		✓	✓	✓		✓			
Communication Concepts		✓				✓			
Communication Skills	✓	✓		✓		✓	✓		✓
Communicating Up the Organization	✓			✓		✓	✓		✓
Conflict Management	✓	✓			✓	✓	✓		✓
Dealing with Challenging People		✓		✓		✓	✓		
Developing Your Influencing and Persuasion Skills				✓		✓	✓		
Effective Email Communication	✓	✓				✓			
Expert in Positive Influencing				✓			✓		
Facilitation Skills				✓		✓	✓		✓
Giving Feedback	✓	✓		✓			✓		
Introduction to Influencing Techniques	✓	✓		✓		✓	✓		✓
Influencing without Authority			✓			✓	✓		
Interview Skills	✓	✓				✓	✓		✓
Leading (Facilitating) Effective Meetings	✓	✓					✓		
Leveraging Your Impact	✓					✓	✓		
Making PowerPoint Great		✓		✓		✓	✓		
Managing Challenging Conversations	✓	✓		✓		✓	✓		
Messaging Using Data			✓			✓			
Negotiation Skills	✓	✓				✓	✓	✓	✓
Negotiation Skills - Advanced				✓			✓		✓
Presentation Skills		✓		✓			✓		✓
Presentation Skills - Advanced				✓					✓
Presenting in a Virtual Environment	✓	✓							
Presenting with Data	✓	✓	✓			✓			
Stakeholder Management	✓	✓	✓	✓	✓		✓		
Storytelling in Power Presentations		✓	✓	✓			✓		✓
The Expectational Presenter					✓				✓
Train the Trainer				✓					✓




# Standard Program Formats and Durations

	Personal Effectiveness	vILT (HOURS)					ILT (HOURS/DAYS)			
		1.5H	2H	2.5H	3H	4H	4H	0.5D	1D	1.5D
<div></div> <div>Click on each program title to learn more.</div>	Adapting to Change	✓	✓	✓				✓		
	Building Effective Relationships		✓							
	Building and Leveraging Your Network for Senior Leaders			✓				✓		
	Business Etiquette				✓				✓	
	Career Planning	✓	✓		✓			✓	✓	
	Emotional Intelligence	✓	✓	✓	✓				✓	
	Effective Email Management		✓					✓		
	Effective Goal Setting <span>New Program</span>					✓	✓			
	Enhancing Personal Effectiveness				✓			✓	✓	
	Excelling in a Hybrid Working Environment				✓					
	Growth Mindset - Introduction		✓	✓	✓			✓		
	Growth Mindset - Application			✓	✓			✓		
	Growth Mindset for Leaders				✓				✓	
	Leveraging Your Impact	✓	✓					✓	✓	
	Navigating Ambiguity and Change with a Growth Mindset	✓	✓	✓					✓	
	Networking Skills	✓	✓					✓	✓	
	Personal Branding				✓			✓		
	Personal Resilience				✓			✓		
	Speak Up with Confidence				✓			✓		
	Thriving Under Pressure	✓	✓		✓					✓
Time Management <span>Updated January 2026</span>	✓	✓							✓	
Working with a Business Mentor		✓	✓				✓			

Programs are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary - the longer the duration, the deeper the learning outcome and retention. Program Overviews and Flows can be found by clicking the title.

# Standard Program Formats and Durations




Click on each program title to learn more.

Collaboration and Inclusion	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5D	1D	1.5D	2D
5 Behaviors of a Team			✓			✓			
Anti-Harassment		✓		✓		✓			
Building Psychological Safety: PERMA		✓	✓			✓	✓		
Collaborating for Results	✓	✓	✓	✓		✓	✓		
Cross Cultural Collaboration	✓	✓	✓	✓		✓	✓		
Cross Cultural Collaboration - Advanced <span>New Program</span>				✓					
Cross Functional Collaboration	✓	✓				✓	✓		
DiSC for Individuals		✓		✓		✓			
Diversity and Inclusions	✓	✓				✓			
Managing Unconscious Bias		✓			✓	✓			
Psychological Safety at Work		✓				✓			
Thriving in a Matrix Environment		✓				✓			
Working in a Virtual Team		✓		✓					

Programs are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary - the longer the duration, the deeper the learning outcome and retention. Program Overviews and Flows can be found by clicking the title.

# Standard Program Formats and Durations

	Business Acumen	vILT (HOURS)					ILT (DAYS)			
		1.5H	2H	2.5H	3H	3.5H	0.5D	1D	1.5D	2D
 Click on each program title to learn more.	AI in Business							✓		
	Change Management for Successful Digital Transformation		✓		✓		✓			
	Critical Thinking for Better Decision Making	✓	✓	✓	✓		✓	✓		
	Decision Making with Big Data	✓	✓	✓				✓		
	Developing Business Acumen	✓	✓	✓	✓	✓	✓	✓		
	Driving Success Through Innovation	✓	✓	✓	✓		✓	✓		✓
	Efficiency for Growth						✓			
	Innovate with Design Thinking			✓	✓	✓	✓	✓		✓
	Intrapreneurship	✓	✓				✓			
	Problem Analysis Decision Making	✓	✓	✓	✓	✓	✓	✓		✓
	Project Management: Agile 101			✓			✓			
	Project Management: Traditional		✓		✓			✓		
	Strategic Thinking and Planning	✓	✓	✓	✓		✓	✓		✓
	Strategic Management in a Fast-Changing Environment					✓		✓		
	The Future of Information & Communication Technology (ICT)		✓				✓			

Programs are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary - the longer the duration, the deeper the learning outcome and retention. Program Overviews and Flows can be found by clicking the title.

# Standard Program Formats and Durations



Click on each program title to learn more.

Sales and Service	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5D	1D	1.5D	2D
Being a Trusted Advisor		✓	✓			✓	✓		
Business Storytelling for Sales	✓						✓		
Handling Customer Complaints				✓			✓		
Harnessing Social Media				✓			✓		
Luxury Sales <span>New Program</span>				✓					
Managing Your Sales Pipeline			✓				✓		
Marketing Fundamentals				✓		✓	✓		
Pitching to Win				✓			✓		
Selling in a Virtual Environment			✓						
The Perfect Sales Meeting (Consultative Selling)		✓	✓	✓		✓	✓		

Programs are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days.  
 Content will vary - the longer the duration, the deeper the learning outcome and retention.  
 Program Overviews and Flows can be found by clicking the title.



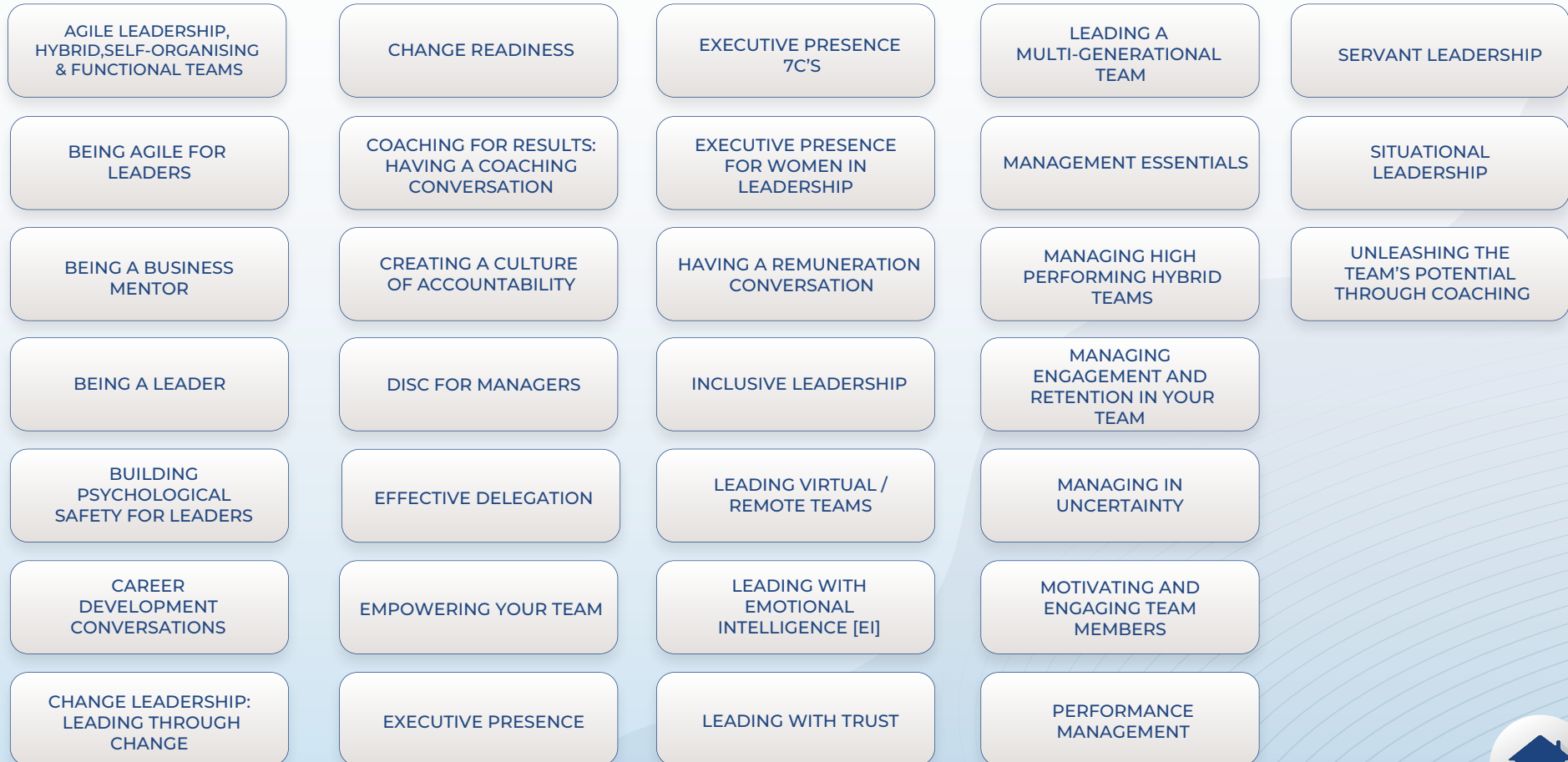
# Standard Program Formats and Durations

 Click on each program title to learn more.	Compliance	vILT (HOURS)					ILT (DAYS)			
		1.5H	2H	2.5H	3H	3.5H	0.5D	1D	1.5D	2D
	Leading Conduct Through Engagement		✓				✓			
	Privacy and Personal Data Protection	✓								
	Risk in Business			✓				✓		

Programs are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days.  
Content will vary - the longer the duration, the deeper the learning outcome and retention.  
Program Overviews and Flows can be found by clicking the title.

# Leadership & Management

For professionals at middle and upper management levels to succeed when leading others. From fundamental skills for new managers, to advanced leadership behaviors, our courseware covers a wide range of areas that are critical for managers of all levels to lead their teams to success.



# Agile Leadership, Hybrid, Self-Organizing & Functional Teams

## PROGRAM OVERVIEW

The participants will learn to create an environment of empowerment' to make the team innovative, independent and highly productive. At the training, participants learn the practical aspects of empowerment such as: giving clear direction, delegating and knowing when to manage, lead or coach their respective team members.

### Key Topics

- Being an Agile Leader
- Adjusting to New Ways of Working
- Influencing How the Team Evolves
- Empowering the Team
- Building the Right Culture for the Team

### Benefits for Participants

- Understand what it means to be an agile leader
- Take the necessary steps to empower individual team members and the team as a whole
- Show greater support and demonstrate higher confidence in their team
- Recognize the importance of creativity and innovation in building a resourceful team



# Agile Leadership, Hybrid, Self-Organizing & Functional Teams

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being a Leader of an Agile Self-Organizing Team

- Discussion: Defining the role of a leader of an agile self-organizing team. What are your strengths as a leader of a self-organizing team? How do you empower your team?
- Sharing our Stories
- 4 Keys to Success

### Adjusting to New Ways of Working

- Self-organizing Teams - Definition
- Traditional team vs Self-Organizing team
- Complex structures, what are some complex adaptive systems that you can think of? and subtle control (with examples)
- The role of leaders on a self-organizing team
- Using the Containers, Differences and Exchange Model
- Activity: Your Scenario

### Influencing How the Team Evolves

- The Self Organizing path
- Promoting Self Organizations – best practices (and Activity)

### Empowering the Team

- Discussion: How empowered is your team right now?
- Delegation vs Empowerment
- Empowerment Spectrum Model
- Activity: Empowering your team

### Building the Right Culture for the Team

- Being Culturally Sensitive
- Discussion: Things to look out for when being culturally sensitive?
- Leveraging Change and Innovation
- Setting Meaningful Goals
- Discussion: What are some challenges / obstacles in achieving the goals? What support do you need? Why is this important?





# Being Agile for Leaders

## PROGRAM OVERVIEW

This program will look at the fundamental agile concepts including ways of avoiding barriers and assumptions as well as the need to embrace failure and empower others to take action in order to ensure ongoing future benefits for the company. This training is learning-by-doing, participants have hands-on experience to get insights through case study, feedback and action planning. As a result, they will be able to apply tips, tools and techniques designed for nurturing creativity, embracing ambiguity and uncertainty as a team and leveraging change and new perspectives.

### Key Topics

- Being Agile
- Developing and Supporting an Agile Mindset
- Unbox Your Thinking: Asking Why
- Assumption Avoidance
- Avoid Common Thinking Traps
- The Need for Stepping Outside the Box: Innovation and Creativity
- Learning from Failure
- Empowering My Team
- Building the Right Team Culture

### Benefits for Participants

- Recognize the importance of being agile to explore different avenues for better results
- Develop an agile mindset to think out of the box and ready to take risks
- Adopt the Agile approach by learning from failures to empower the team



# Being Agile for Leaders

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being Agile

- Discussion: What do we mean by 'Being Agile'? Why do we need to re-think our thinking?
- Benefits to the Company
- Being Agile is about more than just Technology

### Developing and Supporting an Agile Mindset

- Discussion: What is an agile mindset?
- Being Open Minded

### Unbox Your Thinking – Asking Why

- What stops us from being inquisitive?
- Asking Questions (and Activities)

### Assumption Avoidance

- Why do we need to challenge our assumptions?
- Assumption Avoidance (exercise)

### Avoid Common Thinking Traps

- 4 Thinking Traps we commonly fall into (and Activity)

### Stepping Outside the Box: Innovation and Creativity

- Creative and Innovation is not limited to Art
- Distinguishing between Innovation and Creativity
- Different Perspectives (and exercise)

### Learning from Failure

- Discussion: Why is failure important to the success cycle?
- The Success Cycle (Trying, Failing, Learning, Succeeding)
- Types of Failure: (Avoidable, Contextual (Complexity), Striving Efforts)
- Building a Positive Relationship with Failure (and Activity)

### Empowering My Team

- Delegation vs Empowerment
- Communicating for Clarity (and Activity)
- Empowering My Team to ensure Autonomous Action

### Building the Right Culture for My Team

- Discussion: What do you need to do to create an agile learning and mindset culture for your team?
- Embracing Ambiguity and Uncertainty as a Team (and Activity)
- Leveraging Change and New Perspectives



# Being a Business Mentor

## PROGRAM OVERVIEW

This program will 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 training, participants learn the practical aspects of mentoring: roles and responsibilities, mentoring strategies, and behavior appropriate for each phase of the mentoring relationship.

### Key Topics

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

### Benefits for Participants

- Understand the differences between mentoring, coaching, managing, and counseling
- Identify how mentoring works
- Identify the key stages in a mentoring relationship
- Use a variety of tools and techniques to achieve desired objectives
- Avoid the most common pitfalls when mentoring



# Being a Business Mentor

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding the Mentoring Process

- Discussion: What is mentoring? How does this drive performance?
- Clarifying roles / Examining the mentoring process
- Activity: Building Your Case Study
- Role Play: Meeting objectives and core skills required to achieving them

### Understanding Others

- Discussion: Why they should care
- The Rational vs Emotional Drivers
- Building the relationship through Trust and Rapport

### Kick off the Mentoring Process

- Boundaries and Conversation norms
- Creating the Right Environment
- Topics to Discuss / Not to Discuss
- Interactive Mentoring Model: I ask, I share, we collaborate
- Activity: Apply to own case study

### The Art of Asking Truly Great Questions

- Using the skill of follow up questions to Drive deeper conversations
- 6 Truly open-ended questions
- Employing active listening skills
- Activity: Apply to own case study

### We Collaborate – Looking for and Understanding Strengths

- Strength spotting techniques
- Building motivation and engagement
- Mindset, Fixed vs growth
- Activity: Apply to own case study

### I Share – The Art of Story Telling

- The power of stories
- Structuring a story
- Activity: Applying to my case study (Plan & Practice your Story)

### Mentoring Process Midpoint

- Review Tips & Hints
- Discussion: Ending the Partnership





# Being a Leader

## PROGRAM OVERVIEW

This program will develop a higher level of self-awareness, and learn the behaviors of effective leadership to improve the performance and contributions of individual team members and the team as a whole. During the training, we explore 5 qualities to succeed as a resilient leader. After all, great leaders are defined by their behavior during challenging times.

### Key Topics

- The Resilient Leader
- Invest Time in Knowing Yourself
- Fostering Internal Focus of Control
- Search for a Deeper Meaning
- Nurture Strong Positive Relationships
- Develop the Habit of Improvizing
- Taking Ownership

### Benefits for Participants

- Understand expected leadership competencies and how to acquire them
- Understand their leadership style, and how they can adapt to the situation and team
- Build rapport and foster productive working relationships with and between team members
- Create higher contributions and performance from individuals and teams
- Have an action plan to guide their development as a leader



# Being a Leader

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Resilient Leader

- Defining a Resilient Leader
- Discussion: The Challenges We Face as a Leader
- Four Core Principles: Invest Time In Knowing Yourself, Search for a
- Deeper Meaning, Foster Internal Focus of Control, Nurture Strong
- Positive Relationships

### Principle 1: Invest Time In Knowing Yourself

- Leadership Style Perception Profile (completed as pre-work)
- Introduction to Leadership Styles
- (Highlights: Ask vs. Tell, Control vs. Emote, Getting the Job Done,
- Building on Assets)
- Personal Reflection Log

### Principle 2: Search for a Deeper Meaning

- Identifying Your Values / Values Reflection
- When Values Collide (and Activity)

### Role-Play (Values Collide)

- Read scenario, role-play, review and debrief

### Experiential Learning Activity

- Set-up, Activity and debrief

### Principle 3: Foster Internal Focus of Control

- What is Mindset? (Video and Discussion)
- The Importance of Mindset and the Two Belief Systems
- Recognize Your Level of Control (Sphere of Influence)
- Take the Growth Mindset Action (Discussion & Activity)
- Talk Back with a Growth Mindset

### Principle 4: Nurture Strong Positive Relationships

- Being a Multiplier (Liz Wiseman)
- The Multiplier – Diminisher Spectrum
- Activity: Behaviors of Multipliers and Diminishers
- Accidental Diminishers (Discussion & Activity)

### Role-Play – Based on own Case Study

- Planning, role-play, review and debrief



# Building Psychological Safety for Leaders

## PROGRAM OVERVIEW

During this training, participants will explore how to apply the PERMA model of psychological well-being and to create an environment that encourages curiosity and learning. We look at effective ways of communicating with EQ and managing emotions and how to apply relaxation techniques to prevent burnout that may affect you and your team.

### Key Topics

- Positive Psychology in the Workplace
- Building Psychology Safety for your Teams
- Having Meaningful Conversation with EQ
- Managing Myself and My Emotions
- Preventive Burnout
- Pressure Reduction Techniques
- Positive Team Management

### Benefits for Participants

- Learn the importance and benefits of Psychological Safety on Individuals, team performance and your organization's ability to remain competitive.
- Use emotional intelligence, empathy and listening skills when having conversations
- Proactively apply relaxation techniques to recharge and reduce the effects of stress



# Building Psychological Safety for Leaders

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Positive Psychology

- Why is it important our organization?
- Positive Psychology Definition & Benefits to Business
- Leveraging Positive Psychology at Work – Supporting Yourself and Others (and Activity)

### Positive Psychology in the Workplace

- Discussion: Traits and Skills of Positive Leaders
- Positive Leadership Styles (Visionary Leaders, Coaching Leaders, Affiliative Leaders, Democratic Leaders)
- PERMA in the Workplace

### Building Psychology Safety for Your Teams

- Discussion: What are the benefits for your team? Why is it important in helping you remain competitive?
- Prioritize Inclusion (Create a sense of belonging)
- Empowering & Providing Autonomy
- Respect and Permission (and Activity)

### Having Meaningful Conversations with EQ

- Discussion: Having meaningful conversations – what if we don't? Benefit of using EQ?
- Using Empathy when Communication (and exercise)
- Activity: Starting a Conversation

### Managing Myself and My Emotions

- Discussion: Emotional Triggers
- A-B-C Model (Activating Event – Belief – Consequences)
- D-E-F Model: Dispute – (Positive) Effect – (New) Feelings

### Preventing Burnout

- Burnout and its Impact on the Team (and Activity)
- Building Resilience: PULSE (Performance, untidy thinking, leverage leisure, social, evaluate effort) (and Activity)

### Pressure Reduction Techniques

- 6 Pressure Reduction Techniques (and Activity)

### Action Planning and Positive Team Management

- Positive Team Management (and Activity)





# Career Development Conversation

## PROGRAM OVERVIEW

This training is centered on helping leaders to hold a career development conversation in a manner that is engaging and motivational for the other person. During this training we introduce 3 key stages necessary for success, including planning (on the part of the manager), identifying options for career development and developing a process to following-up after the initial conversation. A key outcome of the training is that the team member takes ultimate ownership of his/her career, and that the manager understands his/her role in supporting the team member.

### Key Topics

- Career Coaching Conversations
- Understanding the Employee
- Understanding the Business Environment
- Identifying Career Development Opportunities
- Structuring a Career Coaching Conversation
- Having an Ongoing Discussion

### Benefits for Participants

- Understand their team members more deeply
- Identify the different approaches (Ladder vs. Lattice) for career advancement
- Help a team member identify opportunities to develop his/her career within the company
- Have a process for structuring career development conversations
- End the conversation with next steps agreed to by both parties



# Career Development Conversation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Value of having a Career Development Conversation with Team Members

- Discussion: Defining Success
- Identify the Challenges and How to Overcome them
- Career Development Partnership Agreement: Employee the driver, manager the facilitator, HR the enabler

### C.D Process Step 1: Where Are We Now?

- Understanding the Employee: past, current and future
- Plan for Future Roles: VISPA
- Understanding the Company's Business Priorities
- Activity: Apply to own case study

### C.D Process Step 2: Where Do We Want To Be?

- Corporate Ladder: Traditional Approach
- Discussion: Challenges to the Ladder Approach
- Corporate Lattice: A New Approach
- Activity: Mapping a Career Path
- Building the Foundation for Success

### C.D Process Step 3: How Do We Get There?

- Creating a Development Plan
- Types of Development Options: Experience, Exposure, Education
- Activity: Apply to own case study
- Discussion: What can you do if not making progress?

### Career Partnership Conversation

- Discussion: The Conversation Challenges (including tough questions)
- Structuring the Conversation: GROW Model
- Using the GROW Model
- Activity: Questions for Each Stage: Goal, Reality, Options, Way Forward
- Activity: Apply to own case study

### Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# Change Leadership: Leading Through Change

## PROGRAM OVERVIEW

This program will explore techniques that accelerate the successful implementation of change while minimizing the negative impact change has on teams throughout the organization. The training begins by helping participants understand the changes taking place in today's business environment. By realizing we are in a VUCA World (volatility, uncertainty, complexity, and ambiguity), participants can develop a comprehensive plan for leading change. Furthermore, it helps the participants adjust their approach to change, lead others who are confronted with change, and contribute to the change initiative's overall success.

### Key Topics

- The New Normal
- Create a Sense of Urgency / Establish a Vision / Communicate the Change
- Enabling Action
- Change Acceptance
- Being Agile with your Team
- Embracing Change: Leaning on One Another
- Personal Strategies to come to Terms with Change
- Developing a Positive Change Mindset
- Developing Behaviors that Support Change Acceptance

### Benefits for Participants

- Understand the reactions and process people go through when faced with change
- Understand the change process and reactions of others when faced with change
- Develop an effective communication plan that facilitates the implementation of change
- Reduce organizational resistance to the change



# Change Leadership: Leading Through Change

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Constant Change is the New Normal

- Change is Emotional and Rational (Discussion)
- William Bridges – The 3 Phases (and Activity)
- Change is an emotional Journey

### Create a Sense of Urgency / Establish a Vision / Communicate the Change

- Opportunity / Threat Matrix Establishing a Vision
- Communicating for Clarity Model (Business, Rational,
- Process, Outcomes) (and Activity)

### Enabling Action

- Discussion: Removing Barriers
- Activity: Sphere of Influence

### Change Acceptance

- Influencing Stakeholders
- Activity: Mapping Current and Desired Mindset

### Being Agile with your Team

- Being agile with your team
- Understanding your team (skill/will)

### Embracing Change: Leaning on One Another

- Discussion: Having a Conversation
- Starting the conversation (Activity)
- Supporting through Empathy (and Activity)

### Personal Strategies to come to Terms with Change

- Responding to uncertainty during change (and Activity)
- Staying Centered

### Developing a Positive Change Mindset

- The importance of Mindset (and Activity)
- Mindset in Action (and Activity)

### Developing Behaviors that Support Change Acceptance

- Recent major changes (Activity)
- Managing your Reactions
- Identify my actions (and Activity)



# Change Readiness

## PROGRAM OVERVIEW

The participants will learn to understand the changes taking place in today's business environment as we are now in a VUCA World (volatility, uncertainty, complexity, and ambiguity). A key element of the training is helping participants understand why change is happening, the benefits of change, and what is expected of them during change. By proactively gaining this insight and awareness and adopting the right mindset and behaviors, participants can put in place strategies and actions to increase their efficiency and effectiveness during times of change.

### Key Topics

- Understanding Change
- Reaction to Change
- 7 Traits of Change Readiness
- Developing a Positive Change Mindset
- Developing Behaviors that Support Change Acceptance
- Taking Ownership

### Benefits for Participants

- Understand the reactions and process people go through when faced with change
- Help team members understand the need and embrace the benefits of the change
- Reduce their resistance to change
- Take ownership and develop strategies to accelerate the change acceptance process



# Change Readiness

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Change:

- Our world is changing
- New Normal: VUCA Environment (video)
- Understanding the Situation (why,, how) (and Activity)

### Reactions to Change - Experiential Learning Activity

- 6 Reactions to Change (and Activity)

### 7 Traits of Change Readiness

- Change Readiness Questionnaire (pre-work)
- Introduction of the 7 Qualities to Succeed

### Developing a Positive Change Mindset

- What is Mindset?
- Sphere of Influence (and Activity)
- Mindset in Action (and Activity)
- Taking Steps to Foster a Positive Change Mindset

### Developing Behaviors that Support Change Acceptance

- Taking Control During Change
- Conduct an Analysis (and Activity)
- Recognize the Impact
- Managing your Reactions

### Experiential Learning: Activity

- Setup, Activity, Debrief & Personal Reflection

### Taking Ownership

- Video: Taking Ownership
- Planning My Actions: Sustaining the Change (and Activity)





# Coaching for Results: Having a Coaching Conversation

## PROGRAM OVERVIEW

This training provides leaders and managers with the skills to improve the performance of individual team members and the team as a whole. The training is focused on developing both directive and non-directive coaching capabilities. Participants learn when and how to apply each approach based on their team members' skill and will, enabling them to adapt their coaching style for maximum impact. During the training, participants will explore the essential preconditions for coaching success, including ensuring psychological safety and establishing clear coaching goals.

### Key Topics

- Understanding Coaching
- The Manager as a Coach
- Coaching Pre-conditions, Outcomes & Challenges
- Pre-Conditions for Success
- Establishing Coaching Goals
- Identifying your Coaching Approach
- Directive Coaching for Skills Development
- Mindset for Non-Directive Coaching
- Structure for Non-directive Coaching

### Benefits for Participants

- Understand their responsibilities in developing a team member
- Enhance each team member's contribution and performance
- Adapt their coaching approach based on the coachee's skill and will
- Structure coaching questions that unlock potential and drive results
- Coach in a way that ensures others accept responsibility for their development, actions, and goals



# Coaching for Results: Having a Coaching Conversation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Coaching

- Defining Coaching
- Giving Feedback vs Coaching
- Coaching as a Management Style

### The Manager as a Coach

- Characteristics of a Coach: Open, Positive, Effective Communication
- Business and Personal Benefits

### Coaching Preconditions, Outcomes, and Challenges

- Discussion - Preconditions for Coaching Success, Successful Coaching Outcomes, Your Coaching Challenges
- Group Debrief

### Precondition for Coaching Success: Psychological Safety

- What is a "Safe Space"? Why is it essential to have in a coaching conversation?
- Group Exercise: Which phrases enhances Psych Safety?

### Establishing Coaching Goals

- Defining SMART Objectives
- Group Exercise: Write SMART goals for your Coachee

### Identifying Your Coaching Approach

- Directive vs. Non-Directive Coaching
- Skill/Will Matrix: Adapting Your Coaching Approach
- Individual Activity: Your Coachee Scenario

### Directive Coaching for Skills Development

- Structuring the Directive Coaching Conversation: OTMAC Model
- Manager Sharing: Identify the Behavior to Change

### Mindset for Non-Directive Coaching (NDC)

- Directive vs Non-Directive- In which situations would you use NDC?
- Video: Leaders and Managers as Coaches
- Mindset for Non-Directive Coaching

### Structure for Non-Directive Coaching

- The GROW Model & Group Exercise
- Open and Closed-ended Questions
- Characteristics of Powerful Coaching Questions

### Skills Practice: Non-Directive Coaching- Preparation

- Your Scenario e.g. Career Development, Delegation, or Problem-solving
- Applying Skill / Will, GROW
- Listening & Asking Follow Up Questions
- Demonstrating Empathy



# Creating a Culture of Accountability

## PROGRAM OVERVIEW

The participant's role as a leader and manager in creating a culture of accountability will be unpacked, and they will learn techniques to have a "contracting conversations" with their team members. At the training, participants learn the practical aspects of accountability such as: the circles of control and influence, the 5 steps to build accountability as a leader and the concept of what you allow you endorse. The training is like having a new tool on how to become even more accountable, help others play their part and enhancing better outcomes by creating a culture of accountability.

### Key Topics

- The Differences – Accountability vs Responsibility
- 3 levels of Accountability
  - Personal
  - Team
  - Organization
- What you Allow you Endorse
- The Ladder of Accountability
- Contracting Conversations
- 5 Steps to Build Accountability
- Encouraging Peer Accountability

### Benefits for Participants

- Understand the difference between Accountability vs Responsibility
- Be clear on what Accountability means as a leader and manager
- Be a leader who creates a culture of accountability
- Know how to have "contracting conversations" with team members



# Creating a Culture of Accountability

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Creating a Culture of Accountability

- Accountability: What is it? Responsibility vs. Empowerment
- Activity: What does accountability mean to you?
- Our Focus for Today: Accountability as a manager and your role in creating a culture of accountability

### Accountability

- Levels of accountability – high level overview
- Level 1: Personal accountability
- Level 2: Team (Am I putting my team under undue pressure? Do they have and feel psychologically safe at work? )
- Level 3: Organizational (The team as a whole, cross-functional collaboration)
- Activity: How do you see accountability being played out in your workplace?

### Leadership Accountability – Creating a culture of accountability

- Why accountability is important in the workplace
- What you allow you endorse – the impact of unintended consequences
- The Ladder of Accountability
- Circles of control and influence
- Activity: What more can I do to get the result?

### Creating a Culture of Accountability: Contracting Conversations

- 5 Steps to Build accountability with a leadership mindset
- Activity: What more can I do to get the result?

### Encouraging “peer to peer” accountability

- Activity: How can you provide support to your team around accountability and contracting conversations
- Encouraging Peer Accountability; Tips and Hints
- Activity: Select a Scenario – Have a conversation
- Personal Reflection & Action Plan

### Role-Play – Based on own Scenario

- Planning, role-play, review and debrief



# DiSC for Managers

## PROGRAM OVERVIEW

DiSC for Managers is a behavioral assessment tool that centers on four different personality traits: Dominance, Influence, Steadiness, and Conscientiousness. By completing the assessment, an individual learns more about their management style in directing and delegating, and when motivating and developing their team members. DiSC for Managers is the next level along from the DiSC Workplace profile and focuses on key management and communication skills needed to get ahead in today's highly interactive work environment.

### Key Topics

- Why Are We Here?
- Exploring My DiSC Management Style
  - Directing & Delegating
  - Creating Motivational Environment
  - Developing My Team Members
- Personal Development Planning

#### Note:

Participants must have completed the DiSC for Managers Assessment prior to joining this program.

### Benefits for Participants

- Understand their natural strengths, and potential areas for growth when managing a team
- Have a better understanding on how to create a motivational team environment
- Increase their effectiveness when communicating with team members
- Develop a personal action plan to maximize their effectiveness in the workplace



# DiSC for Managers

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding your DiSC Management Style

- What is DiSC , The Four DiSC Styles
- Your Dot Styles
- For your Management Styles
- Activity: Review and Reflection on Your Results Key to Success

### Directing and Delegating

- My Strengths and Challenges when directing and delegating
- Directing and Delegating to the different styles on my team
- Delegating Differently (and Activity)
- Questioning Styles (and Activity)
- Responding to Feedback
- Activity: Applying to your Team

### Motivation My Team

- What type of motivating environment do you want to have?
- Motivating / Demotivating for each style (and Activity)
- What can you do to motivate your team?
- Activity: Applying to your Team

### Developing My Team

- How do you approach developing others?
- Advantages / Disadvantages of each style (and Activity)
- What can I do to develop my team members?
- Activity: Applying to your Team
- Tips and Hints when working from Home





# Effective Delegation

## PROGRAM OVERVIEW

This program will focus on overcoming the challenges, whether they be guilt, lack of trust, or a micro management style. Using a simple five step process, the essence of delegation is seen as a positive for team engagement and development. Participants also explore the softer skills needed to be an effective communicator, including understanding your team member and adapting the message to the person and the situation.

### Key Topics

- Delegation concepts
- Responsibility vs Accountability
- Steps for Effective Delegation
  1. Planning to Delegate
  2. Selecting the Right Person
  3. Communicate the Delegation
  4. Maintain Evolvment
  5. Recognition & Reward

### Benefits for Participants

- Understand how to overcome the challenges of delegation
- Realize that delegation is actually an effective tool for people engagement
- Understand what to and what not to delegate
- Create a simple three step process to delegate and understand skills require



# Effective Delegation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Delegation Concepts

- Responsibility vs Accountability
- Benefits of Delegating (Company, manager, individual)
- Delegating Responsibility / Maintaining Accountability

### Step 1: Plan Before You Delegate

- What to delegate / what not to delegate?
- Defining the Right Degree of Delegation (and Activity)

### Step 2: Select the Right Person

- What should you consider when determining who to delegate a task or project to?
- The Skill / Will Matrix (and Activity)

### Step 3: Communicate the Delegation

- Activity: Giving Instructions
- Structuring your Message
- Discussion: Delivering your Message (based on skill / will)

### Step 4: Maintain Involvement

- The Value of Following Up / Monitoring Progress
- What experience have you had? (Monitor too close or not close enough)
- Maintaining Involvement: Being a Multiplier
- 3 Types of Accidental Diminishes
- Maintaining Involvement (Tips and hints)

### Step 5: Recognize & Reward

- What motivates people?
- Tangible vs. Intangible Rewards
- Giving Feedback (SBIR, Motivational and Development) (and Activity)
- Rewarding Failure

### Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# Empowering Your Team

## PROGRAM OVERVIEW

During the training, participants spend time learning how to create an 'environment of empowerment' and 'an approach to self-solutioning' which will help to ensure that the entire team is maximizing its time, resources and productivity. At the workshop, participants learn the practical aspects of empowerment such as: how to support their teams, understand individual team member strengths, build trust, embrace ambiguity and uncertainty, give direction, coach, delegate and share power.

### Key Topics

- Leading by Example
- Being Self Aware
- Moving From Control to Empowerment
- Delegating / Empowering
- Using The Empower Model
- Being an Agile Leader
- Empowering My Team
- Understanding Team Members when Delegating (Skill/Will)
- Promoting Collaboration
- Encouraging Self-Solutioning

### Benefits for Participants

- Develop an 'empowerment' mindset, both for themselves and those around them
- Show greater support and demonstrate higher confidence in their team
- Take the necessary steps to empower individual team members and the team as a whole
- Achieve greater results by creating a high-performing environment



# Empowering Your Team

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Leading by Example

- Activity: What do you currently do to empower your team?
- Being self-aware – the JOHARI Window
- Having the right mindset (Being agile)
- Understanding my Leadership Style
- Sharing the power (asking for feedback)

### Moving from Control to Empowerment (45)

- Activity: What do you need to do to support your team and move from command and control to delegation and empowerment?
- Directive Delegation vs Empowerment Definitions
- The Empower Model (Give Direction, Coaching, allowing Ownership)
- Activity: Where are you now?
- Being and Agile Leader (Three Steps to Growth – Expert, Achiever, Catalyst)
- Activity: How do you empower your team to ensure autonomous action? What is one thing you can do to make a difference?

### Empowering My Team

- Quick Video: Greatness (David Marquet)
- Activity: What stood out? Have you seen these behaviors in your company? What would you like to see more of? What would be the impact?
- Using Skill/Will when delegating tasks
- Activity: Using Skills Will
- Encouraging Self Solutioning (Using GROW)

### Role-Play – Based on own Scenario

- Planning, role-play, review and debrief

### Action Planning

- Taking it back to My Team



# Executive Presence

## PROGRAM OVERVIEW

In this training, we discuss a process for developing and demonstrating one's desired executive presence. By understanding that it's not just what they say, but how they say it, the participants 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.

### Key Topics

- Executive Presence
- Developing Self-Awareness
- Understand How You Want Others To See You
- Defining Your Brand
- Refining Your Behavior
- Skills for Achieving Your Presence

### Benefits for Participants

- Understand the perception others have of them
- Ensure they create the right impression
- Demonstrate a higher level of confidence when interacting with others
- Become more memorable to others



# Executive Presence

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is Executive Presence?

- Defining Executive Presence
- Developing the Right Executive Presence
- Executive Presence: Your Development Process

### Step 1: Who am I?

- Exploring My VISPA (Values, Interests, Strengths, Personality & Aspirations)
- My Values: Video
- Creating My Golden Circle
- Identifying My Values
- When Values Collide: Activity
- My Strengths (and Activity)
- My Personality: Leadership Style Questionnaire
- My Aspirations (and Activity)

### Step 2: How do I want others to describe me?

- Do my words match my VISPA
- Will my words change over time?
- Where could they be in 3-5 years?

### Step 3: How do I deliver my desired brand?

- 5 Observable Attributes: words, voice, body language, actions and attire
- Identifying my Behavior
- Mini Presentation (Delivering my Behavior)

### Structuring a Conversation

- OXPAC Model (and Activity)
- Tips for Successful Conversations

### Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief





# Executive Presence (7 C's)

## PROGRAM OVERVIEW

This training centers 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 is important that you deliver the right impression and make a strong impact on those around you. During this training, we discuss a process for developing and demonstrating one's desired executive presence. By understanding that it's not just what they say, but how they say it, the participants 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.

### Key Topics

- Executive Presence
- Managing Yourself Under Pressure
- Building Strong Relationships
- Creating a Magnetic Presence
- Developing Confidence & Credibility
- Refining the Art of Impactful Communication

### Benefits for Participants

- Define and understand Executive Presence
- Craft your own presence with lasting impact
- Identify the appropriate actions and behaviors to make your desired impact in high stake situations



# Executive Presence (7 C's)

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is Executive Presence?

- Defining Executive Presence
- Crafting a Compelling Presence
- Executive Presence: The 7 C's

### Connection: Building Strong Relationships

- Building Connection and Trust
- Connecting with others
- Recognizing and Adapting to Others
- The Power of Authenticity
- Elevate Connection by Embracing Vulnerability

### Charisma: Creating a Magnetic Presence

- Understanding Charisma: Warmth / Competence Matrix
- Creating Charisma by Designing Your Three Words
- Using stories to Showcase Charisma
- Freytag's Storytelling Pyramid

### Confidence & Credibility

- Ways to convey confidence and credibility
- Observable Attributes to demonstrate confidence
- Building Credibility Through Accountability

### Clarity & Conciseness: The Art of Impactful Communication

- Delivering Impactful Message with 10 Words or Less
- Impact of Concise Communication on Executive Presence
- Being Concise: Staying on Point (the PREP Technique)
- Eliminating Qualifier Words

### Role-Play – Based on own Case Study

- Planning, Role-play, review, and debrief



# Executive Presence for Women in Leadership

## PROGRAM OVERVIEW

This program we explore how to develop and demonstrate one's desired executive presence, and strategies to build a personal brand that shows off your unique personal value. We will also look at the importance of using gravitas and being authentic, capable and credible. We will also spend time discussing the importance of using your voice effectively in speaking up and sharing stories. Finally, we look at the unique challenges that female leaders face in communication and networking when navigating the workplace and connecting with mentors and sponsors.

### Key Topics

- Executive Presence for Women
- Making the Right Impact
- Building and Leveraging My Brand
- Building my Confidence and Authenticity
- Demonstrating Capability
- Speaking Up and Being Heard
- Communicating with Gravitas
- Communicating through Stories
- Navigating Gendered Challenges
- Connecting with Mentor and Sponsors

### Benefits for Participants

- Understand and demonstrate their unique personal value with increased self-awareness
- Increase gravitas when communicating with others
- Demonstrate a higher level of confidence when interacting with others
- Be able to create and share stories in business settings



# Executive Presence for Women in Leadership

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Personal Branding and Presence for Women

- What Comes to Mind...?
- Creating the Right Brand / Activity: Why do I need a strong personal brand in the workplace?
- Set yourself up for Success: Image, Communication & Networking

### Image: Making the Right Impact

- Activity: Identify a female leader you admire. How would you describe them? (e.g., Confident from how she speaks)
- Designing My Three Words, including One Stretch Word
- 5 Observable Attributes: words, voice, body language, actions & attire (& Activity)

### Image: Building and Leveraging My Brand at Work

- Your unique brand value and attributes
- Personal Branding and Career advancement and Leadership
- Activity: Creating a personal brand strategy plan
- Strategies to maintain and evolve my personal brand
- Activity: Identify opportunities to leverage my brand

### Image: Building My Confidence and Authenticity

- The importance of Authenticity in personal Branding
- Strategies for building self-confidence and self-awareness
- The importance of authenticity, be true to yourself as a leader
- Activity: Personal values and setting confidence-building goals

### Communication: Communicating our Stories

- Who is familiar with the word Gravitas? (and Activity)
- Using Storytelling when Communicating

### Communication: Speaking Up and Being Heard

- What are other situations where you need to speak up?
- The Importance of Assertive Communications
- Assertive vs Passive vs Aggressive Communications
- Activity: Using Case Study Scenarios

### Networking: Connecting with Mentors & Sponsors

- Who should be in our network? Mentors versus Sponsors
- Proactively Building Our Network via Stakeholder Mapping
- Personal Action Planning



# Having a Remuneration Conversation

## PROGRAM OVERVIEW

Participants will learn how to use data to support the discussion e.g., identify the measures of success for a role, comparable pay rates for the role/industry, market trends, legislative requirements etc. This session will help participants to identify when and how to involve other relevant people in the discussion (e.g., HR, Senior Management etc.) By the end of this training participants will be able to prepare well by learning to set expectations, reinforce the employee value proposition, be assertive and separate pay and performance conversations.

### Key Topics

- Having Remuneration Conversations with Team Members
- Setting Expectations
- Use Data to Support Decisions
- Communicate the Value

### Benefits for Participants

- Understand the factors involved in the compensation conversations
- Have impactful remuneration conversations based on benchmarks and measures of success
- Set clear performance and review processes for their team members
- Be confident, assertive and identify the other people that need to be involved in the discussion



# Having a Remuneration Conversation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Having Pay Conversations with your Team Members

- Discussion: Challenges when having remuneration conversations
- Setting up for Success

### Role-Play (As Is)

- Planning, Role-play, review and debrief

### Setting expectations

- Discussion: What things do you need to know before these conversations happen?
- Talking early and often... (Check-ins etc)
- Being clear from the start
- Measuring Success and Achievement (and Activity)

### Use Data to Support Decisions

- Discussion: What sources of data do you need to prepare for a remuneration conversation?
- Ask you team member about what they are expecting
- Have clear performance and review processes
- Know and review the “Upfront” data (and Activity)

### Communicate the value

- Separate pay and performance conversations
- Involve others in the decision-making process
- Being assertive with your responses (and Activity)

### Role-Play: Having a Conversations (own Scenario)

- Planning, Role-play, review and debrief





# Inclusive Leadership

## PROGRAM OVERVIEW

This program helps participants develop tools for advancing fairness and equality in the workplace with a focus on Inclusive and Collaborative working with individuals across the full spectrum of differences. By participating in this program, participants will recognize and seek out the unique contributions these differences can have to benefiting the future of an inclusive and collaborative workplace.

### Key Topics

- Being an Inclusive Leader
- 6 C's
  1. Curiosity
  2. Cultural Intelligence
  3. Collaboration
  4. Commitment
  5. Courage
  6. Cognisance

### Benefits for Participants

- Recognize and respect the importance of a diverse and inclusive workplace
- Maximize the advantages that an Inclusive workplace can offer a business
- Build high-performing teams and unleash the potential powers of the people
- Learn new ways of thinking, connect differences, spark ideas and inspire innovation
- Develop effective communication techniques to engage diverse employees



# Inclusive Leadership

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being an Inclusive Leader

- Discussion: Challenges of being an inclusive leader?
- The Business Case (Benefits, Statistics, Risks)
- Qualities to Succeed: The 6 C's of Inclusive Leadership

### Curiosity

- Being an Emotionally Intelligence Leader
- What makes an inclusive culture?
- Being Adaptive (thinking critically) (and Activity)

### Cultural Intelligence

- Recognizing Cultural Differences
- Creating a Culture of Respect (and Activity)
- Managing Ambiguity
- Ensuring Clear Communication
- Being Culturally Flexible but Authentic (and Activity)

### Collaboration

- Inviting everyone to share their views / different prospects
- Encouraging curiosity and Risk Taking
- Empowering my team (and Activity)

### Commitment

- Aligning equity, diversity, and inclusion with my value
- Taking action to understand others

### Courage

- What is Courage and define risk (so why don't we take risk?)
- Creating a safe space for contribution
- Accountability of non-inclusive Behaviors

### Cognisance

- Acknowledging my personal
- Impact of Bias on the Company, Your Team, Yourself
- Steps to reduce my Unconscious Bias



# Leading Virtual / Remote Teams

## PROGRAM OVERVIEW

The course is focused on the skills and capabilities to lead and manage a teams that are geographically spread, including communicating, coaching, motivating and developing team goals, roles, and processes. During the training, several individual and group activities and role-plays are used to help participants gain a better understanding of their virtual team management style, and equally important, how it is viewed by others.

### Key Topics

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

### Benefits for Participants

- Understand their role as a team manager and the challenges they will face
- Build rapport and foster productive working relationships with virtual team members
- Develop a framework for the team to ensure maximum efficiency
- Give and receive feedback over the phone and through email to increase performance



# Leading Virtual / Remote Teams

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Leading a Remote/Virtual Teams

- Understanding Remote /Virtual Teams (similarities / differences to a co-located team)
- Challenges / Obstacles when leading and engaging virtual team members

### Creating a High Performing Virtual Team

- Remote Team Assessment (pre-work)
- Remote Team Development Stages
- Model for Virtual Team Success (Purpose, Process, People)

### Purpose: Aligning Goals

- Establishing a Team Vision - Ensure a Clear Line of Sight
- SMART Objectives: My Team / My Team Members

### Process: Setting Processes (Team Agreement)

- Preventing Negative Sentiments
- Team Agreements (Communication, Group Decision Making,
- Team Collaboration) (and Activity)

### People: Motivating Remote Team Members

- Motivation Self-Assessment
- Indicators of Motivation / Engagement
- Motivation vs. Engagement
- SCARF Overview (Status, Certainty, Autonomy, Relatedness, Fairness)

### Experiential Learning: Giving Instructions

- Planning, activity, review and debrief

### People: Touch Base Conversation

- The Value of the Weekly Touch Base Conversation
- Objective: Think, Feel, Do
- OTMAC Conversation Model (Open, Team Member Sharing, Manager Sharing, Next Steps, Close)
- Mini Role-Play
- Feedback: Tips & Hints

### Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# Leading with Emotional Intelligence [EI]

## PROGRAM OVERVIEW

This training addresses not only the concept of Emotional Quotient, but what each person can do (the mindset and behavior required) to improve their application of Emotional Quotient. A key aspect of the workshop is gaining a better understanding of oneself and others. With this understanding, strategies can be put in place to maintain a positive mindset, manage emotions, work through challenging situations, build positive relationships with colleagues and deliver better results in a shorter period of time.

### Key Topics

- Leading with EI
- Qualities of Leaders with High EI
- Understanding EI as Leader
- Building My EI
- Leading Others with EI
- Incorporating EI into my Day-to Day Work Practices
- Managing Challenging Situations with EI

### Benefits for Participants

- Understand EI/EQ and incorporate it in everyday work life
- Be able to build and sustain their EQ
- Have a better understanding of oneself and others
- Develop techniques and strategies to lead others in an emotionally intelligent manner



# Leading with Emotional Intelligence [EI]

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Leading with EI

- Being a Leader in 2023
- Activity: What are the characteristic of leaders with high EI?
- The Business Case for EI in a Global Environment
- EQ vs IQ v EI

### Understanding EI as a Leader

- The need for EI in my role (In which aspects is EI important)
- Leading My Self, Others and the Organization
- Key Components of EI (Self Awareness, Self-Management, Social Awareness, Relationship Management) (Based on EI2.0)

### Building My EI

- Self/Awareness / Self-Management
- Being Authentic / My Johari Window (Activity)
- Understanding Emotional Reasoning
- Recognizing and Regulating my Emotions
- Responding to Feedback
- Motivating Myself
- Self-Care and Support

### EI Leadership Challenge

- Leadership challenge: Select a topic / create one:
- Leading Virtually with EI / Building resilience with EI / Collaborative leadership with EI / Agile leadership with EI
- Activity: Key challenges, Impact if done well / poorly / 6 things leaders can do

### Leading Others with EI – SCARF

- Social Awareness/ Relationship Management
- Understanding Others EI (using SCARF)
- Activity: Map my team using SCARF

### Leading Others with EI - Managing Challenging Situations

- Being a role model during conflict and uncertainty
- Addressing Conflict
- Having a conversation using Transactional Analysis
- Understanding Transactional Analysis
- Transactions: Complementary, Crossed, Ulterior (Covert)
- Activity: Analyzing Transactions

### Bringing it Back to the Workplace

- Role Modelling EI
- Creating a team culture that supports EI
- Holding each other accountable for behaviors
- Action Planning and Personal Reflection





# Leading with Trust

## PROGRAM OVERVIEW

Participants will learn how to improve intimacy through building closer relationships, drive credibility by enhancing their personal brand, and increase reliability through enhanced communication. During the session participants will have the opportunity of practicing the skills in effect role-plays and receive feedback from their peers and the facilitator.

### Key Topics

- The Trust Equation
- Building Closer Relationships
- Developing a Trusting Brand
- Communicating for Trust
- Rebuilding Relationships

### Benefits for Participants

- Understand the attributes of a Leader that earns and demonstrates trust
- Use a wide range of skills and strategies to build stronger relationships
- Drive personal credibility
- Gain insight into the art of rebuilding trust when necessary



# Leading with Trust

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Leading with Trust

- Leading with Trust
- Discussion: What are the characteristics, attributes, or qualities of a team? Team Leader?
- The Trust Equation (Intimacy, Credibility, Reliability) / Self-Orientation

### Intimacy: Building Closer Relationships

- Building Rapport Challenges
- Your Scenario (Activity)
- Building Rapport: Tips & Hints

### Credibility: Developing a Trusting Brand

- Being Credibility / Sources of Credibility
- Words to Describe a Trustworthy Leader (and Activity)
- How are these impressions formed?
- Creating the Right Perception: Words, Voice, Body Language, Actions & Attire (and Activity)

### Reliability: Communicating for Trust

- Being Reliable
- Discussion: Have you had a miscommunication?
- Setting the Scene (Ask a team member to organize a team meeting, structure start of team meeting) (and Activity)

### Rebuilding Relationships

- Case Study Activity
- Re-Building Trust: 4 Steps
- Role-Play: Rebuilding Trust
- Tips and Hits for Rebuilding Trust

### Role-Play – Based on own Scenario

- Planning, Role-play, and Debrief



# Leading a Multi-Generational Team

## PROGRAM OVERVIEW

This program equips leaders to manage generationally diverse teams by helping employees find common ground, resolve conflicts, and leverage the strengths of each generation. Participants will learn to recognize and appreciate the unique contributions of every generation and foster an environment that brings out the best in all team members.

### Key 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

### Benefits for Participants

- Appreciate the advantages that a generationally diverse workplace can offer a team
- Develop effective behaviors and communication approaches when leading across generations
- Understand what motivates / demotivates different generations
- Use a number of tools and approaches to resolve conflict and reconcile generational differences



# Leading a Multi-Generational Team

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Generations at Work

- Generational Diversity in Your Workplace
- Diversity Awareness Funnel (Human Nature, Culture, Generation, Individual)
- Generational Diversity: Gen X, Gen Y, Gen Z.
- Major Events that Shaped Each Generation
- Visible/Invisible Elements of Generational Culture
- Activity: Generational Attributes

### Communicating Across Generations

- Discussion: Communicating Across Generations
- Communication Styles That Work: Gen X, Gen Y, Gen Z
- Structuring Your Message
- Activity: Modifying Your Message for Different

### Understanding the Individual

- Understanding the Individual
- The Skill / Will Matrix (Simitri Case Study Activity)
- Adapting Your Approach (based on Skill/Will & Activity)

### Motivating a Multigenerational Team

- Motivators and Generational similarities/differences?
- Myths vs. Truths about motivation
- Types of Motivators (Intrinsic, Extrinsic, Positive, Negative)
- Activity: Motivating across Generations
- Fostering Intrinsic Motivation: Autonomy, Mastery, Purpose
- Activity: Skill/Will Characters

### Handling Potential Resistance

- The Iceberg Principle
- Needs and Drivers (and Activity)
- Four Steps for Handling Resistance
- Methods for Handling Resistance (and Activity)

### Reconciling Cross-Generational Differences

- Reconciling Differences (awareness, appreciation, adapting)
- Tips and Hints for Resolving Generational Conflict
- Activity: Diversity Reconciliation



# Management Essentials

## PROGRAM OVERVIEW

This training, participants will learn 'how to' aspect of management, including setting goals, adapting their management style, delegating and giving feedback. The course 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 training combines a variety of methodologies (interactive discussions, activities, role-plays and case studies) to reinforce and sustain key knowledge.

### Key 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

### Benefits for Participants

- Realize the expectations others have of them as a manager
- Understand expected managerial competencies and ways to acquire them
- Achieve greater results by creating a high-performing environment
- Understand their managerial styles and how to adapt to the situation and those on their team



# Management Essentials

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being a Manager

- Delivering Business Results
- Discussion: What's the difference between a manager and a leader?
- Requirements for Success: Leadership vs. Management

### Adapting Your Approach

- Determining Your Approach (Situation and Individual)
- Understanding the Individual
- The Skill / Will Matrix
- Activity: Simitri Skill / Will Case Study

### Delivering Your Message

- Experiential Learning: Back-to-Back Drawing
- Planning Your Message: Business, Personal, Process, Outcome
- Activity: Delivering your Message (based on skill / will)

### Delegating Responsibility

- Defining Delegation
- Degrees of Delegation / Levels of Authority (and Activity)
- Discussion: successful / not successful
- Activity: Delegating Responsibility

### Giving Feedback: SBIR Model

- The Gift of Feedback
- Step 1: Identify the Right Behavior
- Step 2: Lead a Self-Feedback Conversation
- Step 3: Share what the Team Member did well
- Step 4: Share what the Team Member could be doing better
- Step 5: End on a Positive Note
- Structuring the Conversation

### Role-Play - Case Study

- Planning, Role-play, and Debrief





# Managing High Performing Hybrid Teams

## PROGRAM OVERVIEW

This program 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 training, individual and group activities and role-plays are used to help participants better understand their team leadership style, and equally important, how it is viewed by others.

### Key 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

### Benefits for Participants

- Understand the team dynamics they will face
- Build rapport and foster productive working relationships between team members
- Establish team goals to drive alignment and accountability
- Ensure roles and responsibilities are clearly defined
- Set in place effective processes and procedures



# Managing High Performing Hybrid Teams

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being the Team Leader

- Delivering Business Results
- Leadership and Management

### Understanding High Performing Teams

- Characteristics of a High Performing Team
- Team Development Stages
- Team Development Model: GRPI

### Goals: Setting Team Goals

- Experiential Learning Activity
- Ensure there is a Clear Line of Sight

### Roles: Developing Knowledge, Skills, and Behavior

- Focusing on the Individual
- Step 1: Define Goals & Key Responsibility
- Step 2: Assess Knowledge, Skills & Behavior (current, effort to development, impact of developing, development priority)
- Step 3: Create a Personal Development Plan
- Sharing the Plan with My Team Member (Tips and Hints)

### Process: Establishing Processes and Procedures

- The Impact of Making Assumptions
- Team Agreement (and Activity)

### Experiential Learning: Activity

- Setup, Activity, Debrief

### Interpersonal Relationships: Building Team Rapport

- Video: Building Rapport
- Interpersonal Relationships
- Take Appropriate Actions (Activity)
- Building Interpersonal Relationships (Tips and Hints)



# Managing Engagement and Retention in Your Team

## PROGRAM OVERVIEW

During the training, participants discuss the drivers of engagement and retention and analyze how each driver can be applied to their own teams. In the process, participants identify ways to draw team members toward greater engagement and learn how 'not to' unintentionally push team members into disengagement and demotivation. The participants will learn the 'how to' aspects of management to improve engagement and retention such as: sphere of influence, continuous conversations, feedback and recognition, power of inclusivity and a positive work environment.

### Key Topics

- Recognizing Motivation and Engagement
- Understanding the Manager's Role
- Sphere of Influence
- The SCARF Model
- Strategies to Improve Engagement
- Power of Conversations
- The GROW Model
- Action Planning

### Benefits for Participants

- Understand expected managerial competencies and ways to acquire them
- Identify and remove unintended barriers of engagement
- Build morale and re-motivate a team that has gotten off track
- Achieve greater results by creating a high-performing environment



# Managing Engagement and Retention in Your Team

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Managing Engagement & Retention

- Discussion: What does your team's engagement look like?
- Impact of high Employee Engagement
- The Great Attrition: What we are seeing and why people are leaving?
- Activity: What is happening within your team / organization?

### How to Recognize

- Discussion: How can you tell if a person is motivated and engaged?
- Indicators of motivation and engagement in your team

### Managers Role

- The Manager's Sphere of Influence / Outside of Control
- SCARF Model
- Activity: How do great managers impact engagement & retention? (and Tips and Hints)
- Engagement in your Team
- Activity: Your sphere of influence to retain and engage your team.

### Strategies to Improve Engagement

- Challenging our Sphere of Influence - Things a manager can do:
- Focus on the power of connections + Light touch on other retention & engagement practices
- Focus on the Power of Conversations: Connecting through

### Action Planning

- Discussion: Where can you go as a manager to get support when motivating, engaging and retaining your team?
- Taking it back to the Team



# Managing in Uncertainty

## PROGRAM OVERVIEW

This training shows leaders and managers why understanding the differences between individual needs and business objectives needs to be finely balanced. It teaches participants to think about the situations, the change in individual's motivation and skill levels and provides them a way to ask deep meaningful personal questions without feeling uncomfortable. It reminds managers not to revert to continue to use coaching techniques to drive improvement and happiness in the workplace. During the training, individual and group activities and role-plays are used to help participants better understand their team leadership style, and equally important, how it is viewed by others.

### Key Topics

- Driving Success within your Team
  - Personal Resilience
  - Building Trust
  - Empowering
- Provide Clarity
  - GROW model
  - Communicating with Empathy
- Generate Energy
  - Skill/Will matrix
  - Adapting your Communication Style
- Tools to lead during Crisis

### Benefits for Participants

- Understand the importance of building self-resilience first before working on team members
- Show them how to ensure trust levels are maximized
- Move from a directive to an empowering style, if the situation and individual suits
- Use tools to drive effectiveness
- Develop a more authentic empathetic style



# Managing in Uncertainty

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Drive Success with Your Team

- What drives success for your team?
- Keys to Success
  - Personal Resilience
  - Builds Trust
  - Empowers Individuals
  - Are Responsive
  - Adapts Communication Channels
  - Set Group Standards

### Provide Clarity- GROW Model in a Crisis

- What was important yesterday is no longer today....
- GROW Model for Effective Management During Crisis
- Goals: Align Prioritize Essential vs. Non-Essential Goals
- Reality: Current Situational Adjustments
- Options: Flexibility, Mindfulness, Different Ways, & Finding Equally Suitable Expectations and Empathy

### Generate Energy: Adapt My Approach

- Managing own expectations to be realistic.
- Overview of the Skill/ Will Matrix
- Understanding the Coachee's New Norm
- Adapting the Will/ Skill
- Discussion- apply Skill/Will to a team member in the current situation
- Adapting My Communication Style- Directive vs Non-Directive

### Tools to Lead During Crisis

- Be in it for the long haul: Transitioning to the new normal is an emotional process that takes time for everyone to adjust to
- Using Empathy (and Activity)
- Barriers to Empathic Listening

### Role-Play

- Planning, Role-play, and Debrief





# Motivating and Engaging Team Members

## PROGRAM OVERVIEW

The training draws on the SCARF model developed by David Rock, which approaches motivation with an understanding of how humans perceive threats and rewards in the workplace, and how these perceptions can either engage or disengage team members. During the training, participants discuss key drivers of motivation and engagement and analyze how each driver is applied in their own teams. In the process, participants identify ways to draw team members toward greater engagement, or unintentionally push team members into disengagement.

### Key Topics

- Understanding Motivation and Engagement
- The SCARF Model
  - Status
  - Certainty
  - Autonomy
  - Relatedness
  - Fairness
- Increasing Motivation and Engagement
- Removing Barriers

### Benefits for Participants

- Apply a research-based understanding of what does and doesn't motivate team members
- Build morale and re-motivate a team that has gotten off track
- Identify and remove unintended barriers of engagement
- Develop an action plan for maximizing perceived rewards and minimizing perceived threats



# Motivating and Engaging Team Members

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Motivation & Engagement

- Defining Motivation and Engagement
- Motivation & Engagement: Benefits
- Internal Drivers of Motivation

### Role-Play

- Planning, Role-play, and Debrief

### Step 1: Identify Motivational Indicators

- Indicators of Motivation and Engagement (M&E)
- Clues and Triggers
- Activity: M&E Conversation Planner

### Step 2: Understand Motivational Drivers

- Observe, Ask, Share
- Observe (Discussion, tips and hints)
- Ask (Questions to ask, structuring a conversation) (and Activity)
- Share (Discussion & Mini Role-Play)

### Experiential Learning Activity

- Planning, Activity, and Debrief

### Step 3: Create a Motivational Environment

- SCARF Self-Assessment (pre-work)
- SCARF Video
- Brain-Based Motivation
- Using SCARF to Improve Motivation (Activity)

### Structuring the Conversation

- Conversation Model
- Adapting Your Approach (Activity)

### Final Role-Play

- Planning, Role-play, and Debrief



# Performance Management

## PROGRAM OVERVIEW

This training 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.

### Key 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

### Benefits for Participants

- Understand their team members, specifically their needs and drivers
- Set goals for individual team members to ensure they accept responsibility for their achievements
- Understand what can (and won’t) motivate their team toward success
- Deliver a clear, concise performance management message
- Deal with challenging situations and team members in a professional manner



# Performance Management

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Performance Management

- Performance Management Cycle
- Success and Pre-conditions for Success (Manager & Individual Contributor Perspective)
- Opening Role-play

### Adapting Your Approach

- Understanding the Team Member (using Skill/ Will)
- Adapting Your Approach (and Activity)

### Setting SMART Goals

- Setting SMART Goals: Goal Tracking Template

### Stage 1: Open the Discussion

- 5 Stages of a Performance Conversation (review)
- Setting the Scene and Four Tips
- Decision Time: When to Introduce SMART Goals (and Activity)

### Stage 2: Team Member Sharing

- Why get their views first?
- Team Member Sharing: Questions to Ask
- Asking Follow-Up Questions (and Activity)
- Don't Forget: Active Listening

### Stage 3: Manager Sharing

- Manager Sharing: Feedback Options
- Motivational Feedback (and Activity)
- Developmental Feedback (and Activity)
- Feedback Tips

### Stage 4: Agree on Next Steps

- When You and the Person Agree / Don't Agree
- Adapting Your Approach (accommodate, collaborate, confront)

### Stage 5: Close the Discussion

- Options for Closing the Discussion



# Servant Leadership

## PROGRAM OVERVIEW

This training gives leaders the knowledge, skills and behaviors to provide a clear and purposeful direction and influence others to attain their goals. Based on the premise outlined by Robert K. Greenleaf, Servant Leadership is a bottoms up approach to leadership that places other first. Servant leaders are responsive to the needs of their teams, strive to ensure autonomy and growth as well as maintain long term relationship with team members. During the training participants will have the opportunity to discuss and learn the how-to aspects of 10 characteristics essential for servant leaders.

### Key Topics

- Understanding Servant Leadership
  - Listening
  - Empathy
  - Healing
  - Self-Awareness
  - Persuasion
  - Conceptualization
  - Foresight
- Stewardship
- Commitment to Growth
- Building Community

### Benefits for Participants

- Understand the 10-key characteristic servant leadership
- Be able to motivate and empower team members to get more done
- Increase the confidence and capabilities of individual team members
- Improve the over all engagement and retention on their team



# Servant Leadership

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Servant Leadership

- Characteristics of Servant Leaders
- Putting Others First
- Helping My Team Grow
- Building Your Case Study

### My Leadership Style

- Leading by Example (Stewardship)
- Democratic / Laissez-faire Style (and Activity)
- Sharing the power / Putting others first (and

### Motivating and Empowering My Team

- Investing in the Team
- Being a motivator / Empower my team
- Providing the Right Resources
- Asking for input (and Activity)

### Experiential Learning Activity

- Planning, Activity, and Debrief

### Building a Team Community

- Creating Group Goals (and Activity)
- Encouraging Communication
- Recognizing and complimenting team members (and Activity)

### Bringing it back to the Workplace

- Discussion and Action Planning (Activity)





# Situational Leadership

## PROGRAM OVERVIEW

This training gives participants the control and flexibility to improve the overall performance and contributions of individual team members and their team as a whole. Participants learn to adapt their leadership style based on individual team members, the situation, and the objectives. Participants spend time on the 'how to' aspect of being a leader, including motivating team members, delegating responsibility, and giving feedback. The training combines a variety of training methodologies (interactive discussions, role-plays and case studies) to reinforce and sustain key knowledge.

### Key Topics

- Being an Effective Leader
- Understanding Yourself as a Leader
- Understanding Your Team
- Flexing Your Leadership Style
- Delegation & Empowerment
- Giving Feedback

### Benefits for Participants

- Realize the expectations others have of them as a leader
- Adapt leadership style to the person and the situation
- Use a variety of leadership tools to enhance performance of team members
- Delegate and empower team members while ensuring morale and motivation of the team
- Structure their message and feedback to assist the development of team members



# Situational Leadership

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Expectations of a Leader and a Manager

- Delivering Business Results
- Requirements for Success: Leadership vs. Management
- Discussion: What leadership challenges do you face today?
- 3 Keys to Situational Leadership: Diagnosis, Flexibility, Partnership
- Situational Leadership Questionnaire (Activity)

### Understanding Yourself as a Leader

- Scoring Your Questionnaire: Your Leadership Style
- Directive vs. Non-Directive

### Diagnosis: Understanding the Individual

- Determining Your Approach (The Situation and The Individual)
- Understanding the Individual (and Activity)
- The Skill / Will Matrix
- Meet the Skill / Will Characters
- Adapting Your Approach (and Activity)
- Avoiding the Wrong Approach (and Activity)

### Flexibility: Using Different Leadership Styles

- Tracking Progress Based on Skill / Will
- Possible Discussion Results (Suggestions for each quadrant)
- Tracking Progress (and Activity)
- Dealing with Digression (Causes and Responses)

### Partnership: Delegation and Empowerment

- Defining Delegation
- Degrees of Delegation / Levels of Authority
- Planning Your Message (Business, Personal, Process, Outcome)
- Adapting Your Message Based on Skill / Will (Activity)
- What to Emphasize, Based on Skill / Will (Activity)

### Partnership: Structuring a Feedback Conversation

- The OTMAC Model: 5 Stages of a Performance Conversation\*
- Understanding OTMAC Model
- Team Member Sharing: Self-Feedback
- Manager Sharing: Motivational and Developmental
- Adapting Your Feedback Approach Based on Skill / Will (Activity)
- Key Actions for Giving Needs-Based Feedback



# Unleashing the Team's Potential Through Coaching

## PROGRAM OVERVIEW

This program is centered on helping leaders to explore the role of coaching, determine the best approach to take and how it can change or sustain mindset and behavior to increase performance for the professional development of a team member. During the session, the participants will have the opportunity to discuss their particular coaching challenges and practice their coaching skills in a controlled environment.

### Key Topics

- Role of Coaching
- Giving Feedback
- Understanding the Coachee
- Adapting Your Style
- Giving Instructions
- Probing Questions

### Benefits for Participants

- Create higher contributions and performance from individual team members
- Understand what can (and won't) work when coaching their team members toward success
- Maximize their team's potential by adapt their coaching style to the individual team members
- Give constructive feedback in daily work and appraisal situations
- Overcome coaching challenges and have a successful coaching outcome



# Unleashing the Team's Potential Through Coaching

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Role of Coaching

- Discussion: What is your experience level as a coach? Do you have a coach? Coaching challenges you currently face?
- Exploring Different Roles: Leadership, Management, Coaching
- What are the benefits for you, for them, for the organization?
- The Coaching Continuum
- Defining a successful coaching outcome

### Giving Feedback

- Three types of feedback
  - Motivational
  - Developmental
  - Self
- Activity: You Scenario

### Adapting My Style

- Understanding the Coachee
- Skill / Will Matrix (and Activity)
- Activity: You Scenario

### Giving Instructions (Directive Coaching)

- Structuring Your Message
- Activity: Create your message / Adjust your message based on the Skill / Will matrix

### Asking Questions (Non-Directive Coaching)

- Asking Questions (and Activity)
- The GROW Model
- Using the GROW Model
- Questions used at each stage
- Activity: Identify your questions / Adjust your questions based on the Skill / Will matrix

### Role-Play: Your Scenario

- Planning, role-play, debrief



# Communication Skills

Communication Skills programs help individuals and teams to manage relationships more effectively, both internally and externally. In each learning engagement, participants also work with real-world case studies which allows them to better understand how to effectively apply their learnings once they return to the workplace.

ADDING VALUE AS A TRUSTED PARTNER	CONFLICT MANAGEMENT	INTRODUCTION TO INFLUENCING TECHNIQUES	MESSAGING USING DATA	STAKEHOLDER MANAGEMENT
ASSERTIVE COMMUNICATION	DEALING WITH CHALLENGING PEOPLE	INFLUENCING WITHOUT AUTHORITY	NEGOTIATION SKILLS	STORYTELLING IN POWERFUL PRESENTATIONS
BUSINESS WRITING	DEVELOPING YOUR INFLUENCING & PERSUASION SKILLS	INTERVIEW SKILLS	NEGOTIATION SKILLS – ADVANCED	THE EXCEPTIONAL PRESENTER
BUSINESS STORYTELLING	EFFECTIVE EMAIL COMMUNICATION	LEADING [FACILITATING] EFFECTIVE MEETINGS	PRESENTATION SKILLS	TRAIN THE TRAINER
COMMUNICATION CONCEPTS	EXPERT IN POSITIVE INFLUENCING	LEVERAGING YOUR IMPACT	PRESENTATION SKILLS – ADVANCED	
COMMUNICATION SKILLS	FACILITATION SKILLS	MAKING POWERPOINT GREAT	PRESENTING IN A VIRTUAL ENVIRONMENT	
COMMUNICATING UP THE ORGANIZATION	GIVING FEEDBACK	MANAGING CHALLENGING CONVERSATIONS	PRESENTING WITH DATA	



# Adding Value as a Trusted Partner

## PROGRAM OVERVIEW

During the program, participants will learn how to establish trust, build rapport, uncover needs and gain commitment, ensuring a more profitable, two-way relationship in which both parties' benefit. By applying the skills explored during the training, participants move from a vendor or supplier role to that of a Trusted Partner. Additionally, participants learn how to create value for their stakeholders, and deal with challenging people and situations in a credible manner.

### Key Topics

- Being a Trusted Partner
- Trusted Partner Formula
- Qualities of a Trusted Partner
- Awareness – Understanding
- Adaptability - Adapting your style
- Articulation – Being persuasive

### Benefits for Participants

- Understand the attributes of a Trusted Partner
- Use a wide range of skills and strategies to build stakeholder relationships
- Uncover the stakeholder's decision-making process
- Gain insight into the different communication styles and how to adapt better
- Identify ways to offer additional value to stakeholders to ensure a lasting partnership





# Adding Value as a Trusted Partner

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being a Trusted Partner

- Discussion: Characteristics of a Trusted Partner
- Trusted Partner & Stakeholder Relationship Levels
- Discussion: Service vs. Trust-Based Relationship
- Qualities of an Effective Trusted Partner: Awareness, Adaptability, Articulation
- Sharing our Stories: Build your Case Study

### Awareness: Understanding the Individual

- Understanding the individuals: Needs & Drivers
- Using the Information (Activity)

### Adaptability: Adapting Your Style

- Business Behavior Style Questionnaire (pre-work)
- Your Styles / Chart Stakeholder Style
- Adapt to the Individual (Activity)

### Activity: Simitri Case Study

- Working with Other Styles
- Planning, Activity, and Debrief

### Articulation: Being Persuasive

- 3 Rules of Persuasion (Activity)
- Persuasive Message: Statement, Value, Relevance
- Creating the 'real' value (Activity)

### Role-Play (Using own Scenario)

- Planning, Role-play, and Debrief



# Assertive Communication

## PROGRAM OVERVIEW

During this training, participants will 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.

### Key Topics

- Speaking Up & Being Heard
- Assertion in the Workplace
- Defining my Objectives
- Assertiveness Techniques
  - Fogging
  - Positive Inquiry
  - Broken Record
- Dealing with Resistance
- Pushing Back
- Structuring an
- Assertive Conversation

### Benefits for Participants

- Know the difference between passive, assertive, and aggressive communication behavior
- Communicate more effectively
- Deliver a message without backing down or losing control
- Use different assertive techniques based on the person and the situation



# Assertive Communication

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Speaking Up & Being Heard

- Discussion: Voicing Your Opinion vs. Not Voicing Your Opinion (Situation, Behavior, Results)
- Benefit to the Team

### Assertion in the Workplace

- Degrees of Expression: Passive, Assertive, Aggressive
- Understanding the Differences Though Words, Voice & Body Language
- Exploring the Differences (Activity)
- Assertiveness Questionnaire (and self-reflection)

### Defining My Objectives

- Building Your Case Study
- Statement of objectives: Think, Feel, Do
- Activity: Case Study

### Assertion Techniques

- Assertive Structure
- I - language (and Activity)
- Opinions vs Facts (and Activity)
- Fogging (and Activity)
- Positive inquiry (and Activity)
- Broken record (and Activity)

### Dealing with Resistance

- Discussion: Why people resist?
- 4 steps for Handling Resistance
- Methods for handling resistance (and Activity)

### Pushing Back (Saying No)

- Video: Pushing Back
- Activity: How would you push back on this statement?

### Structuring an Assertive Conversation

- OXPAC model
- Activity: Case Study & Role Play



# Business Writing

## PROGRAM OVERVIEW

During this training, participants will learn to write informative and persuasive business documents such as business plans, memos, reports, and emails that achieve their desired objectives. The training addresses the following challenges in business writing: creating documents with enough appeal that someone actually wants to read them, using a coherent structure, eliminating excess words and jargon, and conveying the appropriate tone.

### Key Topics

- Effective Business Writing
- 3 Stages of Writing
- Planning
- Writing: 4C's
  - Being Clear
  - Being Concise
  - Being Credible
  - Being Coherent
- Revising & Editing
- Writing Good & Bad News
- Structuring Effective Emails

### Benefits for Participants

- Make the whole process of writing more effective through planning
- Understand that all documents should be written from the reader's point-of-view
- Adapt their writing style to the situation and audience
- Use crisper, more concise language that gets their message across
- Be thorough when editing their work



# Business Writing

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Effective Business Writing

- Characteristics: Good vs. Poor
- Review & Critique Exercise (own examples)
- 3 Stages of Business Writing

#### Stage 1: Planning

- What is my objective? (and Activity)
- Who are my readers? (and Activity)
- What is my key message? (and Activity)

#### Stage 2: Writing: The 4 C's of Business Writing

- 4 Cs of Business Writing
- Being Coherent in Structure (and Activity)
- Being Clear in Message (and Activity)
- Being Concise in the Message ((and Activity)
- Being Credible in Tone & Impact (and Activity)

#### Stage 3: Editing & Proofreading

- Tips & Hints: Editing & Proofreading
- Writing Exercise: Editing & Proofreading

### Writing Good News & Bad News

- Examples of good and bad news documents?
- Take the right approach
- Writing good news & bad news (and Activity)

### Effective Email Communication

- What mistakes do people make when writing / sending emails
- What to ask yourself before sending an email?
- PACES Model (Purpose, Audience, Channel, Emotions, Structure) (and Activity)

### Structure: Writing SHARP Emails

- SHARP (Subject Line, Human Touch, Action, Readability, Polished) (and Activity)
- Writing Exercise

### Final Writing Exercise

- Email Writing Practice and Review & Debrief



# Business Storytelling

## PROGRAM OVERVIEW

The program provides a step-by-step approach for creating and delivering stories that connect on a rational and emotional level. The result is a more memorable, effective, and compelling message. In business, we need stories for our most important work: to gain credibility, share values, paint a picture of the future, and call the audience to action. Many people do not realize that they already have amazing stories to tell. By identifying and sharing those stories, the participants will more deeply engage with and influence others in the workplace.

### Key Topics

- The Power of Stories
- Essential Elements of a Story
- Applying the Power of Stories
- Common Story Types and Structures
- Using Stories to Engage your Audience

### Benefits for Participants

- Understand the role that stories can play in the workplace
- Create stories that connect with the hearts and minds of the audience
- Learn the essential elements of an engaging story
- Develop their own compelling, and engaging stories





# Business Storytelling

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening Activity

- Setup Activity: Pick a Scenario
- Activity: Sharing a Story

### Opening Presentations (Critical/Challenging Story)

- Who is the audience?
- What is your objective?
- Activity: Present your Story  
(The start, a story or a piece of the presentation)
- Filmed with feedback and review

### Business Storytelling

- Brief History of Storytelling
- The Power of Stories
- Video – The Wright Brothers (& Activity)
- Activity: Storytelling - what works

### What are the essential elements of a story?

- The storyboard
- Elements of a Story: Character, Setting, Conflict, Resolution
- Storytelling Structure / Pixar Pitch
- Discussion: How can we apply the power of stories?
- Possible topics for stories
- Storytelling structures

### Engaging your Audience

- Engaging hearts and minds
- Defining your Objectives ( Think, Feel, Do)
- Understanding your Audience – Rational & Emotional Motivators
- Video: Carousel (& Activity)
- Connecting with the senses

### Storytelling Practice

- Planning, presenting, review and debrief



# Communication Concepts

## PROGRAM OVERVIEW

This program engages participants in identifying the factors that lead to challenging and ineffective communication, and provides strategies to address and overcome these issues. A sense of self-awareness will allow participants to realize the 4 distinctive styles of communication. Next, they will learn how to identify someone else's style and then more importantly how to adapt your own style to better connect. Communication aspects, like improved listening skills and better questioning techniques leading to ways in which improved messaging can be created and tailored to their listeners style and needs.

### Key Topics

- Communication at Work
- Adapting your Communication Style
- Listening
- Asking Questions
- Articulating your Message

### Benefits for Participants

- Understand why challenging situations exist
- Improve their self-awareness of their own personal style
- Identify others' styles and better adapt to connect
- Improve core communication skills, Active Listening, Questioning Techniques and Messaging effectiveness



# Communication Concepts

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Communication at Work

- Discussion: Challenges when communicating (up, down, across and outside)
- Verbal vs non-verbal Communication: words, voice and body language (and Activity)
- The Communication Triangle

### Adapting my Communication Style

- Business Behavior styles
- Identifying a person's style: business style questionnaire\*
- When Styles Collide (and Activity)

### Listening

- Degrees of listening (and Activity)
- PSP Model (and Activity)
- Activity: Practice Session

### Asking Questions

- Asking Questions (Open & Closed)
- Follow-up questions
- 5W2H questions
- Activity: Asking follow-up questions

### Presenting my Message

- What is my key message (identifying 3 things)
- Structuring my message
- Activity: Presenting my Message
- Summary: listening, questioning, presenting

### Role-Play (Using own Scenario)

- Planning, Role-play, and Debrief



# Communication Skills

## PROGRAM OVERVIEW

During this training, participants will spend time practising the 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.

### Key Topics

- Effective Communication
- PACES Model
  - Purpose
  - Audience
  - Channel
  - Emotions
  - Structure
- Listening and Asking Questions
- Presenting Your Message

### Benefits for Participants

- Communicate more effectively to multiple levels within the organization
- Communicate more efficiently through multiple channels
- Understand their communication styles and strengths
- Adapt their communication style based on their stakeholder, the topic, and the situation



# Communication Skills

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Effective Communication

- Discussion: Challenges when communicating
- (up, down, across, outside)
- Overcoming the challenges: PACES Mode

### PACES – Purpose: Defining your Objectives

- Defining Your Objectives (and Activity)
- Your Case Study Scenario

### PACES – Audience: Adapting your Style

- Behaviors and characteristics of each style
- Identifying a person's style (and Activity)
- Adapting to the individual / When styles collide

### PACES – Channel: Choosing the best Channel

- Video: Communication
- 4 Communication Channels (and Activity)

### PACES – Emotions: Checking your Emotions

- Communication and 4 facets of Emotional Intelligence
- Development self-awareness and self-management
- Hot buttons and catalysts (and Activity)

### PACES – structure: structuring your conversation

- 5 stages: Open, Exchange, Propose, Agree, Close
- Activity: Objectives, Challenges, Risks of skipping a stage

### Active Listening & Asking Questions

- Degrees of Listening
- Activity: Passive vs Active listening
- Be in the moment (Echo, Paraphrase, Reflect)
- Why ask questions?
- Open vs Closed Ended Questions (and Activity)

### Presenting your Message

- Experiential learning Activity
- Thinking in 3's: identify the 3 things and Plan your Message

### Your Case Study Conversation

- Preparation, role-play, review and debrief



# Communicating Up the Organization

## PROGRAM OVERVIEW

During the training, participants will spend time practicing how to communicate in ways that are credible, compatible, and coherent. 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. The participants also learn effective ways to push back, manage Q&A, and overcome resistance. 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.

### Key Topics

- Communicating Up the Organization
- Credible: Making the Right Impact
- Compatible: Understanding My Stakeholders & Adapting My Style
- Coherent: Being Clear, Succinct and Structured
- Managing Q&A
- Being Persuasive
- Dealing with Resistance

### Benefits for Participants

- Communicate more effectively to multiple levels within the organization
- Communicate more efficiently through multiple channels
- Create the right impact when communicating
- Adapt their communication style based on their stakeholder, the topic, and the situation





# Communicating Up the Organization

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Communicating up the Organization

- Discussion: what are the challenges? How does communicating up the organization differ from communicating across, outside and down the organization? Qualities to succeed: credible, compatible, capable, coherent
- Role play: Project Update Meeting

### Credible: Making the Right Impact

- Video and Discussion
- What are 3 words you would like executives to use to describe you? How are these impressions formed?
- Activity: 5 Observable Attributes

### Compatible: Understanding Your Stakeholders

- Understanding & Adapting
- Rational and Emotional ( and Activity)

### Compatible: Adapting Your Style

- Behaviors & characteristics of business styles\*
- Adapting to the Individual (and Activity)

### Coherent: Being Clear and Structured

- Identify the '3 things'
- Structuring your message (and Activity)

### Managing Q&A

- 4 Steps: Listen, Acknowledge, Repeat, Respond
- Tips and hints for: If you know the answer vs If you don't
- Activity: Asking and Answering questions

### Being Persuasive (Getting Buy-In)

- Exercise: 3 Rules of Influencing
- Communicating the Value (Statement, Value, Evidence)
- Identifying the Value and Evidence ( and Activity)

### Dealing with Resistance

- Discussion: Why people resist?
- 4 Steps for Handling Resistance
- Tips & Hints (Methods for Handling Resistance)

### Final Activity: Project Update Meeting

- Preparation, activity, review and debrief



# Conflict Management

## PROGRAM OVERVIEW

This program helps participants manage and resolve conflict that may emerge between teams or individuals. By understanding the evolution of conflict, the underlying root cause of conflict, and the different ways to deal with conflict, the participants will be better prepared to deal with conflict in a manner that produces a positive outcome. The case studies used during the course address a variety of work-related conflicts. The skills taught during the training apply to all workplace relationships including intra-personal relationships, inter-team and intra-team relationships, and client and supplier relationships.

### Key Topics

- Understanding Conflict
- The Impact of Conflict
- Causes of Conflict
- Responses to Conflict
- Preventing Conflict
- From Conflict to Collaboration

### Benefits for Participants

- Gain greater confidence by viewing conflict as an opportunity, not a threat
- Examine a challenging business situation “from their point of view”
- Improve personal effectiveness when faced with conflict
- Improve teamwork skills using a win-win or win-not-lose resolution approach



# Conflict Management

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Conflict

- Video: The Conflict Around Us...
- Examples of Workplace Conflict (Positive / Negative) (Activity)
- The Path to Conflict (and Activity)

### Role-Play (Based on Path to Conflict)

- Planning, role-play, review and debrief

### Causes of Conflict

- Discussion: What causes conflict at work?
- Cause 1: Different Perspectives and Activity)
- Cause 2: Sense and Nonsense (and Activity)
- Cause 3: Hot Buttons and Catalysts (and Activity)

### Responses to Conflict

- 8 Common Responses to Conflict
- Conflict Management Style Questionnaire (pre-work)
- Analyzing Your Results (Activity)

### Preventing Conflict

- Pick the right time, place, medium (and Activity)
- Use Effective Communication / Effective Verbal and Non-Verbal Communication
- Mini Role-Play (with suggested issues)
- Differences in Words, Voice, Body Language (during 2 parts of role-play)
- Stop the Blame Game (and Activity)
- Focus on the Facts (and Activity)

### From Conflict to Collaboration

- Stay Calm and Be FAIR (and Activity)
- Listen Actively (and Activity)
- Invite the Other Party's Solution (and Activity)
- Manage the deadlock (and Activity)
- Responding to Deadlock: Tips & Hints

### Your Case Study Conversation

- Planning, role-play, review and debrief



# Dealing with Challenging People

## PROGRAM OVERVIEW

This training will explore what can make people challenging, such as time pressure, high stakes, internal politics, or a variety of emotional and personal issues. From there, we help participants understand the real impact the challenging person has on their performance. With this understanding, the participants can use a number of tools, techniques, and tips to maintain control of the situation and minimize the negative impact of the challenging person.

### Key Topics

- Challenging People vs. Challenging Situations
- Define Your Objectives
- Build a Strong Relationship
- Maintain Control
- Determine Your Approach
- Be Assertive

### Benefits for Participants

- Understand the difference between a challenging person and a challenging situation
- Examine a person from multiple dimensions, resulting in a broader understanding
- Speak in a manner that ensures the other party will listen
- Develop strategies to deal with challenging people
- Communicate effectively with people who are challenging



# Dealing with Challenging People

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Challenging People

- Discussion: Challenging Situation vs. Challenging people
- Types of Challenging People (and Activity)
- Taking Control: 2 Principles

### Opening Role-Play

- Partner briefing, role-play, review and feedback

### Define Your Objectives

- Defining Your Objectives (and Activity)

### Building a Strong Relationship

- Building Rapport (and Activity)

### Maintain Control

- Emotional Self-Control (and Video)
- Hot Buttons & Catalysts
- The Tipping Point (Activity)
- Be FAIR (and Activity)

### Determine Your Approach

- Experiential Learning Activity
- Relationship Philosophy (and Activity)
- Adapting your approach: Outcome vs. Relationship (and Activity)
- Cooperate / Collaborate: Tips and Hints

### Be Assertive

- Discussion: What's the difference between passive, assertive and aggressive behavior?
- Degrees of Expression
- Effective Communication (and Activity)

### Final Activity

- Partner briefing, role-play, review and feedback



# Developing Your Influencing & Persuasion Skills

## PROGRAM OVERVIEW

This program gives participants the interpersonal skills and communication techniques to effectively influence and persuade other people in the workplace. Whether colleagues, employees, managers, clients or suppliers, the participants learn how to get others to accept their requests, support their projects and adopt their recommendations. The participants learn to use influencing and persuasion strategies and tactics, mainly through group exercises and discussions. This session addresses the following challenges: gaining internal buy-in for projects and ideas, obtaining external support for business initiatives, and convincing management to take action.

### Key Topics

- Influencing & Persuasion: Your World
- When to Use Different Influencing Approach
- Understanding Your Stakeholders
- Your Stakeholder's World
- Developing a Strategic Approach to Influencing & Persuasion
- Group Activity

### Benefits for Participants

- Adapt influencing and persuasion styles based on their stakeholder, the topic and the situation
- Develop strategic influencing and persuasion approaches
- Achieve their objectives while maintaining relationships
- Demonstrate a higher level of confidence and control





# Developing Your Influencing & Persuasion Skills

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Influencing and Persuasion: Your World

- The Importance of Influencing and Persuasion Skills
- Understanding Influencing and Persuasion
- Activity: Who do you need to influence at work?  
What outcomes do you need to achieve?  
What are your challenges?
- Essentials to Influencing Effectively

### When to Use Different Influencing Approaches

- Influencing Situations
- The nine Influence tactics (approaches)
- Hard and Soft Tactics
- Activity: Select three situations, select the appropriate tactic, explain your choice
- Role play: One scenario

### Understanding Your Stakeholders

- Understanding the Individual
- The Value of Difference
- Individual Cultural Values (GlobeSmart)
- Small Group Activity: Profile your stakeholders (Case Study)

### Your Stakeholder's World

- Your Stakeholder's World: Stakeholder Analysis
- Define the Impact
- Identify the Level of Power
- Map the Current & Desired Mindset
- Understand Their Readiness
- Individual Drivers by Role
- Activity: Case Study – Stakeholder Analysis (HO)

### Developing a Strategic Approach to Influencing & Persuasion

- Persuasion: When is this Skill Most Important?
- Video: Discussion & Activity
- Explore Needs & Drivers
- Influencing Your Stakeholders: Rational and Emotional Drivers
- Value of being Assertive
- Push vs. Pull Influencing Styles – Influencing style questionnaire (pre-work)
- Persuasive Messaging
- Questions to ask yourself

### Group Activity

- Use the stakeholder profile you created, what are the three questions they might ask? Map out your influencing strategy
- Role-play (optional)



# Effective Email Communication

## PROGRAM OVERVIEW

This training is developed to improve the effectiveness of writing emails. Using two through processes, PACES and SHARP, participants can elevate and improve their email writing skills. PACES looks at email writing from a planning perspective, showing the participants that if they focus on their desired outcomes (Objective) take into account what they know about their reader (Audience), decide the best Channel and consider Emotional tone and impact together with Structure, improvement can be immediate. SHARP shows them how to structure their email, focusing on subject, human touch, Action, Readable detail and Polish. Finally, participants will learn how to effectively edit emails before sending out.

### Key Topics

- Effective Email Communication
- PACES and Email Writing Process
  - Purpose
  - Audience
  - Channel
  - Emotions
- Structure : Writing SHARP Emails
- The importance of Editing

### Benefits for Participants

- Improve the quality of email writing
- Know why focusing on the reader is critical
- Develop improved structure and editing skills to drive better email outcomes



# Effective Email Communication

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Effective Email Communication

- Discussion: What mistakes do people make when writing / sending emails? Components of an effective email?
- Keys to Success

### PACES Email Writing Process

- PACES Model (Purpose, Audience, Channel, Emotions, Structure)
- Purpose: What is your objective? (and Activity)
- Audience: Who should you send to? (and Activity)
- Channel: Is email the best channel? (and Activity)
- Emotions: Are you avoiding emotional emailing? (and Activity)

### Structure: Writing SHARP Emails

- Summary in Subject Line
- CC/BCC
- Human Touch
- Action / Key Point
- Readable Details
- Polished
- Writing Activity: Examples

### Editing Your Email

- Being Clear in Message (Activity)
- Being Concise in the Message (and Activity)
- Being Credible in Tone & Impact (and Activity)
- Writing Activity: Examples
- Final Tips

### Writing Activity: Using your Case Study

- Re-write an Email
- Partner Review



# Expert in Positive Influencing

## PROGRAM OVERVIEW

During this training we look at some of the psychology behind influencing as well as what makes up an influencing moment. Building rapport and the factors that determine your relations and way to adapt your communication style are also covered in this training. We spend time on strategies to help build consensus during influencing conversations and how to evaluate who is in the room. Finally, we discuss dealing with status quo and how much change is too much when trying to influence others. This program uses case studies and role-plays to give participants the opportunity to practice having influencing conversations in a safe space.

### Key Topics

- Influencing Moments
- Influencing Fundamentals (Review)
- Rapport Building
- Adaptive Communication
- Consensus Building
- Evaluating your Stakeholders
- Dealing with the Status Quo

### Benefits for Participants

- Understand the key aspects of what makes up an influencing moment
- Develop strategies to build consensus when including others
- Gain insight when dealing with the status quo
- Learn to evaluate stakeholders and the impact of biases when influencing



# Expert in Positive Influencing

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Influential Moments

- Example Scenario (What can we learn from this example?)

### Influencing Fundamentals (Review)

- Qualities of an Effective Influencer
- Two Fundamental Human Desires
- The Curiosity / Novelty Trade-Off
- The 3 Rules of Influence
- Push vs Pull – Two Approaches to Influence
- Cialdini's– 7 Principles of Influence

### Building Rapport

- 4 Steps to Building Rapport
- Status Alignment – the real business purpose of rapport
- Avoiding the “Why” (and Activity)

### Adaptive Communication

- 4 Communication Factors that Determine Relationship
- Business Styles (Overview)

### Consensus Building

- Factors that CEO's considers
- The Rule of 3's (and Activity)
- Strategic Stair Steps – The Principle of Lasting Impressions
- Common strategies for Consensus Campaigns
- Activity: Building Consensus

### Understanding Who is in the Room

- The Iceberg Principle – rational maximization and emotional drivers/obstacles
- Common Biases in Influencing
- Obvious factors that are often overlooked

### Working with the Status Quo

- Tools for working with the Status Quo
- Handling Change – Most Advanced yet Acceptable (Maya Principle)
- Points of Vulnerability (POV)
- Breaking Even

### Final Role-Play

- Planning, Role-play, review and debrief



# Facilitation Skills

## PROGRAM OVERVIEW

During this training, 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 training, 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.

### Key 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

### Benefits for Participants

- Use a wide range of skills and strategies to plan, lead, and structure group sessions
- Adapt their facilitation style based on the audience and situation
- Establish and maintain 'control' during challenging situations
- Use verbal and non-verbal communication skills to maintain focus and encourage participation
- Use advanced probing and listening skills to increase contributions from the participants





# Facilitation Skills

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Facilitation

- Discussion: What is facilitation? What challenges will you face?
- Facilitation Strategies
- 3 Steps of Facilitation: Planning, Facilitating, Evaluating

### Step 1: Planning: Designing the Process

- The 5 Ps: Purpose, Product, Participants, Probable Issues, Process
- The Purpose and Product (and Activity)
- The Participants and Probable Issues
- The Process: Agenda (and Activity)

### Step 2: Facilitating the Meeting

- Presenting: Setting the Scene (What, Why, How, Outcome)
- Facilitator's Example
- Practice Session: Setting the scene

### Delivery Skills: Voice

- Impressions and Perceptions (words, voice, body language)
- Components of Voice and Emphasis (and Activity)
- Pace and Pause (and Activity)

### Facilitating a Discussion:

- Active Listening and Asking Questions
- Types of Questions (and Activity)
- Follow-up Questions (and Activity)
- Answering Questions
- Practice Session: Facilitating a Discussion

### Managing Group Dynamics

- Different group dynamics
- Managing the situation & Adapting your approach (and Activity)

### Practice Session: Facilitating Exercise

- Planning, activity, review and debrief

### Step 3: Evaluate the Results

- Evaluating the Meeting
- Evaluate Yourself



# Giving Feedback

## PROGRAM OVERVIEW

In this program, participants will explore how to use effective feedback to increase self-awareness and drive overall team performance. Used correctly, feedback can have a positive impact on team performance. Used incorrectly, feedback can cause negative feelings and increase demotivation and disengagement. By understanding the proper approach to delivering feedback, participants will maximize the positive and minimize negative outcomes. The training also discusses how to receive feedback without feeling threatened or defensive, as well as how to apply the technique of self-feedback to identify strengths and potential areas for improvement.

### Key Topics

- The Gift of Feedback
- Giving Feedback to Others
- Receiving Feedback
- Showing Appreciation
- Initiating Self-feedback
- Acting on Feedback

### Benefits for Participants

- Understand the positive benefits of effective feedback for the team
- Identify the harms of ineffective feedback and how they can be avoided
- Develop an approach to delivering feedback to colleagues and team members
- Create self-awareness by initiating self-feedback and applying the feedback from others



# Giving Feedback

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Feedback

- Discussion: What is an example of memorable feedback you have received? Why was it valuable? How was it delivered?
- The Importance of feedback: Johari Window
- Making Feedback a Habit: Rewards of Asking for Feedback
- Building Your Case Study

### Role-Play

- Partner briefing, role-play, review and feedback

### Receiving Feedback

- Discussion: Who can you receive feedback from? What stops us from receiving feedback
- Structuring the Dialogue
- Self-feedback / Ask Action Oriented Questions

### Motivational and Developmental Feedback

- Having a Motivational /Developmental Feedback Conversation
- Using the SBIR Model (Situation, Behavior, Impact, Results)
- Mini-Role Play: Case Studies

### Managing Your Emotions when Giving Feedback

- Discussion: Why is it important to manage your own emotions when giving feedback?
- When should you not give feedback? (and Activity)
- Managing your Emotions
- Hot Buttons and Catalysts (and Activity)

### Listening vs. Hearing

- Discussion: What can you do to show you are really listening?
- Degrees of Listening
- Activity: Passive Listening (Hearing)
- Listening Tips & Hints
- Activity: Active Listening
- Be in the Moment (Echo, Paraphrase, Reflect)

### Role-Play (based on pre-work)

- Partner briefing, role-play, review and feedback



# Introduction to Influencing Techniques

## PROGRAM OVERVIEW

Whether colleagues, employees, managers, clients or suppliers, the participants learn how to influence others to accept their requests, support their projects and adopt their recommendations. The Influencing Skills training addresses the following challenges: gaining internal buy-in for projects and ideas, obtaining external support for business initiatives, and convincing management to take action.

### Key Topics

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

### Benefits for Participants

- Communicate more effectively
- Use new strategies to build successful business relationships
- Create unique communication strategies to effectively influence others
- Comprehend their influencing style and strengths
- Adapt their influencing style based on their stakeholder, the topic and the situation



# Introduction to Influencing Techniques

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Influencing at Work

- Understanding Influencing
- The Challenges We Face
- Qualities of an Effective Influencer
- Exercise : Building Your Case Study

### Awareness: Understanding the Individual

- The Iceberg Principle
- Needs & Drivers: Rational / Emotional (and exercise)
- Exercise: Case Study Discussion

### Adaptability: Adapting Your Style

- Activity: Understanding Your Style
- Behaviors & Characteristics of each style (and exercise)
- When Styles Collide
- Exercise: Adapting your approach

### Articulation: Having an Effective Dialogue

- Communication Triangle: Listing – Questioning – Presenting

### Listening

- Degrees of Listening
- Exercise: Passive Listening / Active Listening

### Questioning

- Why ask questions? What value do you receive?
- Open and closed questions (and discussion)
- Asking follow-up questions (and exercise)

### Presenting (Being Persuasive)

- Experiential Learning: 3 Rules of Influencing
- Statement, Value, Relevance / Creating the 'real' value
- Exercise: Case Study Discussion

### Dealing with Resistance/ Pushing Back

- Discussion: Why people resist?
- 4 Steps to Handling Resistance
- Exercise: Case Study Discussion

### Role-Play - Case Study

- Planning, Role-play, review and debrief



# Influencing Without Authority

## PROGRAM OVERVIEW

During this training, you will learn techniques to get other people to embrace your ideas, accept your recommendations, and support your initiatives whilst building stronger relationships using techniques and ideas associated with the principle that the highest form of relationship you can have is that of Trusted Partner or Advisor. The training focuses on understanding your stakeholder, adapting your approach to the person, and articulating a value driven message, you are in a better position to achieve success.

### Key Topics

- Understanding Influencing
- Qualities of an Effective Influencer
- Understanding Others
- Adapting Your Style
- The Perfect Meeting

### Benefits for Participants

- Use new strategies to build successful business relationships
- Create unique communication strategies to effectively influence without authority
- Comprehend their influencing style and strengths
- Adapt their influencing style based on their stakeholder, the topic and the situation
- Better handle resistance and objections from others





# Influencing Without Authority

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Influencing – Art vs Science

- Role Play - As-Is Influencing Role-play
- Trusted Partner Formula (and Activity)
- Discussion: Why Trust is a critical part of the Human Psyche

### Gaining Greater Awareness: Stakeholder Insights

- Attributes of a Trusted Advisor
- Discussion: What's going on in their world? Their issues?
- Rational vs Emotional (and Activity)

### Gaining Greater Awareness: Your Influencing Style

- Review the Results of Assessment (and Activity)

### Cialdini's Weapons of Influence

- Review of the 6 weapons (and Activity)

### Articulation

- The Perfect Influencing Meeting
- Setting the right meeting objective
- (Meeting outcomes - Think, Feel, Do)

### The Perfect Influencing Meeting:

#### Stage 1: Building Rapport

- Building rapport, the way to accelerate trust

#### Stage 2: Discussion

- Discussion: Who is a good listener? What are their qualities?
- Probing and Asking follow-up questions
- The power of great questions (and Activity)

#### Stage 3: Messaging - Creating real Value

- Creating Persuasive Messages (and Activity)

#### Stage 4: Handling Resistance

- Types of objections/resistance received today
- Handling resistance (and Activity)

#### Stage 5: The Close

- Best practice tips in closing meetings and Activity)



# Interview Skills

## PROGRAM OVERVIEW

This training increases the confidence, professionalism and effectiveness of individuals during the interview process. By understanding the key motivators of the candidates, using effective probing / listening skills during the interview and applying behavior based interviewing strategies, participants achieve a better outcome in a shorter time frame. The program is designed to address a variety of situations, including; Informal / formal interview, virtual interviews, and phone interviews.

### Key Topics

- Pre-Interview Planning & Structuring
- Evaluating the Candidate
- Conducting the Interviews
- Listening & Probing
- Promoting the Company
- Post-Interview Follow-Up

### Benefits for Participants

- Understand their interviewing style and, equally important, how it is perceived by others
- Adjust their interviewing style to fit a variety of informal and formal situations
- Present a professional and confident image
- Gain a greater understanding of the candidate's skills to make better hiring decisions
- Have a more constructive dialogue with colleagues when evaluating and discussing the candidate



# Interview Skills

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Interviewing

- Discussion: Successful vs Unsuccessful Interviews
- Key Objectives
- What are the mistakes...?
- Unconscious Bias (Impact on Hiring Process)
- Recognizing Unconscious Bias in Ourselves (and Activity)

### Pre-Interview Planning

- Understanding the Recruitment Team
- Understanding the Position (case study discussion)
- Reviewing the Candidate's Resumes / CV
- The Problem with Resumes / CV's
- Questions to Ask Yourself (and Activity)
- Practice: Opening the Interview

### Conducting the Interview: Candidate Insight

- Open & Closed Ended Questions (and Activity)
- Follow-up Questions (and Activity)
- Other Types of Questions (and Activity)
- Tradition vs. Behavior Based Questions (and Activity)
- Guide to Asking Competency Based Questions
- STAR Model
- Practice: Candidate Insights

### Conducting the Interview: Company / Position

- Promoting the Company / the Position
- Conducting the Interview: Closing
- Practice: Closing

### Role-Play: Conducting the Interview

- Planning, Role-play, review and debrief

### Post-Interview Follow-Up

- Evaluating a Candidate
- Interview Debrief Report: Structure



# Leading [Facilitating] Effective Meetings

## PROGRAM OVERVIEW

This training 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 organizations. 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.

### Key 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

### Benefits for Participants

- Have a tool kit of meeting management processes, tips, and techniques
- Plan and run meetings that deliver expected results
- Enhance their face-to-face communication skills and ability to “manage the room”
- Know the fundamental secrets of professional meeting managers



# Leading [Facilitating] Effective Meetings

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Meetings

- Discussion: The Perfect Meeting
- Meeting Strategies
- Four Steps of Facilitating Meetings

### Practice Session: Group Meeting

- Planning, role-play, review & debrief

### Step 1: Identify the Objectives

- Setting Objectives: Tangible and Intangible (and Activity)

### Step 2: Understand the Participants

- Roles and Responsibilities
- Participant – Checklist
- Adapting the Group (Activity)

### Step 3: Design the Process

- Creating the Agenda (and Activity)

### Step 4: Facilitate the Meeting

- Setting the Scene (Example and Activity)

### Asking & Answering Questions

- Asking Questions
- Follow-up Questions (and Activity)
- Answering Questions (Example and Activity)

### Managing Group Dynamics (Side-tracks, passive participants, etc.)

- Different Group Dynamics
- Managing the Situation
- Adapting Your approach (and Activity)

### Ending the Meeting

- Ending the Meeting (key components)
- Using the Parking Lot
- Reviewing Action Planning

### Practice Session: Group Meeting

- Planning, role-play, review & debrief



# Leveraging Your Impact

## PROGRAM OVERVIEW

This training gives participants insight into why impressions and perceptions are so important in business. From understanding the Halo vs Horn dilemma to using tools for personal development. The three steps are, VISPA –understanding your own Values, Personality and Strengths. Five observable behaviors to drive the right impression, and the How to create the right impact for any given situation or stakeholder. By using these three levers, participants will find ways of creating their distinct personal brand.

### Key Topics

- Making an Impact
- Three steps to creating an Impact
  1. Who Am I?
  2. How do I want others to describe me?
  3. How do I deliver my desired brand?
- Bringing it all Together

### Benefits for Participants

- Gain greater insight into their personal values, strengths and personality
- Understand the impression they currently create
- Find ways to create different impressions, drive their personal brand and make different 'impacts' for any given situation





# Leveraging Your Impact

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Making an Impact

- Discussion: Why is it important to make the right impact in the workplace?
- Impressions and Perceptions Matter
- Leveraging Your Impact

### Step 1: Who am I?

- Exploring My ViSPA (Values, Strengths, Personality & Aspirations)
- My Values (Activity)
- My Strengths (Activity)
- My Personality: Business Style Questionnaire)
- My Aspirations (Personal Reflection)

### Step 2: How do I want others to describe me?

- How would you describe....?
- Designing My Three Words (and Activity)
- Do my words match my ViSPA (and Activity)
- Will my words change over time? Where could they be in 3 – 5 years? (and Activity)

### Step 3: How do I deliver my desired impact?

- 5 Observable Attributes: words, voice, body language, actions and attire
- Identifying my behavior (and Activity)
- Mini Presentation (delivering my behavior)
- Structuring my message (Tell'em Structure) (and Activity)

### Being Assertive

- Degrees of Expression
- Effective Communication
- Activity: Getting It Right (Passive / Assertive / Aggressive)

### Sharing your Point of View

- The importance of voicing your point of view
- Partner Activity: What is your point of view on....?

### Bringing it All Together

- Planning, Role-play, review and debrief
- Being Proactive



# Making PowerPoint Great

## PROGRAM OVERVIEW

This training is for anyone looking to develop high impact PowerPoint slides that connect with the audience, are visually appealing, and are easy to deliver. The training takes the perspective of the 'Producer,' focusing on both the planning and design of a clear, concise and compelling slide deck. During the training, participants review the 'Presentation Ecosystem' to understand objective setting, audience analysis, storyboarding and other planning considerations. We then move on to understanding your role as a Producer and how to think like a Designer in terms of color, saturation, typography, illustrations and photography.

### Key Topics

- The Power of Visual Aids
- The Presentation Ecosystem
- Defining Objectives
- Understanding the Audience
- Your Role of Producer
- Thinking Like a Designer
- Being Creative
- Designing with Impact

### Benefits for Participants

- Know why planning is important and how to do it
- Understand the role of the Producer in making presentations a success
- Design presentations from the audience's perspective
- Use charts, graphs and images that convey professionalism
- Know how to create agency-style presentations



Back to Communication Skills

# Making PowerPoint Great

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Power of Visual Aids

- A brief history on visual aids
- Discussion: Good vs. bad visual aids
- Defining Success

### The Presentation Ecosystem

- The Presentation Ecosystem
- Defining objectives and knowing your audience (and Activity)
- Developing structure and arranging content (storyboarding)

### The Role of the Producer

- The Role of the Producer
- The Challenges We Face

### Thinking like a Designer

- Everyone can be creative
- What makes messages stick
- Tutorial: Design 101
- Activity: Think like a Designer

### Designing for Impact: The Basics

- Working with Color and Fonts
- Governing with Masters & Templates
- Using Space and Grids
- Bullets & Line Spacing
- Practice Session

### Designing for Impact: Getting Visual

- Using Shapes, Smart Art, Photography and Graphs (includes importing from excel)
- Practice Session

### Designing for Impact: Using Movement

- Using Animations, Transitions, and Movies
- Practice Session

### Resources

- What you need to know about stock photography
- The role of Social media for inspiration (incl. Examples)

### Final Presentation

- Final Presentation, review, and feedback



# Managing Challenging Conversations

## PROGRAM OVERVIEW

This training provides individuals with the mindset, skills, and tools to have productive business dialogues particularly when the topic is unpleasant, or even contains bad news. During the training, we explore what can make a conversation challenging – 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.

### Key Topics

- Exploring Challenging Conversations
- Planning for Success
- Defining My Objectives
- Understanding the Person
- Choosing the Communication Channel
- Managing My Emotions
- Managing the Emotions of Others
- Structuring the Conversation

### Benefits for Participants

- Understand what makes a conversation challenging
- Examine an issue from multiple viewpoints
- Speak in a manner that ensures the other party will listen and understand the message
- Develop strategies to deliver unpleasant or bad news
- Communicate effectively with people who do not agree with his or her ideas



# Managing Challenging Conversations

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Exploring Challenging Conversations

- Discussion: What are examples of challenging conversations that you need to conduct as a manager?
- Video and Discussion
- Separating the Challenges

### Role-Play: Challenging Conversation

- Planning, Role-play, review and debrief

### Defining My Objectives

- What do I want the person to Think, Feel or Do (and Activity)

### Experiential Learning

- Set-up, Activity, review and debrief

### Understanding the Person

- The Iceberg Principle
- Rational and Emotional Needs and Drivers (and Activity)

### Choosing the Best Communication Channel

- Video: A Conference Call in Real Life
- 4 Communication Channels

### Managing My Emotions

- Hot Buttons and Catalysts (and Activity)
- The Tipping Point (and Activity)
- Be FAIR (Feelings, Actions, Interpretation, Results) (and Activity)

### Managing the Emotions of Others

- Avoid the Blame Game (and Activity)
- Speak in Facts (and Activity)
- Invite the Other Person's Solution (and Activity)

### Structuring the Conversation

- Defining Your Objectives (and Activity)
- Direct vs. Indirect Approach (Pros and Cons - Activity)
- Structuring the Conversation: Direct Approach,
- Indirect Approach (Examples)

### Role-Play: Challenging Conversation

- Planning, Role-play, review and debrief



# Messaging Using Data

## PROGRAM OVERVIEW

This basic-to-intermediate training helps participants learn best practices for presenting data and how to weave data into their presentations effectively. The training emphasizes the importance of understanding stakeholder objectives and using those to frame data findings. Participants will learn best practices for cleaning data to eliminate inconsistencies and anomalies. Next, they will explore different types of data analysis - including descriptive, diagnostic, predictive and prescriptive - to derive meaningful insights from data. Principles and tools for effective data visualization and presentation structure will also be covered. The training concludes with small group presentations - leaving participants with the tools and confidence to win over stakeholders.

### Key Topics

- Connecting with your Audience
- Cleaning The Data
- Types of Data Analysis
- Making an Impact with Data
- Data Interpretation
- Data Visualization
- Structuring your Story

Who should attend:  
Participants who have a basic understanding of using data in presentation.

### Benefits for Participants

- Understand the importance of connecting data insights to stakeholder needs and objectives
- Master the skills to gain meaningful insights from data
- Create powerful interactive presentations following visualization best practices
- Win over stakeholders with data they can easily understand and act upon





# Messaging Using Data

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Data

- Discussion: Type of data, & the important to your company.
- Challenges and ideal outcomes
- The importance of data in future global initiatives
- What Should You Focus On When Presenting with Data?
- Introduce Case Study

### Connecting Data with the Audience/ Objective

- Discussion: Purpose, & Important to the Audience.
- What do you want your audience to - Think, Feel, Do?
- Case Study Discussion

### Cleaning The Data / Normalization

- Discussion: Having the right data. Ensuring the data accurate and reliable.
- Cleaning the Data: Tips and Hints
- Examples of cleaning the data

### Data Analysis and Making an Impact

- 4 Types of Data Analysis: Descriptive, diagnostic, predictive, and prescriptive.
- What are the best practices? What could you apply at work?
- Examples of data analysis: Pivot Table

### Interpretation, Visualization and Structuring the Presentation

- Why use data visualization/what are the advantages?
- Good vs. Bad Data Visualization: How would you improve them?
- Finding meaningful insights from data/key findings and actionable insights.
- Data visualization by purpose/ category
- Introduce data visualization tools and useful resources
- Presenting with Data: Do's and Don'ts

### Data Presentation

- Structure for Presenting with Data
- Planning and Preparation
- Presentation
- Facilitator Feedback and review



# Negotiation Skills

## PROGRAM OVERVIEW

Participants will learn to use negotiating strategies and tactics, mainly through role-play and group activities. Under the guidance of the Simitri Facilitator, each participant analyses his/her personal performance to ensure maximum outcomes in future negotiations. The training is designed to address a variety of negotiating settings, including customer and client negotiations, supplier negotiations and internal negotiations.

### Key Topics

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

### Benefits for Participants

- Plan for negotiations, increasing their chances of achieving a favorable outcome
- Negotiate in a way that addresses the needs, issues and concerns of their company
- Demonstrate a higher level of confidence and control
- Use a number of strategies and tactics to achieve their objectives
- Comprehend their negotiating styles and strengths



# Negotiation Skills

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Negotiations

- Discussion: Success and Pre-conditions for success
- The Simitri Negotiating Framework: 4 Ps: Purpose, People, Planning, Process

### Role-Play: Activity

- Planning, Role-play, review and debrief

### Planning to Negotiate

- 8 Points of Success
- Goals
- Stakeholders
- BATNA
- Strength / Weakness Analysis (brief overview only)
- Issues and Position (and Activity)

### Philosophies

- Black & White Game
- Philosophies (and Activity)

### Strategies and Tactics

- Strategies
- Tactics
- Discussion: Responding to Tactics
- Negotiation Approach Plan

### Role-Play: Activity

- Planning, Role-play, review and debrief

### Power and Control

- Power and Control
- Understanding Power / Sources of power
- Understanding Control / Maintaining Control (and Activity)

### Final Role-Play: Participants' Case Study

- Planning, Role-play, review and debrief



# Negotiation Skills – Advanced

## PROGRAM OVERVIEW

Participants will build their confidence in negotiating by actively engaging in case studies and role-plays. Under the guidance of the Simitri Facilitator, each participant analyses their personal performance to ensure maximum outcomes in future negotiations. The training emphasize on practice rather than theory. It is designed to give participants practical tools to create mutual value for both parties while ensuring business objectives are achieved.

### Key Topics

- Understanding Negotiation
- The 4P Framework of Negotiation (Review)
- Objectives in Negotiation
- Understanding Key Stakeholders
- Philosophy, Strategies, and Tactics When Negotiating
- Negotiating Style
- Stages of Negotiations
- Power and Control
- Handling a Deadlock
- Negotiating as a Team

### Benefits for Participants

- Plan for negotiations to achieve a favorable outcome while protecting the relationship
- Negotiate in a way that addresses the needs, issues, and concerns of the other party
- Demonstrate a higher level of confidence, power, and control
- Comprehend each person's negotiating styles and strengths
- Progress through stages of a negotiation as a collaborative team



# Negotiation Skills – Advanced

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Negotiations

- Defining Negotiating
- Discussion: Challenges We Face when Negotiating
- The Simitri Negotiating Framework: 4: People, Purpose, Planning, Process
- Discussion: Our Past Results

### Role-Play: Activity

- Planning, Role-play, review and debrief

### Experiential Learning

- Set-up, Activity, review and debrief

### Understanding My Negotiating Style

- Negotiation Questionnaire (pre-work)
- Negotiating Tactics: Avoiding, Competing,
- Accommodating, Compromising, Collaborating

### Handling a Deadlock

- Activity: Mini-Role-play
- Handling a Deadlock (and Activity)
- Responding to Deadlocks: Tips & Hints

### Process: 5 Stages of Negotiations

- 5 Stages of Negotiations
- Small Group Discussion

### Role-Play: Your Case Study

- Planning, Role-play, review and debrief



# Presentation Skills

## PROGRAM OVERVIEW

This program shows how to develop engaging content that connects with the audience through a three-step approach. Outcome plus audience insight equals message. To this is added a powerful presentation structure and participants are then shown how to improve power in their messaging through visual language and storytelling techniques. During the training, participants film themselves presenting and send to the Facilitator for feedback and review. The training involves the content plus small team coaching activities. As part of the program participant filming a full presentation then receiving feedback and critique with a focus on continued improvement areas.

### Key Topics

- Connecting with the Audience
- Defining your Objectives
- Getting into your Audience's World
- Simitri Planning Structure
- Using Stories to Inject Engaging Content
- Powerful Messaging Techniques
- Individual Presentation feedback

### Benefits for Participants

- Create presentations that are well structured and organized
- Develop messages that address the needs and issues of their audience
- Develop their communication skills linked to the 'One Thing'
- Reduce preparation time





# Presentation Skills

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening Presentation

- Presenting, review and debrief

### Connecting with the Audience

- What are some ways you can connect with your audience?
- The What and the How (and Activity)

### Identifying the Objectives

- Identifying the Objectives
- For My Presentations (Think, Feel, or Do) (and Activity)

### Understanding the Audience

- The Audiences World
- Audience Analysis Checklist (and Activity)

### Structuring the Presentation

- 3 Stages of Presenting
- Presentation Structure
- Simitri Presentation Planner (and Activity)

### Impactful Messaging

- Video (and Activity)
- What Makes Content Impactful?
- Persuasive Structure
- Activity: Updating Your Presentation

### Delivery Skills Coaching: Voice

- Components of Voice
- Activity: Pace and Pause
- One-to-One Coaching

### Virtual Presentations (incl. Video and Telephone)

- Challenges Faced
- Connecting Virtually (The What and The How)

### Final Presentations

- Presenting, review and debrief



# Presentation Skills – Advanced

## PROGRAM OVERVIEW

This training goes beyond the fundamentals of presenting and focuses on creating a “connection” with the audience, being more “natural” when delivering and handling “challenging” situations when speaking to small and large audiences whether live or virtual. During the training, participants review the three most important presentation skills: eye contact, voice, and structure, before moving on to other skills that will help them engage their audience and ensure their ideas and recommendations are supported.

### Key Topics

- Connecting with the Audience
- Creating impact when delivering
- Designing your Persuasive Objective
- Simitri Advanced Planning Structure
- Powerful Messaging Techniques
- Voice Management

### Benefits for Participants

- Develop messages that are persuasive, tailored and outcome focused
- Elevate their communication delivery skills through highly tailored powerful coaching sessions
- Create the right impact to the audience through a structured presentation



# Presentation Skills – Advanced

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening Presentation

- Presentation, review and feedback
- Individual Discussion Review: Strengths and Areas for Improvement

### Connecting with the Audience

- Discussion: Why is it critical? Ways to connect?
- Connecting with the audience through the what and the how
- Activity: Apply to your Presentation

### Creating the Message

- Defining my Persuasive Objective
- Understand My Audiences World
- Activity: Apply to your Presentation

### Structuring Your Presentation

- Advanced Presentation Structure
- Activity: Apply to your Presentation

### Creating Powerful Content

- Decision-Making Process
- Using Visual Language – Storytelling
- Activity: Apply to your Presentation

### Creating Impact During My Presentations

- Discussion: What impact might you want to achieve?
- Impact during the Planning Phase
- Activity: Apply to your Presentation

### The Ultimate Voice Coaching

- Vocal Range Creates Impact
- The 4 Characters
- The Physical Impacts Voice
- Activity: Filmed with feedback
- Activity: Voice Coaching

### Final Presentation

- Preparation, Review and Feedback



# Presenting in a Virtual Environment

## PROGRAM OVERVIEW

Participants first learn that there are many ways to gain and keep the audience engaged. The most critical delivery skill for remote presentations is voice. Using an extremely powerful series of voice coaching techniques, participants will learn how to overcome the two greatest barriers, speaking too fast and lacking range and variety. By slowing down and improving clarity, not only will participants connect better, they will also be in a position to select fewer, better words, thus removing the other greatest presentation challenge, verbosity. Less is certainly more in this powerful session.

### Key Topics

- Connecting with a Virtual Audience
- It's all about your Voice – Voice coaching session
- Structuring your Presentation
- Virtual Presentation
- Practice with Feedback

### Benefits for Participants

- Ensure they understand how to connect with their audience remotely
- Develop a more powerful and engaging voice
- Avoid the challenges most presenters make when delivering remotely
- Create presentations that are well structured and organized



# Presenting in a Virtual Environment

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Presenting Virtually

- Discussion: What is different about presenting virtually?
- Challenges when presenting in a virtual environment

### Setting Up for Success

- Setting up for Success – Environment
- Virtual Background
- Other Equipment
- Discussion: What do people do during the conference calls?
- Using Interactive Tools
- Optimizing your Virtual Environment

### Connecting with the Audience Virtually

- Discussion: What are some ways you can connect with your audience?
- The What and the How
- Practice Activity

### Structuring the Presentation

- Presentation structure
- Simitri Presentation Planner
- Facilitator's example

### Connecting with and Engaging Your Audience

- Eye Contact
- Components of Voice
- Emphasis (and activity)
- Pace & Pause (Volunteer Demonstrations)
- Activity: Apply to your Presentation

### Presentation Practice

- Planning
- Presentation
- Review & Debrief



# Presenting with Data

## PROGRAM OVERVIEW

This training helps participants to overcome this challenge by better understanding their stakeholders and shaping the data into a meaningful story. The training is highly interactive using participants' own presentations. Participants will learn how to structure their data in a way that is clear, concise, and easily understood by others. The training also covers the use of charts and graphs, as well as how to select the visual approach that best supports their objectives.

### Key Topics

- Understanding Data
- Connecting with Audience
- Structuring your Message
- Visualizing Data
- Practice Presentations

Note: This program focuses on data presentations.  
Also see Messaging using Data.

### Benefits for Participants

- Understand the importance and ways to connect with their audience
- Create data presentations that are well-structured and organized
- Identify their objectives and select the data points that will have the greatest impact
- Simplify, visualize and present complex data in a way that is quickly and easily understood





# Presenting with Data

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding the Data

- Activity: Challenges when presenting with Data
- Characteristics of Data
- Activity: What is this chart telling us?
- Key success Factors: Connecting, Structuring, Visualizing

### Connecting with the Audience

- Your Audiences World
- Ways of Connecting
- Activity: Your Case Study

### Structure Your Message

- From Data to Actionable Insights
- Activity: Converting Information to Insights
- Identifying your Presentation Objectives
- Narrowing Down my Insights
- Organizing the Presentation Content
- Activity: Your Case Study

### Visualizing the Data to Tell a Story

- Quick Video & Debrief
- Principles of Data Visualization
- Tools and Resources for creating Data Visualization
- Activity: Your Case Study

### Practice Presentations

- Planning, Presentation & Review & Feedback



# Stakeholder Management

## PROGRAM OVERVIEW

This training helps participants build quality, long-term relationships with key stakeholders whether internally or externally. During the session, 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. The session will focus on key communication skills, plus improving the ability to drive opinion using either advocacy or inquiry techniques. Additionally, the training explores how to rebuild broken relationships after conflict or a challenging interaction that caused damage to the relationship.

### Key Topics

- Identifying your Stakeholders and building a power map
- Building Trust and Rapport
- Understanding the person
- Advocacy and Inquiry
- Difficult person vs difficult situation
- Adapting your approach

### Benefits for Participants

- Understand the importance of mutually beneficial relationships
- Understand with whom they need to build relationship and their current view of me
- Build trust with key stakeholders (face-to-face, phone, and email)
- Demonstrate empathy by understanding the POV of others
- Work better with others to drive collaborative results
- Rebuild damaged or difficult relationships in a professional and sincere manner



# Stakeholder Management

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Stakeholder Relationships

- Discussion: What are the challenges you face in building relationships up, down, across, and outside the organization?

### Managing My Stakeholders

- Key Qualities when Communicating and Managing Stakeholders
- Potential Barriers
- Focus for Today

### Mapping My Stakeholders

- Stakeholder Mapping
- Role, Rating of Me, Level of Power, Degree of Contact
- Building my Stakeholder Map
- Rational and Emotional Drivers (adding to my map)

### Connecting & Building Trust with Stakeholders

- Connecting with your stakeholder, building rapport
- The Trust Equation
- Service vs. Trust Based Relationship (and discussion)

### Communicating with & Influencing Stakeholders (Inquiry)

- Why Ask Questions
- Listen / Acknowledge / Ask
- Inquiry: Asking questions (and exercise - getting it right)

### Communicating with & Influencing Stakeholders (Advocacy)

- Managing Expectations
- Objective: Think, Feel, Do
- Advocacy – getting your message across
- What do your stakeholders need to know?
- Need / Key Message / Evidence

### Managing Challenging Situations with Stakeholders

- Discussion: Managing challenging people
- Challenging Personality Types
- The Challenges to Collaboration
- Adapting your Approach
- Taking Control of the Situation

### Role-Play

- Planning, Role-play and Review and Feedback



# Storytelling in Powerful Presentations

## PROGRAM OVERVIEW

The training provides a step-by-step approach for creating and delivering stories that appeal to the whole brain. The result is a more memorable, effective, and compelling message. The fact is, in business, we need stories for our most important work: to gain credibility, call people to action, share values, and paint a picture of the future. Most people do not realize they already have amazing stories to tell and that sharing those stories will help them succeed in their personal and professional life.

### Key Topics

- Powerful Presentations
- Business Storytelling
- Essential Elements of a Story
- Creating your Stories
- Engaging the Audience
- Storytelling Practice
- Final Presentation

### Benefits for Participants

- Understand the importance of using stories in the workplace
- Create stories that connect with the hearts and minds of the audience
- Deliver interesting, compelling, and engaging stories
- Express emotions that are appropriate for a given story



# Storytelling in Powerful Presentations

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Powerful Presentations

- Discussion: What do you like / dislike about other people's presentations?

### Opening Presentations (Critical/Challenging Story)

- Presentation, filmed with feedback, review and debrief

### Business Storytelling

- Brief History of Storytelling
- Power of Stories
- Video: Storytelling (and Activity)

### Essential Elements of a Story

- Example Story
- The Storyboard
- Elements of a Story: Character, Setting, Conflict, Resolution
- Storytelling Structure / Pixar Pitch
- Storytelling structures

### Creating your Stories

- Discussion: How do you apply the power of stories?
- Topics for the workplace
- Draft your Stories (Activity)

### Engaging your Audience

- Engaging Hearts and Minds
- Defining your Objectives (Think, Feel, Do)
- Understand your Audience (Rational / Emotional)
- Video: Engaging Audience
- Connecting with the Senses
- Ensuring the So What

### Storytelling Practice

- Presentation, filmed with feedback, review and debrief

### Final Presentations

- Presentation, filmed with feedback, review and debrief



# The Exceptional Presenter

## PROGRAM OVERVIEW

This training dissects why current business challenges often fail, and introduces new concepts to achieve the desired outcome. Connect with and compel your audience to do what you want them to do. This will be achieved through the training showing how participants can create more focused, value driven messaging and enhanced delivery skills. and delivery skills. Participants will be coached to deliver and connect at the emotional level to drive superior outcomes using Simitri's four characters experience.

### Key Topics

- Connecting with the Audience
- The Ultimate Objective
- Getting Into Your Audience's World
- Exceptional Presenter Persuasive Structure
- Creating messages that are simple, memorable and differentiated
- Voice Management
- Adapting Your Character
- Achieving Congruence to create emotional impact

### Benefits for Participants

- Connect at the emotional level and compel their audience to take action
- Deliver value-driven messages which draws in the listener
- Use techniques to express emotions that are appropriate for a given audience and situation
- Elevate delivery skills, especially voice to an Exceptional level



# The Exceptional Presenter

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening Presentations

- Presentation, Filmed with Feedback, review and debrief

### Connecting with the Audience

- Discussion: Why is it critical? Ways to connect?
- Connecting with the audience through the what and the how

### Creating the Message – Connecting through the What

- Defining Your Ultimate Objective
- Understanding your Audience's World
- Advanced Presentation Planning Sheet

### Creating Powerful content

- Emotion burns memory
- The Old Brain
- The most persuasive structure
- Visual Language
- Messaging Techniques
- Activity – Plan for your own content

### Voice Management

- Vocal Range
- Components of Voice
- Voice Activities
- Voice Management Coaching Review

### Achieving Full Congruence

- Creating the Right Impact
- Achieving Full Congruence (words, voice and physical)
- Congruence Coaching Review: Filmed with Feedback and Review

### Final Presentations

- Preparation: Ultimate Objective + understanding of the Audience's world = the three things
- Final Presentation Preparation
- Filmed with feedback, review and debrief





# Train the Trainer

## PROGRAM OVERVIEW

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

### Key Topics

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

### Benefits for Participants

- Be perceived as competent, credible, and enthusiastic trainers
- Use a wide range of skills and strategies to plan and deliver trainings
- Adapt their training style to suit the audience and session objectives
- Establish and maintain 'control' during challenging situations
- Use verbal and non-verbal communication skills to deliver more powerful sessions



# Train the Trainer

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Training Adults

- Adult Learning Truths
- Connecting with the participants (what you do / how you do it)
- Different Hats to Connect: trainer, facilitator, host, coach, mentor, presenter (and Activity)

### Defining the Objectives

- Tangible vs. Intangible Outcomes (and Activity) 3 Stages of a Training program

### Starting a Training

- Starting a Session
- Key Components for Success
- Practice Session: Planning My Opening / Reviewing with a Partner

### Starting a Training

- Practice Session, plus review & feedback

### Facilitating a Discussion

- Why ask questions? What value do you receive?
- How to ask questions
- Asking follow-up questions
- How to answer questions (If you know the answer / don't know the answer)
- Practice Session: Facilitating a Discussion

### Managing Group Dynamics

- Different Group Dynamics
- Managing the Situation
- Adapting Your Approach (ignore, accommodate, confront, collaborate)
- Discussion: Managing Challenging Situations

### Practice Facilitation Session

- Plan, deliver, review & debrief



# Personal Effectiveness

Personal Effectiveness programs help leaders and team members to boost their performance in a variety of personal and professional areas. In each program, the participants develop case studies and scenarios that challenge them to stretch themselves in a number of ways, such as by making better use of the workday and developing short, and long-term career goals.



# Adapting to Change

## PROGRAM OVERVIEW

This training provides individuals experiencing change with the mindset, strategies and skills to remain focused and productive during times of 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 training helps the participants to pro actively develop this insight and awareness. During the training we use these live 'cases' to discuss strategies and tactics that can accelerate the change acceptance process.

### Key Topics

- The Change Journey
- Understanding Change
- Change is a Transition
- Developing the Right Mindset
- The Right Behavior
- Taking Ownership during Change

### Benefits for Participants

- Have a mindset to accept and embrace change
- Understand why the change is happening and how the change will benefit them
- Minimize the length of the negative impact the change is having on their work initiatives
- Develop coping methods to handle the stress and negative emotions
- Increase their performance and confidence during change



# Adapting to Change

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Change Journey

- Our world is changing (VUCA)
- The Change Journey

### Step 1: Understand the Change

- Defining Change
- Activity: Understanding the Situation (the what, why and how of change?)
- The real challenge of navigating through change.

### Step 2: Realize Change is a Transition

- Change is a Transition (William Bridges Model)
- Phase 1: Ending Zone / Dealing with Closure
- Phase 2: Neutral Zone / Dealing with Ambiguity (Activity)
- Phase 3: The New Beginning Zone

### Step 3: Developing a Positive Change Mindset

- Defining Mindset
- Sphere of Influence (and Activity)
- Two Belief Systems (Fixed vs. Growth)
- Steps to Foster a Growth Mindset (and Activity)

### Step 4: Developing Behaviors that Support Change Acceptance

- Taking Control During Change
- Strategies for managing change? (and Activity)
- Conduct an Analysis (Power vs. Impact)
- What strategy would you use? (and Activity)
- Identify the Right Actions

### Take Ownership During Change

- Responsibility, Accountability & Ownership
- Identifying the Benefits
- Taking Ownership (and Activity)



# Building Effective Relationships

## PROGRAM OVERVIEW

This training helps participants build quality, long-term relationships with colleagues, managers, employees, clients, and suppliers. During the training, 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 training explores how to rebuild broken relationships after conflict or a challenging interaction that caused damage to the relationship.

### Key Topics

- Effective Work Relationships
- Connecting with your Stakeholders
- Welcoming Diversity of Opinions
- Mutual Respect
- Open Communication
- Collaborating for Results

### Benefits for Participants

- Understand the importance of mutually beneficial relationships
- Understand with whom they need to build relationship and their current view of me
- Build trust with key stakeholders (face-to-face, phone, and email)
- Demonstrate empathy by understanding the POV of others
- Work better with others to drive collaborative results
- Rebuild damaged or difficult relationships in a professional and sincere manner



# Building Effective Relationships

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Effective Work Relationships

- Describing 'effective' relationships
- Activity: Building Your Case Study
- Identifying your stakeholders (Activity)
- Qualities to Build Effective Relationships

### Role Play

- Planning, role-play, review and Feedback

### Connect with Your Stakeholders

- Building Trust & Rapport
- Mutual Respect
- Activity: Your Scenario

### Communicating with Your Stakeholders

- Open Communication: Advocacy & Inquiry
- Welcoming Diversity of Opinions
- Using Advocacy Tips & Hints
- Inquiry Tips & Hints
- Activity: Your Scenario

### Collaborating with Your Stakeholders

- Collaboration Drives Success
- The Challenges to Collaboration
- Types of Challenging People
- Adapting your approach
- Taking Control of the Situation (and Activity)

### Role Play: Your Scenario

- Planning, role-play, review and Feedback





# Building and Leveraging Your Network for Senior Leaders

## PROGRAM OVERVIEW

This training gives participants the tools and techniques to build and leverage their networks for maximum business success. The session covers the importance of a 'growth mindset' and 'trust' in order to create and use networks. A key component of the session is to get participants to map their stakeholders and create impactful networking goals and action plans in order to build their in-person as well as virtual networks. During the session, the participants will also learn how to take ownership, think out of the box, sustain their networks and keep their networks relevant and topical.

### Key Topics

- The Value of Networking
- Personal Development
  - Broadening Horizons
  - Having the Right Mindset
- Professional Development
  - Building Trust
  - Stakeholder Mapping
- Identifying My Networking Actions
  - Setting My Networking Goals
  - Networking Tips for Virtual Events

### Benefits for Participants

- Understand the value of networking
- Develop the right mindset towards networking
- Learn how to build trust while creating and using networks
- Set goals and prepare for a networking event to ensure maximum impact
- Communicate effectively when networking and building rapport



# Building and Leveraging Your Network for Senior Leaders

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Value of Networking

- Discussion: Why is network important? How have you leveraged your existing network?
- Challenges when Building & Leveraging My Network

### Personal Development

- Discussion: Getting mentors, broadening horizons, learning new skills
- What is mindset? Why is it important? (and Activity)
- The Choice Is Yours

### Professional Development

- Building Trust
- How Leaders Create & Use Networks (and Activity)
- Three Forms of Network: Operational, Personal, Strategic
- Stakeholder Mapping (Activity)

### Identifying My Networking Actions

- Setting My Networking Goal (What is your SMART Networking Goal?)
- Bringing People into Your Network (3 tips)
- Building a Virtual Network (Do's & Don't)
- Finding Virtual Events
- Networking Tips for Virtual Events
- Attending Virtual Events – Tips and hints

### Action Planning

- Taking Ownership: Taking this Forward (and Activity)
- Don't Let Your Network Grow Cold



# Business Etiquette

## PROGRAM OVERVIEW

In today's business world, Business Etiquette is important because it creates a respectful, professional and collaborative environment and improves overall communication and productivity. This course helps participants to create a better personal and professional impact by using proper business etiquette to build business relationships up, down, across and outside the organization. By learning to use small talk, dress for success and conduct themselves appropriately in common business settings, participants will gain a competitive advantage by creating a stronger impression in the workplace.

### Key Topics

- Creating a Professional Impact
- Dressing for Success
- Dining and Entertaining
- Communication Etiquette
- Meetings and Greetings
- Meeting Etiquette
- Making Small Talk
- Breaking-In
- Having The Conversation
- Breaking Away

### Benefits for Participants

- Have greater influence over the perception others have of them
- Demonstrate a higher level of confidence when interacting with others
- Appropriately greet and meet with others in international business settings
- Communicate effectively and make positive impressions in formal and informal settings



# Business Etiquette

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Creating a Professional Impact

- Discussion: What is International Business Etiquette? Why is it important?
- Halo vs. Horn Effect
- 3 Words to describe you (and Activity)
- Where and when do you create an impact? (meetings, lunches, email, etc...)
- 5 Observable Attributes (and Activity)

### Dressing for Success

- Video: Tips from the Experts – Dressing for Success
- Understanding Business Dress Codes (and Activity)
- Dressing for Success (and Activity)

### Dining and Entertaining

- Video: Dining Styles
- Understanding the Table Setting
- Dining Do's and Don'ts (Teach-back Activity)
- Handling Sticky Situations (and Activity)

### Communication Etiquette

- Presenting Your Ideas: Think in 3's
- Identifying the '3 Things' (and Activity)
- Structuring Your Message (and Activity)
- Eye Contact to Connect / Do's and Don'ts (and Activity)

### Meetings and Greetings

- Video: Handshake Personalities (and debrief)
- Business Card Exchange (with optional video)
- Meetings and Greetings Game

### Meeting Etiquette

- Where to Sit? Where Not to Sit?
- Bad Meeting Behavior: What to Avoid
- Stakeholder Expectations: Clear Message, Driving Value
- Adding Value During Meetings (and Activity)

### Making Small Talk

- Who do you need to make small talk with? What's the value?
- The Small Talk Flow – Breaking in, Having the Conversation & Breaking Away (and Activity)



# Career Planning: Managing My Career

## PROGRAM OVERVIEW

This training offers participants an opportunity to pause and reflect on their career so far, to consider personal values, strengths and needs, and to identify career goals. During this training, 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.

### Key Topics

- Understanding Career Development
- The Career Development Process
- Identifying My Values, Interests, Personality & Skills
- Setting Career Goals
- Action Planning

### Benefits for Participants

- Understand their responsibilities in taking ownership of their career development
- Have better insights into their personal values, interests, personalities, and skills
- Develop both short-term and long-term career goals
- Use a number of tools, techniques, and worksheets to develop strategies to achieve their goals



# Career Planning: Managing My Career

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Career Development

- Discussion: How would you describe a 'good' / 'poor' career?
- The Evolution of Organizational Design: Ladder, Lattice, Helix
- The Challenges of Traditional Approach
- Lattice v. Helix: pros and cons
- Traditional Career Development Steps
- A Different Approach to Career Development

### Step 1: Where am I now?

- Exploring my VIPS (values, interests, personality and strengths)
- Values: What really matters (and Activity)
- Explore My Strengths (and Weaknesses) (and Activity)
- What else do you need to know?

### Step 2: Where do I want to be?

- Visualizing the Future: My Aspirations
- Setting Professional & Personal Goals (and Activity)
- Activity: Is this what I want?

### Step 3: How do I get there?

- A Formula for Success: Performance, Exposure, Image
- Increase your 'performance' and 'exposure'
- Develop the right 'image'
- Activity: Career Development Planner

### Career Partnership Conversation

- Discussion: What are the challenging questions that might arise during a career development conversation?
- Structuring the Conversation: GROW Model (and Activity)
- Tracking Progress (and Activity)
- Having a Check-In Conversation

### Ensuring and Ongoing Process

- Action Planning & Next Steps



# Emotional Intelligence

## PROGRAM OVERVIEW

This training addresses not only the concept of Emotional Intelligence, but what each person can do (the mindset and behavior required) to improve their application of Emotional Intelligence. A key aspect of the training is gaining a better understanding of oneself and others. With this understanding, strategies can be put in place to maintain a positive mindset, manage stress, build positive relationships with colleagues and deliver better results in a shorter period of time.

### Key Topics

- 4 Core Skills of Emotional Intelligence
  - Self-Awareness
  - Self-Management
  - Social Awareness
  - Relationship Management
- Brining it All Together

Note:

Participants must have completed the EI 2.0 assessment prior to joining this program.

### Benefits for Participants

- Understand how he or she currently demonstrates Emotional Intelligence behavior
- Be able to intelligently apply Emotional Intelligence in the workplace
- Know what he or she needs to do in order to increase the use of Emotionally Intelligent behavior
- Have a better understanding of oneself and others





# Emotional Intelligence

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is Emotional Intelligence?

- EI and the Brain
- Why EI matters in the workplace.
- 4 Core Skills of Emotional Intelligence (EI 2.0 Matrix Model) (Personal - Self-Awareness, Self-Management; Social - Social Awareness,

### EI Core Skill #1: Self-Awareness

- What is Emotional Self-Awareness?
- Positive / Negative emotions at work (Activity)
- Connections between Emotions and Behaviors
- Being Self-Aware: Values, Interests, Strengths (Activity)

### EI Core Skill #2: Self-Management

- What is Emotional Self-Management?
- Mindset in Action
- Hot Buttons and Catalysts (and Activity)
- The Tipping Point (and Activity)
- Be FAIR (Feelings, Actions, Interpretation, Results)

### EI Core Skill #3: Social Awareness

- What is Social Awareness?
- Understanding Others: Sympathy, Empathy, Compassion
- Empathy and Compassion (Activity)
- Empathy in Leadership
- Activity: Being Socially Aware: Understanding the Feelings and Emotions of Others

### EI Core Skill #4: Relationship Management

- What is Relationship Management?
- Building Relationships & Trust
- Activity: Ranking your current relationships
- Managing Conflict (and Activity)

### Bringing it All Together

- Review: 4 Core Skills of Emotional Intelligence
- Activity: Aligning the Competencies



# Effective Email Management

## PROGRAM OVERVIEW

The problem most people face with effective email management is that they are reactive rather than proactive. This session 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 session, participants learn to overcome barriers to effective time management, including procrastination and disorganization. Participants also reduce distraction by organizing and prioritizing email, and by applying email habits that lead to more efficient communication for the whole team.

### Key Topics

- Organizing Email Folders
- Managing Incoming Emails
- Assigning Priorities
- Sending Emails that get great results
- The SHARP model

### Benefits for Participants

- Use tools and techniques to improve personal productivity
- Be proactive in email communication
- Organize their email to improve efficiency and effectiveness



# Effective Email Management

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Effective Email Management

- Discussion: Biggest challenges when managing email?

### Organizing Email Folders

- Managing Email Expectations
- Email Triage: Processing Your Inbox
- Quick Sort: Important Tip
- Organizing Your Email Folders
- Adding Action Folders
- Activity: Action Folders

### Managing Incoming Emails

- Discussion: What strategies do you use when processing your emails?
- Creating a Routines
- Using Filters (and Activity)
- Rules & Conditions / Other options

### Assigning Priorities

- How do you set priorities?
- Take a Strategic Approach (and Activity)

### Send Email that Get Results

- Discussion: Why is it important to plan & structure your email?
- Writing SHARP Email messages (concise and actionable)
- How about this... (Activity)
- Share your tips for Structuring Emails
- SHARP Email Tips

### Ensuring and Ongoing Process

- Action Planning & Next Steps



# Effective Goal Setting

## PROGRAM OVERVIEW

This training equips individuals with the skills to set meaningful, achievable goals that drive both personal development and organizational success. The training focuses on transforming the way participants approach goal setting—moving from vague intentions to clear, actionable plans. Participants learn to master the SMART framework (Specific, Measurable, Achievable, Relevant, Time-bound) and understand why goals fail and how to overcome common pitfalls. During the training, participants will explore how to align personal goals with organizational priorities, break goals into actionable steps, and create accountability systems that ensure follow-through and sustained progress.

### Key Topics

- Effective Goal Setting
- Setting SMART Goals Deep Dive
- Goal Alignment
- Making Goals Actionable

### Benefits for Participants

- Set clear, specific goals using the SMART framework
- Align personal objectives with team and organizational priorities
- Break down ambitious goals into manageable, actionable steps
- Create effective accountability systems to track progress and stay motivated
- Communicate goals effectively to gain support, resources, and feedback



# Effective Goal Setting

## The Flow

This flow is for a duration of 4 hours, flow will vary with other durations.

### Setting Effective Goals

- Why Goals Fail: Common Goal-setting Pitfalls We All Face
- The cost of Vague vs. Specific Goals
- Quick self-assessment: Rate your Current Goals
- How Smart Goals Solve these Problems

### Coaching Preconditions, Outcomes, and Challenges

- Setting SMART Goals Deep Dive
- SMART Framework Overview
  - Specific: Turning vague ideas into clear targets
  - Measurable: Creating trackable success metrics
  - Achievable: Balancing ambition with reality
  - Relevant: Connecting goals to what matters most
  - Time-bound: The power of deadlines
- Examples Activity
- Practical Application Activity: Personal Goal Setting

### Goal Alignment

- Understanding your Role in the Bigger Picture
- Aligning Personal Goals with Team/Company Objectives
- Understanding your Strengths, Development Areas, and Career Aspirations
- Translating Organizational Priorities into Personal Objectives
- Practical Application Activity : Aligning your Goals

### Making Goals Actionable

- Breaking Goals into Actionable Steps
- Communication Goals (Presenting, asking for resources, support, getting feedback)
- Creating Accountability Systems (Check-ins, peer partners, self-tracking)
- Tracking Progress Effectively
- Overcoming Obstacles & Staying Motivated (Identifying roadblocks)
- Practical Application Activity: Communicating your Goals



# Enhancing Personal Effectiveness

## PROGRAM OVERVIEW

This training provides individuals with the mindset, tools and behavior to increase personal and professional effectiveness. During the training 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 training, the participant have a clear understanding of what they need to do (or not do) to ensure they have a positive mindset and productive behaviors.

### Key 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

### Benefits for Participants

- Have a mindset focused on winning, success and opportunities
- Use coping methods to deal with pressure and negative emotions
- Make better use of their workday
- Juggle multiple projects and assignments more effectively
- Focus on key activities that deliver business results



Back to Personal Effectiveness

# Enhancing Personal Effectiveness

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Enhancing Personal Effectiveness

- Discussion: What does 'personal effectiveness' mean to you?
- Personal Effectiveness Framework
- Identifying the Benefits (Tangible and Intangible)

### Developing Self-Awareness

- My Values (and Activity)
- My Strengths (and Activity)
- My Aspirations (and Activity)

### Having the Right Mindset: Can Do Attitude

- The Importance of Mindset
- Two Belief Systems
- Recognize Your Level of Control (Sphere of Influence)
- My Growth Mindset (and Activity)

### Managing Myself: Managing Pressure and Emotions

- Defining Workplace Pressure
- Effects of Pressure in the Workplace (and Activity)
- Stress Vulnerability Questionnaire
- Types of Pressure: Positive vs Negative (and Activity)
- Signs and Symptoms of Pressure (and Activity)
- Proactive Pressure Management: Sharing Your Tips
- Managing My Emotions (and Activity)

### Connecting with Others: Challenging People

- Challenging People vs. Challenging Situations
- Types of Challenging People
- Outcome vs. Relationship
- Adapting Your Approach (with Activity)

### Taking Ownership

- Action Planning (and Activity)
- Nurturing New Behaviors





# Excelling in a Hybrid Working Environment

## PROGRAM OVERVIEW

This training gives participants the knowledge, skills and behavior to improve the performance and contributions when working as part of a hybrid team. Working on a hybrid team can present some unique communication and collaboration challenges. This session presents useful tools and exercises that help participants to manage themselves, their workflows, and their communications and with colleagues, leading to a more effective and sustainable work environment.

### Key Topics

- Understanding a Hybrid Working Environment
- Benefit of Hybrid Working
- Managing Myself
- Understanding My Role
- Staying Connected

### Benefits for Participants

- Understand a hybrid working environment and the challenges they will face
- Use tools and techniques to improve personal productivity and workflow
- Manage risk when working from home
- Build rapport and foster productive working relationships with managers and other team members



# Excelling in a Hybrid Working Environment

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding a Hybrid Working Environment

- Discussion: What challenges might you have when working in a hybrid environment? What does success look like? What risks do you need to manage?
- Benefits of Hybrid Working
- Overcoming the Challenges (Managing Myself /

### Managing Myself

- Discussion: What are the positive and negative impact / emotions of working remotely?
- Managing my Mindset
- Creating a Productive Work Environment (and Activity)
- Setting up my day for success
- Prioritizing my work
- Covey's Quadrant (and Activity)
- Staying Motivated and Engaged

### Understanding My Roles

- Clarifying role and expectations (and Activity)
- Taking Ownership
- Being Responsible / Accountable
- Hybrid working Dos and Don'ts (and Activity)

### Staying Connected

- Discussion: The best way to communicate with your team and your manager when working remotely?
- How connected do you feel now? (Quiz)
- Keeping Up with What's Happening
- Communicating with my Manager
- Picking the Right Channel (and Activity)
- Using Technology to Connect (and Activity)
- Practicing Self-care



# Growth Mindset – Introduction

## PROGRAM OVERVIEW

This training centers on the idea that the degree to which a person believes his/her talents can be developed will ultimately influence their behaviors and success in the workplace. During the training, the participants assess their level of growth and fixed mindsets, then explore tools and develop skills that reinforce growth mindset, while minimizing the habits that lead to a fixed mindset. As a result, participants will feel a level of control, motivation, and confidence that they can be successful during times of change.

### Key Topics

- Understanding Your World
- Growth and Fixed Mindset
- Measuring Your Mindset
- Developing a Growth Mindset
- Finding Your Internal Motivation
- Taking Ownership
- Supporting Growth Mindset in Others

### Benefits for Participants

- Have a mindset focused on continuous improvement and pursuing new opportunities
- Increase their performance and confidence during times of change and ambiguity
- Use coping methods to manage thoughts and behaviors that lead to negativity or a fixed mindset
- Take ownership of their roles and responsibilities in the workplace, as a team member or leader



# Growth Mindset – Introduction

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is a Growth Mindset

- Neuroscience
- Video and Discussion
- The Importance of a Growth Mindset

### Having a Growth Mindset

- Growth Mindset Inventory (and Activity)
- Two Belief Systems (Fixed and Growth Mindset)
- Control, Influence Can't Control (and Activity)

### Fostering a Growth Mindset

- Developing a Growth Mindset (3 Steps)
- Step 1: Learn to hear your inner mindset “voice”
- Step 2: Believe your mindset impacts the results
- Step 3: Embrace the right behavior
- You Determine Your Mindset

### Activity: Demonstrating a Growth Mindset

- Review the Scenario
- Practice Applying the Growth Mindset
- Review and Debrief

### Reactions to Change

- The Change Game
- The 6 Reactions to Change

### Taking Ownership

- Ownership: Example
- Nurturing New Behaviors
- Personal Action Plan



# Growth Mindset – Applying My Growth Mindset

## PROGRAM OVERVIEW

During this training, participants will explore how to apply a growth mindset to their thinking, goals and decision making. We also look at the importance of resilience and perseverance for ourselves and the organization as a whole. As a result, participants will feel a higher level of control and a confidence that they can be successful during times of change.

### Key Topics

- Growth Mindset
- Applying a Growth Mindset to My Thinking
- Being Resilient
- Applying a Growth Mindset to Goals and Decision Making

### Benefits for Participants

- Develop strategies when applying a growth mindset
- Gain insight on ways to embrace challenges and see failure as new opportunities
- Understand the importance of resilience and steps to take to develop perseverance



# Growth Mindset – Applying My Growth Mindset

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is a Growth Mindset

- Overview of the Two Belief Systems
- Discussion: Situations when you use a growth /fixed mindset?
- Misconceptions about Growth Mindsets
- Focus for Today

### Applying a Growth Mindset to My Thinking

- Discussion: How do you act and think when getting feedback?
- The Success Cycle (Trying, Failing, Learning, Succeeding)
- Types of Failure (Avoidable, Contextual (Complexity), Striving Efforts)
- Building a Positive Relationship with Failure (and Activity)

### Being Resilient

- What is Resilience
- Discussion: Why is resilience important in business?
- Activity: Applying a Growth mindset

### Applying a Growth Mindset to Goals and Decision Making

- Influence of habits on resilience and change acceptance
- What factors can influence the way you make decisions?
- Stopping Group Think
- Independent thinking vs Team Players
- Fostering Alternative View and Constructive Criticism
- Development Goals vs Learning goals
- Activity: Applying a Growth mindset

### Practicing Perseverance

- Examples: Triathlon
- What is GRIT and why is it important to my mindset?
- Developing GRIT
- Taking Ownership for my Mindset (and Activity)



# Growth Mindset for Leaders

## PROGRAM OVERVIEW

This training provides managers and leaders with the knowledge and tools to cultivate a growth mindset, both in themselves and in their teams. The training centers on the idea that beliefs about one's abilities can be developed to enable continuous improvement, adaptation, and success – especially during times of change. During the training, participants will assess their own mindsets, explore the impacts of fixed vs. growth mindsets, and develop skills that reinforce a growth mindset. As a result, leaders will feel increased motivation, confidence, and ability to guide their teams through uncertainty.

### Key Topics

- Embracing a Growth Mindset
- Be Aware of Thoughts & Feelings
- Managing your Responses
- Take Focused Action to Control & Influence
- Maintaining Mindset: Building Resilience

### Benefits for Participants

- Adopt a mindset focused on seeking challenges, learning, and continuous improvement
- Increase their confidence and ability to lead teams through ambiguity and change
- Use tools to manage thoughts/behaviors that lead to a fixed mindset
- Develop empathy, and resilience strategies to motivate and support team members
- Take ownership as a leader to support a growth mindset culture





# Growth Mindset for Leaders

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Experiential Activity

- The Balloon Challenge

### Embracing a Growth Mindset

- The Importance of Mindset
- Two Belief Systems: Fixed and Growth Mindset
- Determine How Mindset Impacts the Results
- Introducing The 3 X A's: Awareness, Action, Agility

### Be Aware of Feelings and Thoughts- You

- Be aware of your feelings
- Change is an Emotional Process
- Teach back: Coming to Peace with the Change / Challenge
- Reframing Your Attitude

### Be Aware of Feelings and Thoughts- Your Team

- Understanding Others: Sympathy, Empathy, and Compassion
- Developing Empathy: Tips & Hints

### Take Focused Action: Control and Influence

- Identify What You Can Control and Influence

### Take Focused Action: Let Go

- Letting Go: Tips & Hints
- Mindfulness and Mindset
- The Choice is Yours

### Maintain Mindset: Build Resilience

- Definition of Resilience
- Resilience Self-assessment
- Strengthening Team Personal and Team Resilience
- Self-Care

### Applying Growth Mindset- Communication

- Understanding Needs and Drivers
- Conveying a Persuasive Message
- Persuading Team Members
- Practice and Role-play



# Leveraging Your Impact

## PROGRAM OVERVIEW

During this program, we discuss a process for developing a personal and professional brand. By defining how they want to be perceived by others, and knowing how their behaviors can shape these perceptions, participants come across as more confident, sincere, and credible. At the end of the training, participants create action plans around planning and delivering a long-lasting and authentic brand in the workplace.

### Key Topics

- Impressions & Perceptions
- The Right Mindset
- Creating the Right Impact
  - Step 1: Who am I?
  - Step 2: How do I want others to describe me?
  - Step 3: How do I deliver my desired brand?
- The Right Behavior
  - Being Assertive
  - Contributing During a Meeting

### Benefits for Participants

- Have a mindset focused on winning, success, and opportunities
- Understand how to influence the perception others have of them
- Demonstrate a higher level of confidence when interacting with others
- Gain greater control over stakeholder interactions and outcomes
- Be more proactive to ensure others accept their ideas.



Back to Personal Effectiveness

# Leveraging Your Impact

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Making the Right Impact

- Discussion: Making the right impact in the workplace
- Impressions and Perceptions Matter
- Leveraging Your Impact

### The Right Mindset

- Video and Discussion
- The Importance of Mindset (and Activity)
- Using Self-Talk
- The Choice Is Yours

### Creating the Right Impact:

- Step 1: Who am I?
  - Exploring My ViSPA (Values, Strengths, Personality & Aspirations) (and Activities)
- Step 2: How do I want others to describe me?
  - How would you describe....?
  - Do my words match my ViSPA?
  - Activity: Change Over Time

- Step 3: How do I deliver my desired impact?
  - 5 Observable Attributes: words, voice, body language, actions and attire
  - Identifying my behavior
  - Mini Presentation (Delivering my Behavior)
  - Structuring my Message (Tell'em Structure)

### The Right Behavior:

- The Right Behavior: Being Assertive
  - Degrees of Expression
  - Effective Communication
  - Activity: Getting It Right (Passive / Assertive / Aggressive)
- The Right Behavior: Contributing During a Meeting
  - The importance of voicing your opinion
  - Structuring Your Opinion
  - Activity: What is your opinion of....?
  - Role-play (planning, role-play and debrief)



# Navigating Ambiguity & Change with a Growth Mindset

## PROGRAM OVERVIEW

This training is a highly interactive session which participants will learn how mindset impacts the way they view the world and how to take on a growth mindset to embrace change in the workplace. During the session, participants will also spend time understanding why change is happening and the benefits of change. By proactively gaining this insight, they can put in place strategies and actions to maintain a growth mindset, navigate ambiguity, and maximize their effectiveness during change.

### Key Topics

- The Change Journey
- Defining & Understanding Change
- Realizing Change is a Transition
- Mindset to Support Change Acceptance
- Personal Strategies to Come to Terms with Change
- Behaviors to Support Change Acceptance
- Taking Ownership During Change

### Benefits for Participants

- Understand the impact of your assumptions, beliefs and ladder of inference
- Shift from the current mindset position
- Gain self-awareness of the thinking and responses
- What are the assumptions/beliefs and the impact of these?
- Discover ways to build resilience and move forward in the face of uncertainty



# Navigating Ambiguity & Change with a Growth Mindset

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Change Journey

- Our World is Changing
- Focus for Today: The Change Journey

### Experiential learning

- Setup, Activity, debrief

### Step 1: Understand the Change

- Defining Change
- Discussion: Industry Example
- Understanding the Situation (what, why, and how)
- Circles of Control and Influence

### Step 2: Realize Change is a Transition

- Change is a Transition (William Bridges Model)
- Phase 1: Ending Zone / Dealing with Ambiguity (and Activity)
- Phase 2: Neutral Zone
- Phase 3: The New Beginning Zone
- Thriving During Change

### Step 3: Mindset that Supports Change

- What is Mindset
- The Importance of Mindset
- Two Belief Systems
- Mindset Impacts Results

### Step 4: Behaviors that Support Change Appetence

- Discussion: Strategies for Managing Change
- Conduct an Analysis (Power vs. Impact) (and Activity)
- Activity: What strategy would you use?
- Identify the Right Actions

### Taking Ownership During Change

- Being a Change Agent
- Review my Sphere of Influence



# Networking Skills: Building & Leveraging Your Network

## PROGRAM OVERVIEW

This training 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 organizational 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 Simitri Facilitator helps the participants address the following challenges when networking: overcoming nerves, breaking into conversations, knowing what to say, and breaking away from conversations.

### Key Topics

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

### Benefits for Participants

- Understand the value of networking
- Prepare for a networking event to ensure maximum impact
- Effectively “work the room”
- Communicate effectively when networking and building rapport





# Networking Skills: Building & Leveraging Your Network

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Networking

- Challenges when Building & Leveraging My Network
- Understanding your Network Style
- Qualities to Succeed: Awareness, Attitude & Actions

### Developing your Brand

- Personal Brand Role Models
- Defining Personal Branding (and Activities)

### Building Your Network

- Building Your Network
  - Networking Quality vs. Quantity: What's the Difference?
  - Three Types of Network: Operational, Personal, Strategic
  - Building Your Network: Operational (Company) vs. Professional & Strategic (Networking Event)
- Building Your Network: Operational
  - Identifying your career aspirations: 3, 5, 10 years
  - How can others help you achieve your

- Building Your Network: Personal & Strategic (Events)
  - Different Types of Networking Events (Corporate, Industry, Social, Educational, Professional)
  - Understanding the Business Environment &

### The Network Flow

- Step 1: Breaking In
- Step 2: Have a Conversations
- Step 3: Breakaway

### Collaborating with Network Partners

- Collaboration with network partners
- Tip 1: Give Before Your Receive (reciprocity)
- Tip 2: Don't Say No, but Push Back (and Activities)

### Building a Virtual Network

- Bringing People into Your Network
- Presenting Your Brand on Social Media (Channels, Presence, Content, Tone)
- Expanding Your Network Virtually (and Action Plan)





# Personal Branding

## PROGRAM OVERVIEW

During this program, we will discuss a process for developing a personal and professional brand. By defining how they want to be perceived by others, and knowing how their behaviors can shape these perceptions, participants come across as more confident, sincere, and credible. At the end of the training participants create action plans around planning and delivering a long-lasting and authentic brand in the workplace.

### Key Topics

- What is Personal Branding?
- Step 1: Knowing Myself?
- Step 2: How Do I Want Others to Describe Me?
- Step 3: How Do I Deliver My Desired Brand?
- Activity: Promoting the Desired Personal Brand

### Benefits for Participants

- Have a mindset focused on winning, success, and opportunities
- Understand how to influence the perception others have of them
- Demonstrate a higher level of confidence when interacting with others
- Gain greater control over stakeholder interactions and outcomes
- Be more proactive to ensure other accept their ideas



# Personal Branding

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is Personal Branding

- Exercise: One word to describe these brands?
- Personal Branding (definition)
- The Brand Called You
- Video and Discussion
- Halo vs Horn
- How to Develop my Personal Brand (3 Steps)

### Step 1: Knowing Myself?

- Exploring my VISPA (We will only look at Values, Strengths & Aspirations today)
- Identifying my Values (and Reflection)
- My Strengths (and exercise)
- My Aspirations (and exercise)

### Step 2: How do I want others to describe me?

- How would you describe?
- Video and Discussion
- Describe My Three Words (and Activity)

### Step 3: How do I deliver my desired brand?

- Deliver the Desired Personal Brand (Performing, Developing & Promoting)
- Promoting the Desired Personal Brand (and Activity)

### Promoting the Desired Personal Brand (About Me)

- Your Personal Brand Statement (and Activity)
- Action Steps



# Personal Resilience

## PROGRAM OVERVIEW

This program begins by exploring what makes some people resilient, with a focus on building awareness and mindset to cope with unexpected challenges. Then the session shifts focus to the skills and behaviors that one needs in order to be effective during challenging times of change. The training contains a number of practical tips and techniques for improving emotional self-control, managing pressure and handling difficult people and situations. As a result, participants will be better equipped to handle organizational change, challenging business environments, and unpredictable situations.

### Key Topics

- Understanding Personal Resilience
- Developing Self Awareness
- Having the Right Mindset
- The Right Behaviors: Being Effective During Change
- Emotional Self-Control
- Managing Pressure
- Handling Difficult People & Situations

### Benefits for Participants

- Understand resilience and its benefits
- Develop the right mindset for dealing with change and ambiguity
- Display the behaviors that deliver positive results during change
- Recognize pressure and develop effective coping strategies
- Gain control of their emotions in challenging situations



# Personal Resilience

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Personal Resilience

- The New Normal: BANI vs VUCA ( Brittle / Anxious / Non-Linear / Incomprehensive vs Volatile / Uncertain / Complex / Ambiguous )
- Being Resilient

### Developing Resilience

- Key Characteristics of Resilient People and Workplaces
- Being Self-aware (Johari Window)
- Developing and building on your existing resilience
- What is GRIT and why is it important to my

### Fostering a Growth Mindset

- Discussion: How has your mindset impacted your resilience and success in the past?

### Managing Myself

- Managing my Emotional and Mental Health
- Tips and Hints on Staying Centred

### Managing Pressure

- Quiz: Everyday Stressors
- Causes of Pressure in the Workplace
- Activity: Strategies to support taking on new challenges
- Types of Pressure: Positive vs Negative (and self-reflection)
- Signs and Symptoms of Pressure (and self-reflection)

### Building Strong Connections

- The importance of Strong Connections and Relationships
- Building and Maintaining Positive Relationships
- Using Empathy and Inquiry (and Activity)

### Being Flexible

- Being Adaptable
- Dealing with Ambiguity & Responding to uncertainty
- Focusing on what I can control (Sphere of Influence) (and Activity)

### Bringing it all Together

- Taking Ownership
- My Action Planning



# Speak Up with Confidence

## PROGRAM OVERVIEW

During this training, participants will explore the importance of speaking up and its impact on both personal growth and organizational success. The training addresses common barriers to speaking up, provides practical strategies to build confidence, and equips participants with effective communication techniques. By the end of the session, participants will have developed a personal action plan to share their valuable perspectives more confidently in the workplace.

### Key Topics

- The Value of Speaking Up
- Understanding our Hesitation
- Building My Confidence
- Being Assertive yet Effective
- Speaking Up Practice
- Action Planning

### Benefits for Participants

- Increase confidence when speaking up and overcome barriers
- Learn techniques to effectively voice concerns and alternative viewpoints
- Develop techniques to build stronger relationship while still getting your point across



# Speak Up with Confidence

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Value of Speaking Up

- Discussion: Why is speaking up Important, situations when speaking up would better support my colleague and team
- Benefits of Speaking Up
- Focus for Today

### Experiential Activity:

- Activity: Desert Island Critical Resources
- Debrief: The Power of Diverse Voices

### Understanding our Hesitation

- Barriers to Speaking Up
- Discussion: Common Fears and Concerns
- Pairs Activity: What is holding you back (and Self-Reflection)

### Building my Confidence when Speaking Up

- My Brand – Designing my Three Words
- 5 Observable Attributes
- Activity: Identify my Behavior
- Techniques to Manage Anxiety when Speaking UP

### Being Assertive Yet Effective when Speaking Up

- I-Language (and exercise)
- Opinion vs. Facts (and exercise)
- Fogging (and exercise)
- Positive Inquiry (and exercise)
- Pushing Back (and exercise)
- Review of the above techniques

### Practice: Speaking Up

- Speaking Up Structure: Statement, Value, Relevance
- Based on real work scenario: e.g. giving or receiving feedback, ethical dilemma, workload imbalance, communication gap.
- Review and facilitator feedback

### Action Planning

- Action Planning & Next Steps



# Thriving Under Pressure

## PROGRAM OVERVIEW

This program begins by exploring the causes, signs and symptoms of workplace pressure. The session then focuses on techniques the participants can use to manage workplace pressure and strategies for taking control of the events which may be causing negative effects. The training contains a number of practical tips and techniques the participants can start using immediately following the training to enhance their personal and professional effectiveness.

### Key Topics

- Understanding Pressure
- The Thought Feeling Connection
- Practicing Positive Psychology
- 6 x Pressure Reduction Techniques
- Being Healthy & Fit

### Benefits for Participants

- Understand workplace pressure and its causes
- Identify the different types of workplace pressure you face
- Recognize your signs and symptoms of negative pressure
- Reduce negative effects of pressure using different techniques
- Develop a Personal Management Plan to stay healthy and fit



Back to Personal Effectiveness



# Thriving Under Pressure

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Pressure

- Effects of Pressure / Facts on Workplace Stress
- Exercise: Two things that causes you pressure at work
- Types of Pressure: Distress and Eustress

### The Thought-Feeling Connection

- A-B-C Model (Activating Event – Belief – Consequences)
- Activity: Mapping Your A-B-C
- Understanding the Disconnected Beliefs
- D-E-F Model: Distract / Dispute – (Positive) Effect (New) Feelings
- Activity : Mapping My A-B-C-D-E-F
- Activity: My Action Plan

### Practicing Positive Psychology

- Positive Psychology
- What is mindset? What do you see?
- Managing my Mindset (and Activity)

### Pressure Reduction Techniques

- Breath to Relax (and Activity)
- Mindfulness and Meditation (and Activity)
- Creative Imagery (and Activity)
- The Pomodoro Technique (and Activity)
- Stability zone (and Activity)
- Blocking Environmental Distractions
- Activity: My Action Plan

### Staying Healthy and Fit

- Tip 1: Develop Good Eating Habits
- Tip 2: Drink Lots of Water
- Tip 3: Perform Physical Activity
- Tip 4: Get Enough Sleep
- What other apps do you use?
- Activity: My Action Plan



# Time Management

## PROGRAM OVERVIEW

This highly interactive course provides participants with techniques for managing tasks, appointments and email in a more effective manner. The problem most people face with time management is that they are reactive rather than proactive. This training 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 training, participants learn to overcome barriers to effective time management, including procrastination, disorganization and heavy workloads. Participants also learn how to better manage their email and apply habits that lead to more efficient communication for the whole team.

### Key Topics

- Time Management & Personal Productivity
- Strategic Planning & Role Mapping
- Prioritizing Your Work
- Digital Wellness & Boundary Setting
- Staying Focused
- Conquering Procrastination
- Being Organized
- Sustainable Goal Setting & Habit Design

### Benefits for Participants

- Use tools and techniques to improve personal productivity
- Understand how time management supports business objectives
- Plan and prioritize tasks and appointments in a controlled manner



# Time Management

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Time Management and Personal Productivity

- Digital Age Challenges: Attention as Currency
- Template for a Productive Day: Balance
- Personal Productivity Self-Assessment (debrief)

### Strategic Planning & Role Mapping

- The Juggling Act: Where does your time go?
- Role Mapping (and Activity)
- Addressing Under-Served Roles
- Creating Placeholder Blocks of Time (and Activity)

### Prioritizing Your Work

- The Foundations
- Value based Prioritization: Beyond Urgent vs Important
- The ICE Framework (and Activity)
- The Anti Priorities: Your 'Not To-Do List' (and Activity)
- Balancing Time/Energy

### Staying Focused

- Multi-tasking Madness (and Activity)
- Attention Management Techniques
- Customized Focus Intervals (and Activities)

### Conquering Procrastination

- Quick Video: TED Talk
- Tackling your Biggest Challenges First
- Procrastination Pattern Self-Assessment (and debrief)
- Anti-Procrastination Toolkit (and Activity)

### Being Organized

- Digital Communication Triage: Managing Multiple Channels
- The 4 D's Approach
- Time and Task Batching (and Activity)
- The Power of Lists ((and Activity)

### Sustainable Goal Setting & Habit Design

- Role-Based Goal Setting: SMART+ Framework
- Atomic Habits: Small Changes, Big Results (James Clear's principles)
- Building Your Habit Stack: Linking new habits to existing routines



# Working with a Business Mentor

## PROGRAM OVERVIEW

This training provides individuals with the tools, tips and techniques to benefit from the relationship you have with your mentor and to grow personally and professionally. During the training, we first explore your role and responsibilities as a mentee – how is it different from being led or managed by an individual. We will cover topics such as understanding mentoring and building rapport and trust. From there, we introduce tips and techniques to guide the entire mentoring relationship (from start to finish) or for a specific mentoring session.

### Key Topics

- Understanding Mentoring
- Building Relationship
- Defining Goals and Aspirations
- Mentoring Process
- Kick off Meeting
- Mentoring Session
- Mid-Point Review & Ending the

### Benefits for Participants

- Understand your role and responsibility as a mentee
- Be equipped with techniques to increase compatibility in order to build rapport and trust in a mentee/mentor relationship
- Set measurable goals to achieve aspirations during mentoring sessions
- Build confidence in maintaining a good relationship with your mentor



# Working with a Business Mentor

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Mentoring

- Exploring the Differences (Managing, Coaching, Mentoring)
- Exercise: Different Expectations (Mentor vs. Mentee)
- Clarifying the Roles (Mentor vs. Mentee)
- Confidentiality in the Mentoring Relationship
- Ensuring Success

### Role Play

- Planning, role-play, review and Feedback

### Building the Relationship

- Building Trust & Rapport with a Mentor
- Activity: Trust and Rapport

### Developing Your Goals and Aspirations

- Defining Your Goals and Aspirations
- The Mentoring Process

### The Mentoring Process:

- The Mentoring Process: Mentoring Sessions
  - What should you discuss in a mentoring session? What should you not discuss?
  - Summarizing Discussion Topics
  - Planning a Mentoring Meeting (and individual exercise)
  - Taking Control During the Mentoring Session
- The Mentoring Process: Mid-Point Review & Ending the Partnership
  - Mid-Point Review tips and hints
  - Planning for the End (Discussion)

### Role Play

- Planning, role-play, review and Feedback



# Collaboration And Inclusion

Collaboration and Inclusion topics help teams to work more effectively as cohesive units. In each program, the Simitri method is designed to be fun, engaging, and sensitive to all the participants involved. As a result, each person will come away with simple and practical tools that bring insight into working better with people from a wide range of backgrounds.



# 5 Behaviors of a Team

## PROGRAM OVERVIEW

This program is an assessment tool that combines Patrick Lencioni's 5 Dysfunctions of a Team and DiSC. It helps teams focus on collaboration in a positive way. During the training, the teams get a better understanding of how their team is really seen as a whole, and how they can communication and collaborate effectively in order to build trust and function in a more cohesive manner.

### Key Topics

- Understanding the 5 Behaviors of a Cohesive Team
  - Building Trust: Discovering your DiSC Style
  - Mastering Conflict
  - Achieving Commitment
  - Embracing Accountability
  - Focusing on Results
  - Working Together

Note: Participants must have completed the 5 Behaviors of a Cohesive Team Assessment.

### Benefits for Participants

- Understand their team strengths, and potential areas for growth
- Better understand how to build a more trusting and cohesive team environment
- Increase their effectiveness when communicating with team members
- Develop an action plan to maximize their effectiveness in the workplace





# 5 Behaviors of a Team

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding the 5 Behaviors of a Cohesive Team

- Introducing the 5 Behaviors of a Cohesive Team
- Team Activity: How would you rate your team? (Strengths / Behaviors/ Impact)
- Team Results – Review

### Building Trust: Discovering the DiSC Styles

- Introducing DiSC
- Group Activity – My DiSC Style
- Dominance, Influence, Steadiness and Conscientiousness: Strengths /Challenges
- My Action Plan

### Mastering Conflict

- Team Survey Results
- Activity: Mastering Conflict
- Conflict Team Map
- Activity: Scenario Discussion
- Activity: Role-play (optional)

### Achieving Commitment

- Team Survey Results
- Activity: Scenario Discussion
- Activity: Achieving Commitment

### Embracing Accountability

- Team Survey Results
- Activity: Scenario Discussion
- Activity: Embracing Accountability
- Tips & Hints

### Focusing On Results

- Team Survey Results
- Activity: Scenario Discussion
- Activity: Focusing on Results
- Tips & Hints

### Working Together

- Activity: Action Plan



# Anti-Harassment

## PROGRAM OVERVIEW

This program is a highly engaging, practical, and interactive training where participants explore ways to recognize, prevent, and deal with harassment in the workplace. The session focuses on encouraging open communication between employees on the subject of harassment and emphasizes preventative measures that reduce the likelihood of legal intervention. As a result, leaders and team members will be able to foster a work environment built upon mutual respect for personal values and boundaries.

### Key Topics

- Types and Impact of Harassment
- Awareness: Understanding Harassment and Discrimination
- Accountability: Taking Responsibility
- Action: Fostering Mutual Respect

### Benefits for Participants

- Understand what constitutes harassment in the workplace
- Identify clear boundaries and how to diplomatically support them
- Create a workplace culture and environment based on mutual understanding and respect
- Cope with potential conflicts arising from harassment



# Anti-Harassment

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Types and Impact of Harassment

- What types of harassment or discrimination have you seen in the past?
- What was the impact? (workplace or in general)
- Being an Anti-Harassment Champion: Awareness, Accountability, Action

### Awareness: Understanding Harassment and Discrimination

- What is Harassment? What is Discrimination?
- Definition of Harassment / Discrimination
- Examples: Acceptable and Not Acceptable Behavior
- Unconscious Bias – What is it and What is the Impact

### Accountability: Taking Responsibility

- Being Responsible, Accountable and Taking Ownership
- Creating a Culture of Accountability (Leading from the Top)
- What are the consequences of my behaviors? (Corporate Policies / Legal Ramifications / Public

### Action: Fostering Mutual Respect

- Taking Preventative Action within the Company
- Creating a Safe Reporting Environment
- Policies & Procedures (Where to go for help)
- Taking Preventative Personal Action



# Building Psychological Safety: PERMA

## PROGRAM OVERVIEW

This training looks at Positive Psychology, pioneered by Professor Martin Seligman, who has developed an evidence-based model for the active ingredients of well-being. For short, the model is known as PERMA: Positive emotions, Engagement, Relationships, Meaning, and Accomplishment. During the training, the participants will explore the five pathways of the PERMA model of psychological well-being and to create an environment that encourages you to flourish with a range of practical tools to develop them. One of these tools is the Wheel of Wellbeing that allows the participants to quick self assessment of where they currently are and where they want to be on the pathway.

### Key Topics

- Positive Psychology
- Introduction to PERMA
  - Positive Psychology
  - Introduction to PERMA
  - Positive Emotions
  - Engagement
  - Relationships
  - Meaning
  - Accomplishment
- Emotions in the Workplace
- Feeling Engaged
- Relationships and Connections
- Meaning and Accomplishments

### Benefits for Participants

- Recognize the importance and benefits of applying PERMA in the workplace
- Develop a deeper insight to the 5 pathways of PERMA and how to apply them to your life
- Self assess where you are on the Wheel of Wellbeing and what you can do to increase your score along the pathway



# Building Psychological Safety: PERMA

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Positive Psychology

- Positive Psychology in the Workplace
- Discussion: What is positive psychology? What are the benefits in the workplace? Why is it important?
- Positive Psychology Definition
- Positive Psychology the Benefits to Business
- Leveraging Positive Psychology at Work

### Introduction to PERMA

- PERMA in the Workplace (Positive Emotions, Engagement, Relationships / Connections, Meaning, Accomplishment)
- Our Focus for Today

### Emotions in the Workplace

- Discussion: How are you feeling right now?
- The Feelings Wheel – Acknowledging and Accepting our Emotional Responses
- Tasks /Activities that bring the most positive emotions

### Feeling Engaged

- Discussion: What activities do you find easiest to be fully immersed in? What do you find the most fulfilling?
- Balancing work and home life
- Feeling comfortable in the work environment (and Activity)

### Relationships and Connections

- Discussion: How connected do you currently feel to your colleagues?
- SCARF Model (overview)
- Feeling Connected and Belonging
- Discussion: When connections are challenging how do you manage them? (and Activity)

### Meaning and Accomplishments

- Discussion: What do you currently do that you find most rewarding and meaningful?
- Having a sense of purpose



# Collaborating for Results

## PROGRAM OVERVIEW

This program is a highly interactive session that gives participants the mindset, behavior, skills, and tools to succeed when collaborating as a team. Team collaboration is one of the most important keys to success in today's competitive business environment. Yet, there are many challenges that stand in the way of successful collaboration: misaligned goals, ambiguous roles and responsibilities, and difficult team members. During the training, participants learn how to overcome these challenges. By focusing on real-life case studies, the participants will learn how to ensure success within their team and deliver better results in a faster period of time.

### Key Topics

- Collaborating in the Workplace
- Getting a GRIP on Collaboration
- Finding Common Goals
- Playing to the Strengths of Each Team Member
- Managing Challenging Relationships

### Benefits for Participants

- Understand the value and challenges of collaboration
- Understand the value and challenges of team collaboration
- Organize team member roles and relationships for greatest results
- Adapt their collaboration styles based on the other team members and the situation
- Take on new and challenging collaboration situations with the right mindset and behavior



# Collaborating for Results

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Collaborating in the Workplace

- Discussion: What comes to mind when you hear the word 'collaboration'? Successful vs. Non-Successful Collaboration
- Collaboration in the workplace
- Experiential Learning

### Getting a Grip on Collaboration

- Collaboration Self-Assessment (reflection on my results)
- Getting a GRIP on Collaboration

### Goals: Finding a Higher Common Goal

- Experiential Learning
- Developing a Line of Sight (Perspective of collaboration)

### Roles: Playing to the Strengths of Each Team Member

- Belbin Team Roles
- Understanding Team Roles (my preferred role, other team member's preferred role) (and Activity)
- Developing Appreciation of Other's

### Interpersonal Relationships: Challenging People

- Discussion: Challenging situation vs. Challenging people
- Steps when collaborating with difficult people

### Processes: Using Effective Collaboration Tools

- Six Thinking Hats
- Benefits of Six Thinking Hats
- Six Thinking Hats (and

### Bringing it All Together

- Activity and





# Cross-Cultural Collaboration

## PROGRAM OVERVIEW

This program is a highly interactive course for individuals who want to work more effectively in an environment composed of different cultures and nationalities. This training 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.

### Key Topics

- Understanding Culture
- Elements of Culture
- Cultures at Work
- From Clash to Collaboration

### Benefits for Participants

- Recognize and respect the importance of culture in the workplace
- Appreciate the advantages that a multi-cultural workplace can offer a business
- Understand the different values and cultural norms of different individuals
- Develop effective behaviors and practical approaches for working and communicating in a diverse cultural environment



# Cross-Cultural Collaboration

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Culture

- Video: Avoiding Stereotypes
- Unconscious Bias: What is it? What is the impact?
- Personal Awareness Funnel
- Defining Culture / How would you describe the culture of.....?
- Companies also have a culture
- Merging of three cultures: National, Corporate, Individual

### Elements of Culture

- Invisible Aspects
- Invisible Elements of Culture: Concepts of Self, Time, Power, Communication, Risk
- Activity: Mapping Yourself

### Cultures at Work

- When Cultures Collide
- Culture Activity (based on client)

### Reconciling Cultural Differences:

- Strategies to improve Collaboration
- Reconciling Cultural Differences: Awareness, Appreciation, Adaptation
- Video and Debrief
- Activity : Identifying Culture Clashes
- Reconciling Differences: Tips & Hints



# Cross Cultural Collaboration - Advanced

## PROGRAM OVERVIEW

Our Advanced Cross-Cultural training is designed for professionals who regularly work with customers and colleagues across different cultures. The training goes beyond cultural awareness to build practical cross-cultural competencies. Participants will learn to navigate complex multicultural environments with confidence, leveraging the GlobeSmart framework to understand invisible cultural elements that impact workplace interactions. Through real-world case studies, interactive role-plays, participants will develop communication strategies that balance relationship-building with business outcomes. The program focuses on three critical areas: building cultural awareness and adapting communication styles; leading effective customer conversations using the LEAD framework (Listen, Empathize, Ask/Acknowledge, Deliver); and resolving conflicts that arise from cultural differences.

### Key Topics

- Understanding Culture and Cultural Intelligence
- Elements of Culture and the GlobeSmart Framework
- Cross-Cultural Communication Strategies
- Building Rapport Across Cultures
- Conflict Resolution in Multicultural Environments
- Assertiveness and Emotional Intelligence

### Benefits for Participants

- Develop their cultural intelligence to navigate invisible cultural elements
- Build stronger customer relationships by adapting communication to cultural expectations
- Handle cross-cultural conflicts confidently using proven resolution models
- Adapt written and verbal communication to suit different cultural contexts
- Balance assertiveness with cultural sensitivity when pushing back with customers



# Cross Cultural Collaboration - Advanced

## The Flow

This flow is for a duration of 9 hours, flow will vary with other durations.

### Operating in a Global Environment

- What makes working with other cultures enjoyable?
- New Ways of Working
- Activity: Cultural Considerations Scenario

### Understanding your Customers

- Collaborating with Customers and Colleagues
- Awareness Funnel / Understanding the Individual
- Activity: Understanding your Customer (Needs, challenges,
- Why Culture Matters/ Elements of Culture
- Understanding The Invisible Elements: Globesmart
- Your Globe Smart Profile

### Adapting to Cultural Differences

- Comparing Your Culture to a Customer's Culture
- Cultural Elements Scenario Activity – Communication
- Reconciling Cultural Differences
- Activity: Bridging the Cultural Gap

### Seeking to Understand

- Building Rapport with Customers and Colleagues
- LEAD a Customer Conversation (Listen, Empathize, Acknowledge/Ask, Deliver) (and Activities)
- Scenario Activity: Assumptions we make

### Delivering your Message

- How does a culture's sense of Power affect how you set expectations?
- Case Study: Egalitarian Cultural
- Cultural Expectations / Requesting a Call to Action (and Activity)

### Assertiveness and Pushing Back

- Challenges when speaking assertively
- Assertive Communications: Balancing Outcome and Relationship
- Skills Practice: Being Assertive & Pushing Back Tactics

### Conflict Handling Approaches

- Approaches to Resolving Conflict
- Skills Practice: Applying the Thomas Kilmann Model

### Emotional Intelligence and Resolving Conflict Across Cultures

- Emotional Awareness during Conflict
- Skills Practice: Scenario Application using the Cultural Map



# Cross-Functional Collaboration

## PROGRAM OVERVIEW

In today's dynamic and fast-moving business environment, cross-functional collaboration is a key requirement for success. Despite the benefits, there are still many challenges, such as misaligned goals, ambiguous authority, challenging stakeholders, and a silo mentality. During the training, participants learn how to overcome these challenges, especially when influencing without authority. By focusing on real-life case studies, the participants will learn how to ensure that cross-functional collaboration delivers on its promises of more effective use of all resources.

### Key Topics

- Cross Functional Collaboration
- Aligning Goals & Responsibilities
- Managing Potential Conflict
- Collaborating with Challenging

### Benefits for Participants

- Understand the value and challenges of cross-functional collaboration
- Engage multiple stakeholders and competing priorities
- Manage resistance and resolve conflict
- Adapt their communication styles based on their stakeholder and the situation
- Deal with difficult situations and difficult people in a productive manner



# Cross-Functional Collaboration

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Cross Functional Collaboration

- Discussion: How do you define success in terms cross-functional collaboration?
- Drivers of success and failure: Successful vs. Not Successful Collaboration (and Activity)
- Driving Cross-Functional Collaboration

### Understanding My Stakeholders

- Stakeholder Mapping
- Building my Stakeholder Map (and Activity)
- Rational and Emotional Drivers (and Activity)
- Building Our Case Study

### Aligning Goals and Responsibilities

- What Causes a Lack of Clarity?
- Overcoming Responsibility Ambiguity
- In & Out Framework (and Activity)
- Thoughts on Overcoming Misalignment

### Experiential Learning Activity

- Set-up, activity,

### Managing Potential Conflict

- Thoughts on conflict
- Responses to Conflict: Fight, Flight, Flow
- 2 Tips for Overcoming Conflict
- Tip #1 - Focus on the Facts (and Activity)
- Tip #2 - Invite the Other Party's Solution (and Activity)

### Collaborating with Challenging People

- Discussion: challenging situations vs. challenging people
- Types of Challenging people
- Dealing with Challenging People

### Role-Play: Your Scenario

- Planning, activity,



# DiSC for Individual Contributors

## PROGRAM OVERVIEW

DiSC is a behavioral assessment tool that centers on four different personality traits: Dominance, Influence, Steadiness, and Conscientiousness. By completing the assessment, an individual learns more about him/herself and others as well as how to deal with situations where interpersonal relationships are involved. This program focuses on the DiSC Workplace profile and addresses a number of critical business issues: interpersonal relationships, communication, leadership behavior, team building, and personal effectiveness.

### Key Topics

- Why Are We Here?
- Discovering the DiSC Styles
- Exploring my DiSC Profile and Report
- Adapting Your Style

Note:

Participants must have completed the DiSC Workplace Assessment prior to joining this program.

### Benefits for Participants

- Understand their natural strengths, and potential areas for growth
- Have a better understanding of the way they interact with others
- Increase their effectiveness when communicating up, down, across, and outside the organization





# DiSC for Individual Contributors

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding DiSC

- What is DiSC?
- Behavior vs. Personality
- Assertiveness: (Active vs. Thoughtful)
- Responsiveness (Question vs. Accept)
- Plotting our Style (Activity)
- The Four Styles: Dominance, Influencing, Steadiness and Conscientiousness

### Discovering the DiSC Styles

- Strengths Activity
- Challenges Activity
- How a Style Responds

### Exploring My DiSC Profile and Report

- Confirming Your DiSC Profile
- My Dot / My Shading
- Activity: Your Opposite Style

### Communicating with the Different Styles

- Discussion: How do I flex my style to work with my opposite?  
What do I want the other styles to know?
- Activity: Working with Other Styles

### Adapting My Style

- Activity: Diagonally Opposite
- Activity: What Will I Do Differently?



# Diversity and Inclusion

## PROGRAM OVERVIEW

Diversity refers to human qualities that are different from our own and those of groups to which we belong. Dimensions of diversity include age, ethnicity, gender, race, sexual orientation, educational background, marital status, and religion. This training helps participants develop tools necessary for advancing equality and diversity in the workplace with a focus on managing and working with individuals across cultural and generational differences. By participating in this training, participants will recognize and seek out the unique contributions that diverse teams can make in the workplace.

### Key Topics

- Diversity & Inclusion
- Types of Diversity
- The 'I' in D&I
- Creating an Inclusive Workplace

### Benefits for Participants

- Recognize and respect the importance of diversity in the workplace
- Maximize the advantages that diversity can offer a business
- Build high-performing teams with diverse representation
- Learn ways to build relationships and engage people who are different from themselves
- Develop effective communication techniques to engage diverse employees



# Diversity and Inclusion

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Diversity & Inclusion

- Diversity vs. Inclusion
- Dimensions of Diversity
- Inclusion: Attitudes & Approaches
- Activity: The Diversity in Your Workplace

### Understanding Unconscious Bias

- Bias Examples
- How does bias works? Why does this happen?
- Exploring “Our Filters”

### Types of Diversity

- Cultural Diversity, Gender Diversity, LGBTQ Diversity
- Activity: What types of diversity do you see in your company? What types of diversity do you see in your personal life?

### The ‘I’ in D&I

- What makes an inclusive culture?
- What can I do to be more inclusive in my role?
- Ways to Be More Inclusive

### Creating an Inclusive Workplace

- Setting meaningful goals
- Gaining support from Leaders
- Integrating D&I into the Company’s Management Process

### Taking it Back to My Team

- Action Planning



# Managing Unconscious Bias

## PROGRAM OVERVIEW

Unconscious bias has to do with the judgements we make of others, that we may not be aware of and that may create unintentional discrimination in the workplace. This training helps participants to recognize these biases within themselves and their work environment and take steps to change their approach to leadership and communication. As every workplace is different, the training can be tailored to address the specific biases most relevant to your team, including age, ethnicity, gender, race, sexual orientation, gender identity, political affiliation, educational background, marital status, and religion.

### Key Topics

- Being an Inclusive Manager
- Understanding Unconscious Bias
- Types of Bias
- The Impact of Bias
- Recognizing Bias
- Changing Your Approach
- Creating an Inclusive Environment

### Benefits for Participants

- Understand unconscious bias and the impact it can have
- Recognize the signs of unconscious bias in themselves and others
- Adapt their approach in order to minimize unintended discrimination
- Take steps for creating a more inclusive environment



# Managing Unconscious Bias

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Managing Unconscious Bias

- Diversity vs. Inclusion
- Dimensions of Diversity
- Diversity & Inclusion: The Business Case
- Discussion: Diversity and Inclusion in our workplace

### Understanding Unconscious Bias

- Example of Bias
- Defining Bias
- How does bias works? Why does this happen?
- Exploring “Our Filters”
- Discussion: Bias & Filters in the Workplace
- Recognizing Bias in Ourselves and Others (Signs and Symptoms)

### The Impact of Unconscious Bias

- Discussion: Impact of Bias on Our Team
- 4 Types of Social Identify Threats: Reduced Performance, Self-Handicapping, Internal Attribution Failure, Dis-identification
- Recognizing the Bigger Impact
- Way to Reduce and Mitigate Unconscious Bias

### Bias in Recruiting

- Bias in Recruiting (with Facilitator Example)
- Examples of Wordings
- Exercise: Job Advertisement – Re-write the advert as non-gender bias

### Mitigating Bias in the Workplace

- Gaining support from business leaders
- Integrating D&I into the Company’s Management Process
- Setting meaningful Goals
- Communicating Effectively



# Psychological Safety at Work

## PROGRAM OVERVIEW

This program looks at what psychological first aid is, the different reactions to emergencies, disasters or traumatic events can have on people, the psychological first aid action principles, how to be culturally, ethically and the privacy considerations of providing psychological first aid. The course will also cover how they take care of their own psychological safety after an event. This training is suitable for anyone who generally wants a better understanding of how to provide meaningful support during an emergency, disaster or traumatic event.

### Key Topics

- Five Steps of Psychological First Aid
- Crisis, Complex Situations and Reactions
- Cultural and Ethical Considerations for Psychological First Aid
- Privacy and Confidentiality Considerations for Psychological First Aid

### Benefits for Participants

- Discover what is Psychological First Aid and the action steps to take to support others
- Gain an awareness of cultural, ethical and privacy considerations of providing psychological first aid
- Explore basic strategies to maintain personal well-being and to take personal psychological care after an



# Psychological Safety at Work

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Psychological First Aid (PsFA) at Work

- Discussion: Share back with the group what you think of when you hear of the topic “PsFA?”
- Definition and Benefits - What is it and how it helps in times of stress and crisis?
- The Goals of Psychological First Aid
- Five principles of psychological first aid - Ensuring safety, Promoting calm, Promoting self and collective efficacy, Promoting connectedness & Instilling hope
- Leveraging PsFA at Work

### Overview of the 5 Principles

- Psychosocial Reactions to Crisis Situations: Common and Complex Reactions
- Video (and Activity)
- PsFA in the Workplace (Ensuring safety, Promoting calm, Promoting self and collective efficacy, Promoting connectedness & Instilling hope)

### Cultural and Ethical Considerations

- Discussion: What are some key considerations when providing PsFA to people from other cultures?
- Considerations: Gender, age, & power relations, Touching and behavior, Beliefs and religion and Safety, dignity and rights
- Discussion: What are some ways to ensure that PFA is culturally competent?
- Activity: Privacy and confidentiality

### Self-Care for People Delivering PsFA

- Early recognition of Stress
- Supporting your Colleagues
- Discussion: If PsFA helper was experiencing difficulties when supporting others, who could they approach? What are some helpful ways to look after yourself when providing ?
- Activity: Using Case Studies (and Personal Reflection)





# Thriving in a Matrix Environment

## PROGRAM OVERVIEW

This is a highly interactive program designed for middle-managers and team members who report to multiple supervisors across levels, geographies, and functions. During the training, participants focus on the challenges of working in a matrix environment, such as handling differing expectations, dealing with differing business styles, and working effectively when roles are not always clearly expressed. The participants learn to overcome these challenges through interactive group exercises, case studies, and role-plays, leading to a more efficient and collaborative work environment.

### Key Topics

- The Challenge We Face
- Awareness: Understanding My Local & Global Managers
- Adaptability: Adapting My Styles
- Articulation: Being Persuasive and Pushing Back
- Maintaining Self Control

### Benefits for Participants

- Collaborate internally with key stakeholders more effectively
- Adapt their communication styles based on their supervisor and the situation
- Have the tools to cope with challenging and stressful situations
- Appropriately influence without authority in order to protect their time and workload



# Thriving in a Matrix Environment

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Challenges We Face

- What is Matrix Management?
- The challenges we face
- Assessing My Ability to Work in a Matrix Environment: 10 Core behaviors (self-assessment or reflection)
- Building Your Case Study (and Scenarios)

### Awareness: Understanding My Local & Global Manager

- Goals / KPIs Mapping (and case studies discussions)
- Needs & Drivers (and case study discussion)
- Expectations: Planning, Communication, Execution

### Adaptability: Adapting My Style

- Behaviors and characteristics of each style
- When styles collide
- Adapting your approach (and Activity)

### Articulation: Being Persuasive & Pushing Back

- Activity: 3 Rules of Influencing
- Structuring Your Statement, Value, Relevance
- Identifying the Value (and Activity)
- Activity: How would you push back on this

### Maintaining Self Control

- Emotional Self-Control (and video)
- Hot Buttons & Catalysts (and Activity)
- The Tipping Point (and Activity)
- Be FAIR (and Activity)

### Role-Play- Use own Scenario

- Planning, role-play, debrief



# Working in a Virtual Team

## PROGRAM OVERVIEW

Virtual teams are teams in which colleagues are spread across wide geographic areas and may only interact through emails, phone, and video conferencing. As a result, virtual teams face unique communication and collaboration challenges, especially when delivering complex projects and long-term assignments. This training presents useful tools and exercises that help participants to manage themselves, their workflows, and their communications and with remote colleagues, leading to a more effective and sustainable virtual work environment.

### Key Topics

- Working on a Virtual Team
- Managing Myself
- Establishing Virtual Team Norms
- Building Relationships and Communicating Effectively

### Benefits for Participants

- Understand their role as a virtual team member and the challenges they will face
- Build rapport and foster productive working relationships with remote colleagues
- Master techniques for managing their workflow and communications through remote channels
- Coordinate over the phone and through email to deliver complex projects



# Working in a Virtual Team

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Working in a Virtual Team

- Understanding Virtual Teams (similarities / differences to a co-located team)
- Challenges When Working on a Virtual Team
- Discussion: What do others expect from us when working virtually (up, down, across, outside the organization)?
- Challenges / Obstacles to Meeting Expectations
- 3 Tips for Working Smarter Remotely

### Tip #1: Managing Myself

- Create a Productive Work Environment
- Prioritizing My Work
- Ensure a Clear Line of Sight
- Covey's Quadrants

### Tip #3: Building Relationships and Communicating Effectively

- Pick the Right Channel
- Communicating with your Team Members
- Planning Your Message
- Quick Role Play
- Finding the Right Balance
- Building Rapport



# Business Acumen

This program helps professionals develop business skills that are critical for effective business leadership within their organizations.



# AI in Business

## PROGRAM OVERVIEW

Participants will learn to explore AI fundamentals like machine learning and deep learning, then examine how AI is transforming industries through automation, predictions, recommendations and more. The program sparks ideas and enhances productivity as participants apply different AI tools. Finally, facilitated discussion and a strategic framework will help participants develop an AI vision and roadmap tailored to their unique business objectives.

### Key Topics

- AI Fundamentals
- Real-World AI Applications
- AI Benefits
- Identifying AI Opportunities
- Productivity Enhancement Tools
- Implementing an AI Vision
- The Future of AI

### Benefits for Participants

- Gain a strong conceptual foundation in AI, machine learning, deep learning and more
- Examine real-world AI applications transforming industries and driving business benefits
- Obtain hands-on experience with AI productivity tools to improve workflows
- Develop an AI vision and implementation roadmap tailored to their business goals



# AI in Business

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### AI Fundamentals

- The Evolution of AI
- Today's Prerequisite for AI Adoption Are That...
- Types of AI (Based on Capabilities & Functionalities)
- AI Levels of Maturity
- Components of AI system at one glance
- AI vs. Machine Learning vs. Deep Learning: Key Differences
- AI Roadmap
- Experiential learning activity

### AI Business Application

- AI Pre-Conditions
- Applications of AI in various industries: finance, healthcare, retail, manufacturing, supply chain, customer service and transportation, with examples.
- Overview of robotics and natural language processing applications in various industries
- AI's Benefits in The Business
- Framework for identifying AI opportunities
- Activity

### Practical Applications for Enhancing Productivity (Choose any 2 categories)

- Activity: Applying the Tools
- Category #1: Content Creation
- Category #2: Customer Relationship & Sales Enhancement
- Category #3: Document Management & Collaboration
- Category #4: Business Intelligence

### Building an AI Vision

- Translating AI learning into a strategic vision for the business
- 7 steps approach to implement an AI vision
- With Benefits Come Risks: AI errors, Data Bias & Ethical Concerns, Erosion of key skills
- Activity

### The Future of AI

- Overview of investments and developments globally
- Trends and Innovation: Emerging technologies and examples
- Generative AI and its potential impact
- Skills needed to thrive in an AI future
- Activity





# Change Management for Successful Digital Transformation

## PROGRAM OVERVIEW

During the program we will use case studies to support discussions and exercises as we look at: change management in a digital era, ways to get buy-in for your change initiative, as well as different change management approaches. Given that we live in a constant VUCA World (volatility, uncertainty, complexity, and ambiguity), this program can help you to adjust your approach, when leading others who are confronted with change. You will learn how to get others to embrace the change initiative and contribute to its overall success.

### Key Topics

- Understanding Business Transformation
- Understanding Change in a Digital Era
- Leading Digital Transformation
- Digital Change Management processes

### Benefits for Participants

- Develop a clearer understanding of the change in the current environment
- Enhance skills when sharing your vision and communicating the digital transformation
- Get others to embrace and buy-into the change initiatives
- Gain an insight into the different digital change management processes



# Change Management for Successful Digital Transformation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Business Transformation Exercise

- Video: The need for transformation
- Companies who transformed
- Activity: Choose one company and Discuss
- Debrief: Challenges, Options, Strategies

### Understanding Change in a Digital Era

- Activity: Changes have you experienced in the past 2 years?
- How has it impacted the way we do business? What could stop us from embracing change?
- New Normal: VUCA Environment
- The rate of change is changing
- Digital Transformation (definitions)

### Leading Digital Transformation

- Activity: Leading Change
- Digital Vision
- Ensuring Buy-in
- Your Management Focus
- Activity: Create a Goal Statement (including Deliverables)

### Communicating your Vision

- Communicate for your Vision
- Cultivating the Right Culture
- Video: How to Make a Cultural Transformation
- Activity: Your case Study - Communicate for Buy-In

### Digital Change Management Processes

- Activity: How do you / your company currently respond to change?
- What processes do you have in place to support this?
- Activity: Why do transformation projects fail?
- Challenges to successful digital transformation

### Transformation Leadership

- Activity: Which of the 4 skills do you or your assigned digital leader need to develop when leading change for digital transformation?
- Models for Change: Kotter
- Activity: Key Learnings Questions for Discussion
- Personal Action Plan



# Critical Thinking for Better Decisions

## PROGRAM OVERVIEW

During this program, we explore critical thinking for understanding and solving problems. Using a five step process of Critical Thinking participants are taken through the five stages they need to explore when looking to make better business decisions in the future. Furthermore, we discuss a number of tools the participants can continue to use after the program to ensure their 'decisions' are realistic and workable within their current business environment. A key element of this approach is the right communication skills for each stage.

### Key Topics

- Critical vs Automatic Thinking
- Self-Assessment
- Adopting a Critical Thinking Skill Set
- The Critical Thinking Process
  - Identify the Context
  - Analyse the Problem
  - Generate Possible solutions
  - Contingencies
  - Communication and Creating Value

### Benefits for Participants

- Bring a higher level of critical thinking into their workplace
- Define problems clearly to create better solutions
- Break down barriers that limit effective decision making in their workplace
- Apply tools to find the best decision for their organizations



# Critical Thinking for Better Decisions

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is Critical Thinking?

- Why Critical Thinking
- What is critical thinking? How is it different to problem solving?
- When do you must need to apply critical thinking?
- What are the barrier?
- What is the situation, key decisions you need to make?

### Critical Thinking Process

- Who uses a process like this successfully?
- Critical Thinking Process
  - Establish context / thinking through the problem
  - Identify the issues and arguments
  - Clarify the issues and arguments
  - Check credibility and consistency
  - Evaluate the arguments
- Our Focus for Today is: Thinking Through the Problem & Critical Thinking Tools

### Thinking Through the Problem

- What is a problem?
- Breaking down the Problem
- Asking Questions / What is the real question?
- Consider Past Efforts
- Thinking critically from a New Perspective (POV, Context, Reality Testing – What if)
- Identifying the Root Cause (Symptoms vs Cause)
- Unintended Consequences

### Critical Thinking Tools

- Expanding your thinking
- Zoom In and Out (Big Picture)
- Now, Be, How (Strategic)
- The 5 Why's (Analysis/Cause & Activity)
- 7 So What's (Consequences & Activity)
- Conducting an Analysis (Benefits vs Scope)
- Decision Matrix (& Activity)

### Decision Making and Accountability

- Responsibility, Accountability & Ownership
- My Action (Activity)



# Decision Making with Big Data

## PROGRAM OVERVIEW

This program focuses on helping participants learn how data can and cannot be used to make decisions. A key element of the training is introducing the methodologies and tools for collecting, analyzing, and interpreting data. While the participants may not always conduct the analysis themselves, knowing the big picture helps the participants when presenting big data and using the insight to influence others towards a decision. The training also gives the participants the basics needed to conduct business experiments, evaluate the results, and identify next steps.

### Key Topics

- Understanding Big Data
- 5 Steps to Data-Driven Decision Making
- Identifying the Problem
- Business Experiments for Decision Making
- Defining the Right Metrics
- Tools and Methodologies for Working with Big Data
- Identifying Good and Bad Data Analysis
- Turning Analysis into Action
- Implementing a Solution

### Benefits for Participants

- Understand the business value of data-driven decision making
- Master the basics of running experiments to inform managerial decisions
- Define the right metrics and approaches to support their objectives
- Identify good and bad data analysis, as well as avoid potential traps
- Become familiar with the tools and methodologies used by the analytical team



Back to Business Acumen

# Decision Making with Big Data

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The World of Big Data

- Defining Big Data (Volume, Velocity, Variety, Veracity)
- Using Big Data to Drive Value (with examples)

### Big Data Decision Making Process

- Big Data Analysis Framework: Discovery, Insights, Actions, Outcomes
- Planning vs Implementing (flipping the framework)

### Planning Step 1: Outcomes

- Creating a Problem Statement
- Creating a Goal Statement
- Case Study Discussion (Problem and Goal Statement)

### Planning Step 2: Actions

- Generating Potential Actions (define possible options before the analysis is conducted)
- Perfect vs Best Possible
- Decision Matrix (Activity)
- Linking Insight to Action (how will you know?)

### Planning Step 3: Insights

- Collecting the Data (Key Questions to Ask)
- Types of Data Analysis (Descriptive, Diagnostic, Predictive, Prescriptive, Adaptive)
- Structured and Unstructured Data
- Data Sources (Primary, Secondary, Social Media)
- Traditional and Big Data Approaches (Activity)
- Tools for Analyzing Big Data

### Planning Step 4: Discovery

- Testing a Proof of Concept
- Action Planning

### Implementation (Discovery, Insights, Actions, Outcomes)

- Implementing the Plan
- Common Traps when Making Decisions (& Activities)
- Good Data vs Bad Data
- Correlation vs. Causation
- Incorrect Assumptions

### Final Activity

- Five Steps to Decision Making with Big Data
- Personal Action Plan





# Developing Business Acumen

## PROGRAM OVERVIEW

This program helps participants to identify the potential to add value to the business by showing them ways to develop their core business knowledge, skills and insight. This is important because a leader, manager or team member without an option 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 session, participants learn which tools and techniques they can use to drive their business acumen.

### Key Topics

- Developing a Business Mind
- Understanding your Environment
- Industry Analysis
- Business Analysis
- Customer Analysis
- Financial Analysis
- Action Planning

### Benefits for Participants

- Understand the requirements for success
- Know which tools to use to drive their Business Acumen
- Develop and explain their company's value proposition
- Gain greater insight from their customer's perspective
- Get a better understanding of real financial analysis





# Developing Business Acumen

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Developing a Business Mind

- Defining Business Acumen (what is it, when do you use it, what do you need to know)
- What so we need to know about our business environment?
- Requirements for Success: Zooming In – Zooming Out
- Understanding Out Environment: Developing Business Acumen: Business Drivers, Industry Analysis, Customer Analysis, and Financial Analysis

### Industry Analysis

- Video and Industry Examples
- Industry Analysis: Porter's Five Forces Model (and

### Business Analysis

- Driving Value (Shareholder, Customer, Employee)
- What is our company doing to drive value?
- SWOT Analysis (and Activity)
- From Information to Insight

### Customer Analysis

- Understanding the customers perspective
- Customer Analysis (Customers Pain's & Gains) (and Activity)
- Our Solution (Pain Relievers & Gain Creators) (and Activity)

### Financial Analysis

- 4 Financial Drivers (Cash, Growth, Profit, Assets)
- From Information to Insight
- Financial Acumen (Balance Sheet, Income Statement, Cash Flow Statement)
- Financial Drivers (Activity)

### Identifying Unintended Consequences

- Video and Discussion
- Activity: Your Scenario

### Presenting My Solution to Senior Management

- Step 1: Identify the 3 Key Messages
- Step 2: Think like a CEO
- Step 3: Structure Your Presentation
- Team Presentations (Planning, presentation, feedback)



# Driving Success Through Innovation

## PROGRAM OVERVIEW

This program gives participants the tools to remove barriers to innovation and stimulates the creative process. During the session, participants spend time learning how to create an environment and approach to innovation that ensures the entire team is maximizing creative thinking. The participants will have opportunities to practice a number of creativity and innovation techniques within a stimulating training environment.

### Key Topics

- Being an Innovation Champion
- The Disney Approach: Dreamer, Realist, Critic
  - See the big picture
  - Understand the user
  - Experience and generate creative
- Realist
  - Perfect vs Best outcomes
- Critic
  - Realistic Options

### Benefits for Participants

- Understand barriers and benefits to being creative
- Develop the right creative mindset, both for themselves and those around them
- Bring a higher level of creative thinking to their teams by introducing creative processes and tools
- Understand and apply the many different types of innovation



# Driving Success Through Innovation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Driving Success Through Creativity & Innovation

- Creativity & Innovation
- 3 Approaches to Innovation (evolutionary, revolutionary, hybrid)
- Discussion: What happens in the workplace if there is no creativity & innovation? What stops creativity & innovation?
- The Disney Approach to Creativity & Innovation

### Developing a Creative & Innovative Mind

- Set-up, Activity, Discussion
- The Disney Approach to Creativity & Innovation

### The Dreamer (Creative Thinking)

- Step 1: Seeing the Big Picture and Details (and Activity)
- Step 2: Understand the User Experience (and Activity)
- Step 3: Develop Your Point of View (and Activity)
- Step 4: Generate Innovative Alternatives
  - SCAMPER Checklist (and Activity)
  - How Might We (and Activity)

### The Realist: Converting Ideas to Decisions

- Summarizing 'The Dreamer' Options
- Effort vs. Impact (and Activity)

### The Critic (Critical Thinking)

- The Critic: What limits our ability to challenge ourselves?
- Trap #1: The Anchor Trap (and Activity)
- Trap #2: The Status Quo Trap (and Activity)
- Trap #3: The Sunk Costs Trap (and Activity)

### Bringing Innovation to Our Team

- Discussion & Action Planning

### Team Presentations

- Preparation, presentations, review & debrief



# Efficiency for Growth

## PROGRAM OVERVIEW

This interactive program emphasizes identifying inefficiencies, developing actionable strategies, and nurturing a culture focused on efficiency. Through a combination of presentations, discussions, and hands-on activities, participants will explore the critical components of workplace efficiency. By understanding the common challenges faced in today's fast-paced environment, individuals will learn how to devise practical solutions that align with organizational goals.

### Key Topics

- Review the key drivers that offer growth in business.
- Discuss the tools and resources available.
- Analyse the opportunities and remove bottlenecks.
- Examine factors that influence labor and productivity.
- Develop strategies to support a growth culture.

### Benefits for Participants

- Gain a comprehensive understanding of the key drivers of efficiency in their company.
- Identify and analyse the specific challenges that hinder productivity within their teams.
- Learn effective strategies for streamlining workflows, leveraging technology, and fostering a culture of continuous improvement.
- Develop a personal action plan to implement efficiency-enhancing initiatives in their workplace.



# Efficiency for Growth

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Setting the Stage

- Discussion: What drives growth?
- Efficiency & Sustainable Growth
- Our Focus for Today: Resources; Operation; Labor & Productivity

### Resources

- Key Aspect of Resources Efficiency
- The Prato Principle
- Common Measurement & Metrics
- Best Practices- Examples (and Activity)
- Activity: Your Business

### Operations

- Current Process in Business
- Bottlenecks :
  - Resources
  - Technology
  - Data Driven Decision making
- Activity: Your Business

### Labour and Productivity

- Factors that Influence Productivity
- Maximizing Manpower
- The True Cost of Manpower Turnover
- Time Management & Assigning Priorities
- Your Role in Productivity
- Activity: Your Business

### Strategies to Support a Growth Culture

- Discussion: The impact of Mindset on Efficiency Efforts
- Driving Innovation and Efficiency
- Activity: Your Business

### Action Planning

- Taking it back to My Team



# Innovate with Design Thinking

## PROGRAM OVERVIEW

This program takes participants through the process of understanding problems more deeply, generating radical alternatives, testing proposals and refining the solution. The training dive into the six steps of Design Thinking: Empathy, Define, Ideate, Prototype, Test, and Reflect. At each step, participants can learn practical innovation tools which can be applied to real-life workplace challenges. This is a high-energy, 'hands on' training, where you will have opportunities to practice several innovation techniques in a controlled and supportive environment.

### Key Topics

- Understanding Design Thinking
- Empathy: Understanding the User Experience
- Define: Developing Your Point of View
- Ideate: Generating Radical Design Alternatives
- Prototype: Converting Ideas to Physical Form
- Test: Getting Feedback on Proposed Designs
- Reflect: Identifying Key Insights and Next Actions

### Benefits for Participants

- Understand the benefits and process of design thinking
- Approach innovation as a step process that can be applied by design practitioners and business leaders alike
- Bring a higher level of creative thinking to their teams through proven creativity tools
- Prototype, test and reflect in order to turn great ideas into reality



Back to Business Acumen

# Innovate with Design Thinking

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Building the Foundation: Strategic Innovation

- Creativity vs. Innovation
- The Case for Innovation (and Activity)

### Innovation Process: Design Thinking

- Introduction to Design Thinking
- Video on Design Thinking (and Activity)
- The Design Thinking Process
- Applying Design Thinking (Building our case study)

### Design Thinking Steps

- (Applying to your Scenario)

### Step 1: Empathy: Understanding the User Experience

- 2 Steps for Empathy Interviewing
- Tips for Empathetic Interviewing

### Step 2 Define: Developing Your Point of View

- Define Challenge Statement

### Step 3 Ideate: Generating Radical Design Alternatives

- How-Might-We Questions

### Step 4 Prototype: Converting Ideas to Physical Form

- Testing the Prototype

### Step 5 Test: Getting Feedback on Proposed Designs

- Feedback Capture Grid

### Step 6 Reflect: Identifying Key Insights and Next Actions

- I Like, I Wish, What If





# Intrapreneurship

## PROGRAM OVERVIEW

This program provides business leaders and team members with the mindset and tools to promote entrepreneurial “start-up” practices within large organizations. This training takes the concept of the entrepreneur and applies its best qualities in the more bureaucratic setting of a corporation. As a result, business leaders will be able to combine the attitudes and strategies of a start-up with the resources and expertise that are available in a well-established company.

### Key Topics

- Qualities of an Intrapreneur
- Intrapreneurship vs. Entrepreneurship
- Developing an Innovation Mindset
- Identifying Opportunities
- Generating Radical Ideas
- Prototyping, Testing & Feedback
- Implementing the Solution
- Supporting Intrapreneurs In the Organization

### Benefits for Participants

- Understand the qualities and benefits of an intrapreneur
- Approach innovation as a process that can be applied by organizations big and small
- Bring a higher level of creative thinking to their teams through proven creativity tools
- Prototype, test and reflect in order to turn great ideas into reality



# Intrapreneurship

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Intrapreneurship

- Discussion: What is intrapreneurship? What is a problem or situation that could benefit from intrapreneurial thinking?
- Benefits of intrapreneurship
- Intrapreneurship vs. Entrepreneurship
- Great Intrapreneurship in History
- Keys to Success
- Building Your Case Study

### Developing an Intrapreneurial Mindset

- Challenges in Developing an Intrapreneurial Mindset
- Key Characteristics of an Intrapreneurial Mindset
- Being Curious (and Activity)
- Taking Risks (and Activity)
- Taking Accountability and Ownership

### Identifying Opportunities and Generating Radical Ideas

- Identifying Opportunities by Challenging the Status Quo
- Tool 1: 'How Might We' Questions
- Tool 2: Borrow a Brain
- Tool 3: SCAMPER Checklist

### Prototyping, Testing, and Feedback

- Discussion: Why is it important to test your ideas and get feedback on them?
- Prototype: Converting Ideas
- Testing Your Prototype
- Getting Feedback on Proposed Initiative

### Implementing the Solution

- Sharing your ideas and Gaining support (and Activity)
- Moving forward with your idea
- Understanding Unintended Consequence
- Unintended Consequence Checklist (and Activity)



# Problem Analysis Decision Making

## PROGRAM OVERVIEW

During the program, we explore both rational and creative problem-solving tools and techniques that participants can use within their current business environment, to help them get to the root cause of the situation, mitigate assumptions, and generate possible solutions. A key element of the training 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.

### Key Topics

- What is Problem-solving?
- Problem-solving Process:
  1. Identify the Problem
  2. Analyse the Problem
  3. Generate Possible Solutions
  4. Select a Preferred Solution
  5. Implement the Solution

### Benefits for Participants

- Define problems clearly to create better solutions
- Bring a higher level of creative and critical thinking into their workplace
- Break down barriers that limit effective decision-making in their workplace



# Problem Analysis Decision Making

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What is Problem-solving?

- Discussion: Problems you Face
- Requirements for Problem Solving: Critical & Creative Thinking
- Problem Solving Process: Five Steps

### Step 1: Identify the Problem

- Identifying the Problem
- Problem statement (and Activity)
- Goals statement (and Activity)

### Step 2: Analyse the Problem

- Separating Symptoms from Causes (and Activity)
- Assumption Avoidance Analysis (and Activity)
- Force Field Analysis (and Activity)
- Root Cause Analysis (and Activity)

### Creative Thinking

- What is Creativity?
- What stops us from being creative?
- Barriers to Creativity (Activity)
- Creativity Tool: SCAMPER (and

### Step 3: Generate Possible Solutions

- Three Steps for Brainstorming (and Activity)
- Tips for Generating Possible Solutions

### Step 4: Select a Preferred Solution

- Perfect vs Best Possible Solution
- Decision Matrix (and Activity)

### Step 5: Implement the Solution

- Unintended Consequences (and Activity)

### Final Activity

- Group Activity using the Five Step Process



# Project Management: Agile 101

## PROGRAM OVERVIEW

This program takes a look at the fundamental agile concepts of adaptive planning, customer collaboration and value driven delivery in a dynamic environment. We explore what is an agile project, including a comparison of traditional vs agile project management, the agile approach and the five steps of Agile Project Management. Additionally, participants will immediately apply tips, tools and techniques designed to increase their understanding of stakeholders and how to influence them to embrace ideas, support recommendations, and accept project initiatives.

### Key Topics

- Traditional vs Agile Project
- The Agile Approach
- Agile Project Management 5 Steps Model
  1. Product Vision Statement
  2. Project Roadmap
  3. User Stories
  4. Priorities
  5. Product Backlog

### Benefits for Participants

- Use a variety of tools to initiate, plan and execute a project
- Identify the characteristic of different projects
- Spearhead projects using the agile approach and principles
- Focus on project management on the business outcome



# Project Management: Agile 101

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Agile Project Management

- Discussion: What kinds of projects do you manage? What method to you currently use?
- Challenges when Managing Projects (and Activity)
- Defining: Successful Project Management

### The Agile Approach

- Traditional vs. Agile Project
- Agile Project Manifesto Values and Principles
- Agile Myths vs. Agile Reality

### Agile Project Management

- Step 1: Product Vision Statement (PVS), Important Information from PVS, Format, (and Activity)
- Step 2: Product Roadmap
- Step 3: User Stories (and Activity)
- Step 4: Prioritize User Stories (and Activity)
- Step 5: Create a Product Backlog

### Ensuring Effectiveness in Agile Project Management

- Key Stakeholders Analysis
- Who are my stakeholders (Activity)
- Influencing stakeholders
- Communicating with stakeholders (Activity)

### Resolving Conflict

- Project Development Stages
- Preventing Conflict (right time, place, medium and effective communication)
- Conflict Management Tips and Hints (building a resilient attitude, keep an open mind, take first things first etc)

### Role-Play: Delivering a Project Brief

- Identify Your Key Messages
- Structure Your Briefing
- Role-Play: Presenting your Project Briefing



# Project Management: Traditional

## PROGRAM OVERVIEW

This program is designed to enable participants to develop the skills and ability to lead projects, resolve issues, and achieve results in today's ever-changing business environment. Through an accelerated learning process, the training uses a model to help participants develop strength, focus, and flexibility as project managers. By using a variety of project planning, communication, and issue management tools, the participants will be able to incorporate both rational and creative processes when managing projects and leading project teams.

### Key Topics

- Project Management Model
- Project Initiation
  - Project Charter
  - Project Assumptions
  - Stakeholder Analysis
- Project Planning
  - Risk Management
- Project Execution: Communicating with Project Stakeholders

### Benefits for Participants

- Create the right impact as project leaders
- Use a variety of tools to initiate, plan, implement, and close a project
- Design an approach for formal and informal project management engagements
- Understand management expectations and communicate effectively
- Manage project change and project risk in a professional and confident manner



Back to Business Acumen



# Project Management: Traditional

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Challenges in Project Management

- Project Management Pyramid

### Stage 1: Project Initiation: Project Charter

- Project Charter
- Problem & Goal statement
- Key Milestones
- Critical Success Factors
- Key Performance Indicators
- Project Scope & Team

### Stage 1: Project Initiation: Project Assumptions

- Defining Assumptions
- The Assumptions We Make in Project Management (and Activity)

### Stage 1: Project Initiation: Stakeholder Analysis

- Identify Project Stakeholders (and Activity)

### Stage 2: Project Planning

- Work Breakdown Structure
  - Step 1: Define all Required Tasks
  - Step 2: Group the Tasks Together
  - Step 3: Create a Timeline
  - Step 4: Define Key Milestones

### Stage 2: Project Planning: Risk Management

- Risks in Your Project
- Risk Management Strategy
- Risk & Issue Log (and Activity)

### Stage 3: Project Execution: Communicating with Project Stakeholders

- Frequency and Channel for Communication
- Staying in the Project Manager Credibility Zone
- Project Update: Components (and Activity)

### Stage 4: Project Closing

- Why is it Important to Close the Project?
- Project Closing Activities (and Activity)



# Strategic Thinking and Planning

## PROGRAM OVERVIEW

This program is designed to help leaders, managers, and team members develop strategic business initiatives. The training takes a structured approach to strategic planning, breaking the process into 3 key stages: Strategy Diagnosis, Strategy Design, and Strategy Implementation. As a result, participants will become better able to clarify goals, identify strategic plans, implement actions required for success. The approach is very much Now, Be, How.

### Key Topics

- Thinking Strategically
- Strategic Planning Process
  - Diagnosis
  - Design
  - Deliver
- From Strategy to Execution

### Benefits for Participants

- Analyse internal and external environments
- Evaluate alternative strategies and select those which focus on the most significant opportunities
- Develop vision statements, set goals, and define priorities
- Implement and monitor execution plans in a professional manner



# Strategic Thinking and Planning

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Strategic Thinking and Planning

- What comes to mind....?
- A few definitions
- Strategic Thinking: Corporate, Business, Team

### Strategic Planning Process

- Strategic Planning Process: Now, Be, How

### Stage 1: Diagnosis (Where are we now?)

- Understanding Our Environment
- Market Analysis: PESTLE Checklist (and Activity)
- Five Forces (and Activity)
- Business Analysis (and Activity)

### Stage 2: Design (Where do we want to be?)

- Setting SMART Goals
- Ensure there is a clear line of sight (and

### Stage 3: Deliver (How do we get there?)

- Different Ways of Visualizing a Strategy
- 4 Pillar Strategic Framework (and Activity)
- Identifying Key Actions

### From Strategy to Execution

- Discussion: Why strategic initiatives do not achieve management's expectations?
- Key Success Factors
- Analyzing My Internal Stakeholder: Power, Impact & Mindset
- Stakeholder Mapping (and Activity)

### Activity: Case Study Presentation

- Structuring a Strategy Presentation
- Planning, presenting and feedback



# Strategic Management in a Fast-Changing Environment

## PROGRAM OVERVIEW

This program is an introductory course designed to provide key insights into managing strategically in a VUCA (volatility, uncertainty, complexity, and ambiguity) environment. This highly interactive training equips participants with the skills, tools, and techniques to enhance their strategic thinking and planning capabilities, enabling them to better uncover and capitalize on potential business opportunities in a digital environment. Throughout the program, we will use case studies to enrich discussions and activities as we explore various strategic management and planning approaches.

### Key Topics

- Managing Strategically
- Strategic Planning Processes and Approaches:
  - Managing in a VUCA World
  - 4 Pillar Strategic Framework
  - Blue Ocean vs. Red Ocean
  - The Four Actions Framework
  - Developing Your Digital Transformation

### Benefits for Participants

- Understand the nature of strategic management
- Understand your role and contribution in strategic planning
- Develop a better understanding of a number of different strategic planning processes
- Use tools, techniques, and processes to create an effective transformation strategy



# Strategic Management in a Fast-Changing Environment

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Competitive Challenge

- Read the Case Study (Activity)

### Managing Strategically

- What is strategy? (Key Ideas on Strategy)
- Strategic Perspectives: Corporate, Business, Team
- Impact of Digital Transformation on Strategic Planning (and Activity)
- Discussion: Events in your Industry impacted transformation? How have these events impacted your strategic thinking?
- 5 Domains of Digital Transformation (and Activity)
- Activity (Industry Specific)

### Strategic Planning Process

- Your role and Contribution in Strategic planning?
- Strategic Planning Process
- 4 Pillar Strategic Framework
- Video: The 4 Pillars of Digital Transformation (and debrief)
- 4 Pillars (and Activity)
- Reality Check (and Activity)

### Experiential Learning Activity

- Planning, Activity, and Debrief

### Strategic Approaches: Blue Ocean Strategy

- Strategic Approaches: Which worked?
- Approach to Strategy: Blue Ocean vs. Red Ocean (and Activity)
- Video: Restoring Blue Ocean
- Blue Ocean Examples
- The Four Actions Framework: Discussion & Activity

### Developing Your Digital Transformation Strategy

- Top Digital Transformation Challenges
- Understanding the 5 Domains of Digital Strategy
- Activity: Which factors will most impact the success of your Digital Transformation Strategy? What are your action steps going forward?



# The Future of Information & Communication Technology [ICT]

## PROGRAM OVERVIEW

This program will provide participants with valuable insights into the future of ICT, its impact on various industries, and how to best equip themselves for the rapidly changing digital landscape. Through discussion, participants apply their learning to real-world scenarios, analyzing successful ICT implementations and discussing how these areas of growth can be adopted within their industry. The program also addresses the future implications of ICT, equipping participants with strategies for continuous learning and innovation in the dynamic world of ICT.

### Key Topics

- The Importance of ICT
- Current Trends
- Key Areas of Growth
- Potential Impacts
- Potential Advancements
- Digital Leader
- Soft-skills in Demand

### Benefits for Participants

- Gain a thorough understanding of ICT's significance and current industry trends.
- Delve into the future of ICT, including 5G, AI, Blockchain, etc., to identify innovation opportunities.
- Prepare for the fast-changing digital landscape, acquire soft skills, and become a digital leader.



# The Future of Information & Communication Technology [ICT]

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Future of ICT

- What is ICT?
- The importance of ICT in the modern world
- Advantages vs. Disadvantages of ICT
- Current trends in the ICT industry
- Activity: The importance and challenge of ICT in various

### Key Areas of Growth in the Next 10 Years

- 5G Networks/Artificial Intelligence (AI) and Machine Learning (ML)/ Autonomous Vehicles /Robotics/Augmented Reality (AR) and Virtual Reality (VR)/Blockchain/ Cybersecurity/ Internet of Things (IoT)/Renewable Energy/Quantum /Cloud Computing
- Activity: Suggest company that has successfully implemented this technology and how could this company optimize this technology in the future?

### Future of ICT and Its Impacts

- The Future of ICT and its potential advancements
- How growth of ICT can impact society and the job market
- How can you best equip yourself for the future?
- Digital leader in the future.
- Soft-skills in demand





# Sales and Service

Business professionals must become trusted advisors to their clients by demonstrating that they are credible, capable, and compatible when interacting with and selling to others. Our Sales & Service programs help to standardize approaches so that professionals can deliver consistent messages that best represent their companies on a range of platforms and contexts.

BEING A TRUSTED  
ADVISOR

LUXURY SALES

SELLING IN A VIRTUAL  
ENVIRONMENT

BUSINESS STORYTELLING  
FOR SALES

MANAGING YOUR  
SALES PIPELINE

THE PERFECT SALES MEETING  
[CONSULTATIVE SELLING]

HANDLING CUSTOMER  
COMPLAINTS

MARKETING  
FUNDAMENTALS

HARNESSING SOCIAL  
MEDIA

PITCHING TO WIN



# Being a Trusted Advisor

## PROGRAM OVERVIEW

During this program, participants learn how to establish trust, build rapport, uncover needs and gain commitment, ensuring a more profitable, two-way relationship in which both parties' benefit. By applying the skills explored during the training, participants move from a vendor or supplier role to that of a Trusted Advisor. Additionally, participants learn how to create value for their stakeholders, and deal with challenging people and situations in a credible manner.

### Key Topics

- Being a Trusted Advisor
- Being Credible: Making the Right Impact
- Being Compatible: Building a Strong Relationship
- Being Capable: Delivering Value
- Activity: Role Play

### Benefits for Participants

- Understand the attributes of a Trusted Adviser
- Use a wide range of skills and strategies to build stakeholder relationships
- Uncover the stakeholder's decision-making process
- Gain insight into the different communication styles and how to adapt better
- Identify ways to offer additional value to stakeholders to ensure a lasting partnership



# Being a Trusted Advisor

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Being a Trusted Advisor

- Being a Trusted Advisor
- Service vs. Trust Based Relationship (and Activity)
- 3 C's: Credible, Compatible, Capable
- Building Your Case Study (Activity)

### Role Play

- Planning, role-play, review and feedback

### Being Credible: Making the Right Impact

- What can you do to create the right perception?
- Defining Credibility
- How can you make the right impact with your

### Being Compatible: Building a Strong Relationship

- Definition of Rapport
- Ways to Build Rapport (and Activity)
- Ways to Build Rapport (understanding the individual, adapting your style, listening, asking questions)

### Understanding the Individual

- The Iceberg Principle
- Needs and Drivers: Rational / Emotional (and Activity)

### Adapting Your Style

- Behaviors & Characteristics of each style
- Adapting your Style (and Activity)

### Being Capable: Delivering Value

- Why does your company exist?
- Adding Value to Stakeholders: Shareholder, Customer & Employee Value
- The Four Levels of Value (and Case Study)
- 3 Rules of Influencing
- Communicating the Value: statement, value, relevance (and Activity)

### Activity: Role Play - Using Your Scenario

- Planning, role-play, review and feedback



# Business Storytelling for Sales

## PROGRAM OVERVIEW

This program identifies the essential elements of a great story and how to embed these elements into business presentations. Participants will understand why stories are so powerful, and how to make them relevant for any audience. Telling stories is all about practice making perfect and there will be time for participants to do so within the session. At the end of the session, participants will be convinced that they can easily create memorable stories; they will know how to construct, refine, and use them to engage their audience in all future presentations.

### Key Topics

- Reflecting on Our Experience
- Picture Exercise
- Business Storytelling
- Creating Your Stories
- Essential Elements of a Story
  - Characters
  - Setting
  - Conflict
  - Resolution
- Engaging Your Audience
- Storytelling Practice

### Benefits for Participants

- Understand why the telling of stories perfectly aligns with all types of audiences
- Realize that everyone can tell stories, especially in business situations
- Be able to create powerful stories during the session and in all future business presentations



# Business Storytelling for Sales

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening

- Discussion: What do you not like about other people's presentations? What do you like about great presentations?

### Picture Exercise

- Setup, Activity, Debrief

### Business Storytelling

- Brief History of Storytelling
- Favorite story growing up / Stories in everyday life
- The Power of Stories
- Video and Debrief: Storytelling - What works
- How we can apply the Power of Stories

### Creating your Stories

- Discussion: How can we apply the power of stories ?
- Finding Your Story: Identifying a Topic (sharing ideas in chat)
- Draft ideas for your Story (and Activity)
- The Elements of a Story: Characters, Setting, Conflict,

### Engaging your Audience

- Engaging hearts and minds
- Defining your Objectives (Think. Feel, Do) (and Activity)
- Understanding your Audience
- Video and Debrief: Storytelling - What works
- Connecting with the senses (and Activity)
- Ensuring the so what (and Activity)

### Activity: Storytelling Practice

- Practice Telling the Story
- Each person presents with Review & Feedback



# Handling Customer Complaints

## PROGRAM OVERVIEW

Participants will learn the importance of understanding their customer's needs and providing a level of service that ultimately results in customer loyalty. Going beyond the basics, this program draws on role-plays to dive deeply into the difficult situations and difficult customers, regularly faced by the participants. Participants will learn how to maintain a constructive mindset, make a positive impact, structure the conversation in a productive manner and manage their own emotions and the emotions of the customer.

### Key Topics

- Handling Customer Complaints
- Maintaining the Right Mindset
- Making the Right Impact
- Structuring the Conversation
- Using Proper Phone Etiquette
- Managing My Emotions
- Managing the Emotions of Others

### Benefits for Participants

- Improve their mindset and ability gain control of challenging situations
- Master the tools and skills needed to handle customer complaints and influence positive outcomes
- Reduce the risk of losing customers through poor service
- Create sales opportunities by delivering a higher quality of service
- Improve team communication by using a common approach when delivering customer service



# Handling Customer Complaints

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Handling Customer Complaints

- Difficult Situation vs. Difficult People
- Types of Complaints (situations vs. people)
- Adapting Your Approach: Ignore, Accommodate, Confront, Collaborate

### Maintaining the Right Mindset

- Importance of Mindset
- Industry Examples
- Keeping the Right Mindset: Identify your sphere of influence
- Responsibility, Accountability, Ownership

### Making the Right Impact

- 3 Words we want our clients to use to describe us
- 5 Observable Attributes (Words, Voice, Body Language & Actions)
- Activity: Applying the Attributes

### Structuring the Conversation

- The Ideal Structure: Open, Explore, Confirm, Propose, Close
  - Open: Positive Note
  - Explore: Asking Questions
  - Confirm: Summarizing key Points
  - Propose: Value based messaging
  - Closing: Presenting Next Steps / Possible Next Steps
- Activity: Mini-Role-Play

### Using Proper Phone Etiquette

- Voice Exercise (Pace, Pause and Tone)
- Active Listening: Summarizing, Rephrasing & Reflecting

### Managing My Emotions

- Emotional Self-Control
- Hot buttons and Catalysts
- Be FAIR (Feelings, Actions, Impact, Results) / Distract & Dispute) (and Activity)

### Managing The Emotions of Others

- Demonstrating Empathy (Relationship focused)
- Controlling the Conversation (Outcome focused)





# Harnessing Social Media

## PROGRAM OVERVIEW

Social media is changing the way people gather information, make decisions, and share opinions. To help tackle the opportunity and challenge of social media, this course is designed to give participants a fundamental understanding of social media and how businesses can harness its power for brand promotion, success on popular social media platforms, and audience engagement.

### Key Topics

- The Evolution of Social Media
- Social Media Overview
- Reaching Out with Social Media
- Engaging with Social Media
- Social Media Marketing Challenges
- The Future of Social Media

### Benefits for Participants

- Have a clear understanding of social media types and why it is impossible to ignore it as a powerful marketing force
- Learn how social media profiling can maximize business
- Use engagement strategies to increase communication, engagement, and loyalty of key stakeholders



# Harnessing Social Media

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Social Media Revolution

- Defining social media
- Activity: What was lifelike before social media?
- The attraction of social media
- Activity: Why do you use social media?
- What companies are embracing social media?

### Social Media Overview

- Types of social media
- Activity: Marketing opportunities with different types of social media
- Social media profiling
- Activity: What is your social media profile?
- Activity : Profiling the people in your market

### Reaching Out with Social Media

- Activity: Reaching the people in your market
- Leveraging the tools: A case study

### Engaging with Social Media

- Difference between reach and engagement
- Engaging the customer
- Listen & talk

### Social Media Marketing Challenges

- Social media in your company
- Success through Facebook and YouTube
- Facebook's news feed algorithm
- Engaging the Customer

### The Future

- How to evaluate the next social media tool
- Trend predictions
- Activity: The future of social media



# Luxury Sales

## PROGRAM OVERVIEW

This training helps luxury sales professionals master the art of emotional selling across both physical and digital touchpoints. Sales associates learn to understand the psychological drivers behind luxury purchases and develop systematic approaches to building lasting client relationships. During this training we will discuss how luxury buyers make emotional decisions first, then justify with logic. We will explore techniques for virtual consultations that are equally powerful as in-store experiences, and practice natural client data collection methods. Throughout the program, we will reinforce that sustainable sales success comes from genuine relationship building that transforms transactions into lasting partnerships.

### Key Topics

#### Creating Emotional - Connections & Clienteling

- How to Brain Works – The Emotional Connection
- Creating Emotional Connection
- Clienteling for Future Sales
- Securing Return Business

#### Overcoming Resistance & Driving Conversions

- Why Buyers Resist - Handling Resistance
- Addressing Cost Concerns
- Closing Hesitant Customers

### Benefits for Participants

- Master emotional connection techniques that work in both in-store and virtual environments
- Understand the neuroscience behind luxury purchase decisions and emotional triggers
- Create systematic clienteling processes to capture client preferences effectively
- Develop storytelling techniques and for presentations
- Design follow-up strategies that convert browsers into loyal, returning customers



# Luxury Sales

## The Flow

### Why Buyers Resist: Brain-Based Barriers to Luxury Decisions

- What drives luxury purchases?
- How the Brain Buys: The Emotional Connection Effect
- Neuroscience Simplified: Amygdala triggers, dopamine release, memory anchors
- Example: Luxury Watch Buyer

### Creating Emotional Connection (In-Store & Online)

- Open-ended Lifestyle Questions (and Activity)
- Personalization Techniques across Channels
- Storytelling Framework: History, Craftsmanship, Ownership Experience
- Emotional Language Prompts

### Case Study: Selling Through Emotion

- Case Study Activity and Debrief

### Clienteling for Future Sales

- Activity: How do you currently track client preferences?
- Multi-channel Follow-up (Text, WhatsApp, email)
- Building Long-term Loyalty through
- Personalized Experiences

### Case Study: Securing Return Business

- Case Study Activity and Debrief
- Emotional Sales Habits

This flow is for a duration of 6 hours, flow will vary with other durations.

### Why Buyers Resist: Brain-Based Barriers to Luxury Decisions

- Why do buyers resist?
- Decision Conflict: Loss aversion, price anchoring, and FOMO triggers

### Handling Price Resistance and Objections (In-Store & Online)

- Value Framing Strategies
- Limited Edition/Scarcity Triggers
- Investment Storytelling
- Phygital Advantages (virtual try-ons, wrist comparisons, appointment exclusivity)

### Case Study: Addressing Cost Concerns

- Case Study Activity and Debrief

### Overcoming 'I Need to Think About It'

- Spotting Real vs Polite Hesitation Cues (Body language & tone online /in-person)
- Offering 24-hour holds and personalized follow-up promises
- Gentle scarcity-based messaging

### Case Study: Closing Hesitant Customers

- Case Study Activity and Debrief
- Quickfire Objection Handling Practice



# Managing Your Sales Pipeline

## PROGRAM OVERVIEW

This program helps professionals take a project management approach to business development. Professionals relate well to this approach as it provides a disciplined focus on the activities required for successful fee generation. There are some basic principles that are key to the Simitri model. There is nearly always a time lag between carrying out business development activity and generating fee-earning work. Not all activities will result in fee-earning work. Results cannot be guaranteed. 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, fee income is a symptom of pipeline activity.

### Key Topics

- The Sales Pipeline
- Prospecting for Clients
- Promoting Your Products & Services
- Securing Appointments
- Qualifying Opportunities
- Sales Meetings
- Managing the Sales Process
- Client Protection
- Pruning Unwanted Clients

### Benefits for Participants

- Have a method and criteria to qualify the right prospects using triggers and filters
- Understand that the aim of marketing is to get your audience to want to talk to you
- Develop contact marketing strategies
- Effectively make first contact to secure the initial client meeting
- Use new tools and tactics to manage and convert a prospect into a client



# Managing Your Sales Pipeline

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### The Sales Pipeline

- Discussion: How do you identify new leads? What challenges do you face?
- Filling the Sales Pipeline
- Farming vs Hunting

### Prospecting for Clients

- Know the Past to Create New Opportunities
- Conduct and historical analysis (and Activity)
- Current Typical Accounts (Roles/business challenges)
- Expand your footprint (LOB, KPI, Challenges, Goals)

### Hunting: What do you say on a Prospecting Call?

- Who like making calls? What is the aim of the call?
- Prospecting Calls (Plus Example)
- Activity: Handling of Typical Responses

### Qualifying the need: What does the prospect need?

- Activity: What criterion do you use to qualify leads?
- Questions to Qualify Prospect (and Activity)
- Sample Questions to Ask (and Activity)

### Positioning: How do I convey a compelling value proposition?

- What is the purpose of a Value Proposition?
- Value Statement Framework (Situation, Impact, Actions & Solution, Outcome, Differentiation)
- Value Proposition: What makes this a good Value Proposition?
- Activity: Value Statement

### Close: How do I seal the deal?

- Discussion: Who finds it hard to close a deal? What is challenging about it?
- Closing is the Next (and final) Step
- Seeking the Final Commitment (Direct, Alternative, indirect)
- Role-play: Presenting Pricing





# Marketing Fundamentals

## PROGRAM OVERVIEW

This program gives participants an overview of contemporary marketing. The training fosters a customer-oriented, value enhancing and innovative marketing mindset. It will also give participants an understanding of the company vision, mission and values so that they can understand how their individual day-to-day contribution fits within the bigger picture.

### Key Topics

- Introduction to Marketing
- Seeing the Big Picture
- Understanding the current:
  - Environment
  - Market & Business
  - Competition
- Knowing the Customer
- Creating the Best Value
- Structuring the Value Proposition
- Building the Total Customer Experience
- Embracing Change Through Innovation

### Benefits for Participants

- Understand the basic principles of marketing
- Gain an insight into strategic marketing (thinking and planning).
- Learn how strategic marketing initiatives are implemented in an efficient and effective manner.
- Discover how to create the best possible value for the customer.
- Be inspired to become “creative and innovative marketers”





# Marketing Fundamentals

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### What Do We Do In Marketing?

- Various definitions of marketing
- Marketing's function in a company
- Activity: Companies good at marketing

### Seeing the Big Picture

- Corporate Strategy Pyramid (Vision, Mission, Values, Goals,
- Strategy, Actions) (incl. Industry Examples)

### Where are we now?

- Understanding Our Environment (and Activity)

### Where are we now? (Market & Business)

- Market Analysis (PESTLE Checklist) (and Activity)
- SWOT Analysis (and Activity)

### Where are we now? (Competition)

- Industry Examples
- Competitive Analysis (POP vs. POD) (and Activity)

### Know Your Customer

- Uncovering consumer insight (and Activity)
- Customer Profiling (and Activity)
- Different levels of customer needs
- Activity: Addressing different customer needs

### Create the best possible value

- What is Value?
- Value Proposition (and Activity)

### Value Proposition: Structuring the Message

- Components of the message (and

### Think Total Customer Experience

- What is Customer Experience?
- Marketing Mix vs. Customer Experience
- Creating value at every touch point
- Activity: Designing a customer experience

### Embrace change through Innovation

- Forces that changed the way marketing react
- The power of asking "What if?"



# Pitching to Win

## PROGRAM OVERVIEW

Participants will learn how to create extremely persuasive content and then understand how to connect with their audience at an emotional level to drive positive outcome. Powerful messaging techniques are explored to ensure value-driven relevant presentations, and each participant received individual feedback to assist them in creating more powerful, simple, memorable and differentiated messaging. During the training, participants film themselves presenting and send to the facilitator for feedback and review. The training involves the content plus small team coaching exercises. In the final section participant filming a full persuasive pitch then receiving feedback and critique to drive ongoing superior performance.

### Key Topics

- Pitching to Win
  - Step 1: Understanding the Opportunity
  - Step 2: Understanding the Client
  - Step 3: Understanding the Competition
  - Step 4: Defining Your Objectives
  - Step 5: Identifying the '3 Things'
  - Step 6: Developing the Presentation
  - Step 7: The Rehearsal'
  - Step 8: The Big Day
  - Step 9: The Follow Through

### Benefits for Participants

- Understand how to garner critical audience insight
- Develop messages that are persuasive, tailored and outcome focused
- Elevate their communication delivery skills through highly tailored powerful coaching sessions



# Pitching to Win

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Pitching to Win

- Activity: What does your team do well? What can they do better?
- Pitching is not about....
- Simitri Pitch Process / The Winning Pitch Planner

### Step 1: Understanding the Opportunity

- 5 Key Questions (and Activity)

### Step 2: Understanding the Client

- The Company, The Pitch Panel, The Individual
- The Company (and Activity)
- The Pitch Panel (and Activity)
- The Individual: Decision Making Process (and

### Step 3: Understanding the Competition

- Strength / Weakness Analysis (and Activity)

### Step 4: Defining Your Objectives

- What is the objective of the pitch presentation?
- A Strategic approach / Defining your objectives

### Step 5: Identifying the '3 Things'

- What do you want them to remember?
- Creating the value
- Key requirement for evidence (and

### Step 6: Developing the Presentation

- 3 Stages of a Pitch Presentation
- Pitch Presentation Structure (and Activity)
- Pitch Practice Presentation (Review & Debrief)

### Step 7: The Rehearsal

- Tips and hints

### Step 8: The Big Day

- Option 1: Three words / 5 Observable Attributes
- Option 2: Three best practices for success

### Step 9: The Follow Through

- Identifying Next Steps



# Selling in a Virtual Environment

## PROGRAM OVERVIEW

During the training, participants move towards a consultative selling mindset (BRACES), demonstrates the power of relationship quality, unlocks the key to building trust more quickly, as well as showing participants how to use the virtual tools to aid effective communication. The program also delves into the core communication needed to deliver BRACES effectively and shows participants how to drive powerful value-driven persuasive messaging and overcome any resistance the customer may offer. The training has a number of role-plays where participant practice the relevant skills and receive feedback from their peers and the facilitator.

### Key Topics

- Overcoming the Challenges
- Conducting a Virtual Sales Conversation
- Engage Your Audience during a Virtual Meeting
- Building Rapport: Positioning the Meeting
- Ascertain and Confirm
- Seek (Gaining Commitment and Closing)

### Benefits for Participants

- Understand how to make virtual meeting more effective
- Build significantly more powerful relationships remotely
- Realize the power of the BRACES process
- Improve persuasiveness and meeting outcome



# Selling in a Virtual Environment

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening

- Discussion: Virtual Meetings and Presentations: What are some of the challenges you have faced in the past?
- Consultative selling is not about / is about...

### Conducting a Virtual Sales Conversation

- Discussion: How would you define a successful virtual sales meeting?
- A Successful Sales Meeting
- Sales Meeting Flow (Activity)
- The Virtual Sales Meeting: BRACES Process

### Engage Your Audience During a Virtual Meeting

- Tip 1: Prepare Technology (and Activity)
- Tip 2: Slow Down And Pause (Components Of Voice)
- Tip 3: Use The Video (and Activity)
- Tip 4: Use Virtual Tools

### Building Rapport: Positioning the Meeting

- Ways to Build Rapport Virtually
- Ways to Destroy / Build Rapport (and Activity)
- Positioning the Meeting (what, why, how, outcome)
- Activity: Your Scenario

### Ascertain and Confirm

- Discussion: What do you want to 'ascertain' from the customer?
- Topics to Explore (and Activity)
- How Customers Choose (rational vs. emotional drivers)

### Seek (Gaining Commitment and Closing)

- Discussion: what is your objective at the end of every sales meeting?
- Moving the Conversation Forward (and Activity)
- Motivating customer Commitment
- Activity: What commitments can you ask for...?
- Closing the Meeting
- Activity: Your Scenario



# The Perfect Sales Meeting [Consultative Selling]

## PROGRAM OVERVIEW

This program helps participants restructure existing sales meetings into a simple process that drives significant improvement in relationship levels, trust and delivers real value in terms of products, services or solutions. By reversing the typical order of a meeting, and using core skills that can drive a conversation, participants will uncover the secrets of value-driven selling, find they have less resistance and objections, and shorten sales cycles. The training focuses on how salespeople can deliver extremely tailored, value driven messaging, differentiate themselves from the competition, rely less on price-only conversations and deepen long-term relationships.

### Key Topics

- Contrast the Perfect Meeting vs typical Sales Meetings
- Stage 1: Building Rapport
  - How to accelerate the building of trust
- Stage 2: Discussion
  - Active Listening Skills
- Stage 3: Persuasive Messaging
  - Creating real value
- Stage 4: Handling Resistance
  - Why people resist
- Stage 5: The Close

### Benefits for Participants

- Understand how to deepen relationships and build trust faster
- Structure meeting conversations in a much more efficient manner
- Uncover the customer's pain points and position value in their solutions
- Significantly improve core communication skills
- Drive more successful business outcome





# The Perfect Sales Meeting [Consultative Selling]

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Opening

- Discussion: What are your biggest challenges when running a sales meeting?
- Consultative selling is not about / is about...
- Building your case study

### Stage 1 – Building Rapport

- Ways to Build Rapport Virtually
- Ways to Destroy / Build Rapport
- Positioning the Meeting (what, why, how, outcome)
- Activity: Your Scenario

### Stage 2 - Active Listening & Asking Questions

- Discussion: Listening in meetings
- Active Listening (and Activity)
- The 6 Truly Open-Ended questions
- Activity: Your Scenario

### Stage 3 – Persuasive Messaging

- Activity: 3 Rules of Persuasion
- Persuasive Message: Statement, Value, Evidence
- Creating the Value
- Activity: Your Scenario

### Stage 4 – Handle Resistance

- Discussion: Why customers resist? (rational and emotional)
- Handling Resistance (4 Steps)
- Activity: Your Scenario

### Stage 5 – The Close

- What is your objective at the end of every sales meeting?
- Moving the Conversation Forward
- Activity: What commitments can you ask for...?
- Closing the Meeting
- Activity: Your Scenario





# Compliance

Compliance is the act of complying with the rules, regulations, or standards relevant to your business and industry. In business, compliance is essential. With a compliance program in place, you can avoid negative exposure. These are highly customized programs to meet specific needs.

LEADING CONDUCT THROUGH  
ENGAGEMENT

PRIVACY & PERSONAL  
DATA PROTECTION (SINGAPORE)

RISK IN BUSINESS



# Leading Conduct Through Engagement

## PROGRAM OVERVIEW

The participants will learn when they need to engage in productive dialogues to gain deeper understanding of people's perspectives towards grey areas and how to achieve that. A code of conduct is a set of regulations and guidelines that both employees and employers are expected to follow. These rules explain how employees interact with one another at work. It defines and demonstrates organizational core values, establishes behavioral guidelines, promote law adherence, boost employee morale and measure employee success.

### Key Topics

- Company Culture and Conduct
  - Individual Accountability
  - Principles and Standards
- Applying the Business Code of Conduct
  - Listen-Discuss-Observe-Act
- Employee Engagement
  - Dialogue to Gain Understanding
  - Preconditions for a Productive Dialogue
- Continuous Improvement
- Action Planning

### Benefits for Participants

- Gain a comprehensive understanding of the behaviors that are expected by all employees
- Examine the statuesque and the opportunities to enhance the knowledge and connection between everyone
- Develop skills that will enable greater engagement through supportive discussions



# Leading Conduct Through Engagement

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Company Culture and Conduct

- Positive Culture = Positive Behavior
- Activity: What are we doing well to promote a healthy culture?
- What could we do even better?
- Individual Accountability
- Principles and Standards: Our Code of Conduct

### Applying the Business Code of Conduct

- How to Apply our Code of Conduct: Listen-Discuss-Observe- Act
- Activity: What would you do... (Scenario and instructions)
- Listen and Discuss (Activity)

### Applying the Code of Conduct

- Picking Up on the Subtle
- Observing
- Taking Action
- Considerations (Activity)
- Escalating (Activity)

### Employee Engagement

- What would you do? (Activity)
- Dialogue to Gain Understanding
- Preconditions for a Productive Dialogue
- Two-way Dialogue: Planning
- Two-way Dialogue: The Discussion

### Action Planning

- Taking it back to My Team



View Available Formats and Durations



Back to Compliance

# Privacy & Personal Data Protection (Singapore)

## PROGRAM OVERVIEW

This program is designed to educate individuals and organizations on how to properly handle personal data to protect the privacy of individuals. PDPA training ensures that individuals and organizations are aware of their legal obligations under the PDPA and are compliant with the law. Protection of Personal Data: PDPA training teaches individuals and organizations how to properly handle, store, and process personal data to protect the privacy of individuals.

### Key Topics

- Evolution of the ACT and Applicability
- Provisions: Accountability & Collection of Data
  - Notification
  - Consent
  - Purpose Limitations
- Provision: Care of Personal Data & Individual Autonomy
  - Accuracy
  - Protection
  - Retention
- Provision: Transfer Limitations
  - Access, Correction & Obligation
  - Data Breach Notification
  - Data Portability
- Provisions: Do Not Call
  - Do Not Call Provisions
- Social Media @ Work
  - Keeping personal data personal

### Benefits for Participants

- Participants will understand the history and relevance for the PDPA
- Helps individuals and organizations identify potential risks and vulnerabilities in their data handling processes and implement measures to mitigate those risks.
- Improved Data Quality: By ensuring that personal data is accurate, complete, and up-to-date, organizations can improve the quality of their data, which can lead to better decision-making and business outcomes.
- Reduced Costs: By implementing proper data protection measures, organizations can reduce the costs associated with data breaches, legal disputes, and reputational damage.



# Privacy & Personal Data Protection (Singapore)

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Singapore Privacy and Personal Data Protection Overview

- The Evolution of Global Data Protection and Privacy Laws
- Privacy Laws Asia
- Singapore's PDPA
- The Act and its Applicability
- Who Is Governed by PDPA?

### Provisions Accountability and Collection of Data

- Provisions Accountability and Collection of Data
- The Provisions and Accountability
- What are the practical responsibilities of the DPO?
- PD Provisions – Collection of Personal Data
  - Notification
  - Consent
  - Purpose Limitations

### Provisions Care of Personal Data & Individual Autonomy

- The Provisions
- PD Provisions – Care of Personal Data
  - Accuracy
  - Protection
  - Retention
  - Transfer Limitation
- PD Provisions – Individual Autonomy
  - Access, Correction & Obligation
  - Data Breach Notification
  - Data Portability
- Creating the 'real' value (whiteboard)

### Provisions Do Not Call

- Do Not Call Provisions
- Test Your Knowledge

### Social Media @ Work

- Defining Social Media
- 5 Reasons Why People Use Social Media
- Why Social Media Marketing Is So Attractive
- Is Social Media for Everybody?
- What Not To Post (Stop and Think)
- The Ripple Effect



View Available Formats and Durations



Back to Compliance

# Risk in Business

## PROGRAM OVERVIEW

The participants will learn how to define the elements of a risk management framework and choose the elements to implement in their own responsibilities. Operational Risk is defined broadly as a causal risk due to inadequate or failed internal process, people and systems or from an external event. Project Risk is defined as an event or condition that could affect the outcome. These risk underline many other risks, regulatory and reputation risks, which are fundamental to a successful business model. Understand how to identify, capture and report possible risk events, how to prioritize risks based on likelihood and impact of the event, analyze the most appropriate mitigating action and why early communication is important in the risk management cycle.

### Key Topics

- Risk Awareness
- Risk Appreciation
- Principles of Effective Risk Management
  - Operational Risk
  - Project Risk
- Risk Management Cycle Overview
  - Identification and Description
  - Measurement and Assessment
  - Planning and Mitigation
  - Monitoring, Communication and Reporting

### Benefits for Participants

- Understand the different types of risk encountered in the workplace
- Learn to apply risk management principles in their day-to-day activities
- Identify and describe potential operational and project risk
- Monitor and Manage risk
- Collaborate and communicate risk effectively



# Risk in Business

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Risk Awareness

- Discussion: The Risk we face daily (financial & non-financial)
- Operational Risk in the Workplace
- Project Risk, Issues versus Risk
- Inherent Risk versus Residual Risk

### Risk Appreciation

- Discussion: Value – Risk and Return
- Value and contribution of Risk Management (RM)
- The Risk management Cycle

### Approaches to Risk Management

- Avoid, Reduce, Transfer, Accept
- The Swiss Cheese Method
- Roles and responsibilities

### Principles of Effective Risk

- Risk Management Cycle Overview
- Build the Risk Registry
- Operational and Project Registries

### Clarifying the Risk

- Discussion: What potential issues do you have? Are you asking the right questions?
- Listening skills & Asking Questions (and Activity)
- Five W's Model (and Activity)

### Measurement and Assessment

- Not all Risk are created equal.
- Likelihood and Impact Assessment Tool
- Developing Priority Risk Response (and Activity)

### Risk Planning and Mitigation

- Risk Mitigation
- Risk Owners, Map the Risk to the Function (and Activity)

### Risk Monitoring

- Project Monitoring (and Activity)

### Conflict Resolution

- Challenges
- Invite the Other Parties Solution
- Adapt your Approach (and Activity)



View Available Formats and Durations



Back to Compliance



# Simulation

Simulations promote the use of critical and evaluative thinking. Because they are ambiguous and open-ended, they provide the context through application. Simulations foster deep professional development as they encourage participants to contemplate the implications of a business situation in real time. The situation feels real because it is based on a probable scenario which engages the participants with the activity more enthusiastically and interactively.

THE IMPORTANCE OF TRUST  
– SIMULATION

INFLUENCING SKILLS  
– SIMULATION

COACHING FOR RESULTS  
– SIMULATION



# The Importance of Trust – Simulation

## PROGRAM OVERVIEW

During the simulation and training they learn the skills needed to become a trusted partner and build long term relationships with stakeholders. The key takeaway of this training is the practice of creating value for stakeholders by uncovering their needs and gaining commitment, ensuring a more valuable, two-way relationship in which both parties' benefit.

### Key Topics

- Trust and Relationships
- Understand Others
- Adapting your style
- Communicating Your Message
- Creating a Relationship Power Map
- Rebuilding Relationships: When trust is lost
- 1 Hour Simulation

### Benefits for Participants

- Use a wide range of skills and strategies to build stronger relationships
- Uncover the stakeholder's decision-making process
- Develop messages that are relevant and value-add
- Learn how to develop Power Maps to drive action planning
- Gain insight into the art of rebuilding trust when necessary



# The Importance of Trust – Simulation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Trust and Relationships

- The importance of Trust in your relationships
- Trusted Partner & Stakeholder Relationship Levels
- The Trust Equation (Intimacy, Credibility, Reliability) / Self Orientation
- Qualities of an Effective Trusted Partner: Awareness, Adaptability, Articulation

### Being Adaptable

- REPS Framework: Behaviors & Characteristics
- Business Behavior Style Questionnaire
- Adapting to the Individual / Using the

### Being Articulate

- Communicating your message: Statement, Value, Relevance
- Creating the 'real' value (Activity)
- Practice Session (Role-play)

### Pre-Simulation Briefing

- Objectives and goals of the simulation
- Tips and hints on scoring
- Help / support available during the simulation

### Power Mapping for Success

- What is power mapping?
- The purpose of power mapping
- Steps in power mapping

### Play Trust Simulation

- The simulation puts the participant in the role of an Account Manager who is required to gain the trust of a customer and build a better relationship with the customer than the competitor, to win a deal. Relationship Styles help the participant understand what drives the stakeholder to be influenced, and Power Maps aid in identifying the relationships amongst the stakeholders.

### Post-Simulation Debrief

- What challenges did you face during the simulation?
- What are your key takeaways from the simulation?

### Rebuilding Relationships: When Trust is lost

- Re-Building Trust: 4 Steps (and Activity)



Back to Learning Category



Back to Simulation

# Influencing Skills – Simulation

## PROGRAM OVERVIEW

The training focuses on greater awareness of the stakeholder, improving the persuasiveness of the message and best practice ideas for handling resistance. The simulation is a realistic business situation whereby they must gain internal buy-in for a new project by working with various stakeholders, to obtain the support for the new business initiative while convincing management to endorse the change. There are opportunities to practice networking and exerting direct and/or indirect influence. Finally, a detailed debrief will enhance the learning outcome and provide opportunity for questions.

### Key Topics

- Understanding Influencing
- Understanding your Stakeholder
- Being Persuasive
- AIDA technique
- Dealing with Resistance
- 1 Hour Simulation

### Benefits for Participants

- Create unique communication strategies to effectively influence others
- Ensuring their influencing message has been tailored with the right values
- Learn techniques to overcome resistance
- Apply all the skills learnt in a Business Simulation



# Influencing Skills – Simulation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Understanding Influencing

- Influence without Authority
- Challenges when Influencing
- Qualities of an Effective Influencer

### Understand your Stakeholder

- Your Stakeholders' Needs & Drivers
- Diffusion of Innovation Theory
- How to leverage one Stakeholder to influence another

### Being Persuasive

- 3 Rules of Influencing Role Play
- Persuasive Messages: Statement, Value, Relevance
- Creating the Real value
- The AIDA Technique: Overview
- Applying the AIDA model to Influence your Stakeholders

### Pre-Simulation Briefing

- Objectives and Goals of the Simulation
- Tips and Hints on Scoring
- Help and support available during the Simulation

### Play Change Quest Simulation

- In this simulation, participants play the role of a middle manager, who is a new joiner with no reportees in a virtual organization. Participants are entrusted with the goal of convincing internal stakeholders to bring about a transformational change within the organization, without exercising authority over the stakeholders

### Post-Simulation Debrief

- What challenges did you face during the simulation?
- What are your key takeaways from the simulation?



Back to Learning Category



Back to Simulation

# Coaching for Results – Simulation

## PROGRAM OVERVIEW

This simulation offers the participants the opportunity to identifying gaps, addresses each team member's needs for upskilling and making the right choices for the individual. Participants take the role as the manager of a team with ambitious business targets and learn to coach their team members into achieving their individual goals through analysis and observation. During the training, the participants explore the skills needed to be an effective coach, including understanding your team members and adapting your coaching style to the person and situation. They gain insight through debrief and feedback from their peers and the facilitator.

### Key Topics

- Coaching Essentials
- Using the Skill will Matrix to Adapting your Coaching Style
- Directive vs non-directive coaching
- Giving Instructions (directive style)
- GROW Model for Coaching (non-directive style)

### Benefits for Participants

- Make important contributions on performance for individual team members
- Understand what can (and won't) work when coaching their team members toward success
- Use the models and tools available to enhance their coaching skills
- Apply all the skills learnt in a Business Simulation



# Coaching for Results – Simulation

## The Flow

This flow is for a duration of 8 hours, flow will vary with other durations.

### Coaching Essentials

- Exploring Different Roles: Leadership, Management, Coaching
- Defining Coaching

### Adapting Your Style: Skill Will Matrix

- Understanding the Coachee
- Introducing the Characters
- The Skill Will Matrix

### Giving Instructions (Directive Coaching)

- Structuring your message according to the Skill Will Matrix
- Discussion: Create your message and adjust your message based on the Skill Will Matrix

### Asking Questions

- The Grow Model
- Open and Closed Questions
- Questions used at each Stage
- Identify your Questions and Adjust your questions

### Pre-Simulation Briefing

- Objectives and goals of the simulation
- Tips and hints on scoring
- Help / support available during the simulation

### Play Coaching Simulation

- In this simulation participants play the role of a Sales Manager responsible for coaching the team to improve performance and meet revenue targets. The Manager has to keep in mind a GROW mindset when coaching the team members. Participants will learn the essentials of coaching, motivating the team, and master the nuances of dealing with the emotions of team members.

### Post-Simulation Debrief

- What challenges did you face during the simulation?
- What are your key takeaways from the simulation?



Back to Learning Category



Back to Simulation



# Learning Journey

Simitri has designed several curriculum to provide a sequence of learning experiences for your teams. Curriculums are delivered through a Learning Journey that is customized to meet your specific learning needs, in terms of topics, models, case studies and role plays.



Gen Z: Graduate Curriculum



First Time Manager Curriculum



Developing Leader Curriculum



Digital Marketing Customer Journey Curriculum



Simitri Sales Curriculum



# Gen Z: Graduate Curriculum

## PROGRAM OVERVIEW

The Generation Z – Graduate Curriculum is designed to help new and aspiring joiners to the company to understand how to operate effectively in a work environment. The training provides participants the opportunity to develop skills that are highly valued in the workplace, gain greater self-awareness, build confidence, expand their professional network, and develop transferable skills that will be useful throughout their careers. The curriculum is designed as a 6-part training program and combines a variety of training methodologies (interactive discussions, exercises, role-plays and case studies) to reinforce and sustain key knowledge.

**AUDIENCE:** New Graduates / Interns. Gen z

 [SEE MODULES](#)

 [CURRICULUM JOURNEY EXAMPLES](#)

### Key Topics

- Business Etiquette
- Communicating Effectively
- Personal Branding
- Developing My Career
- Presentation Skills
- Critical Thinking & Problem Solving

### Offering

- Simitri's Communication Skills program for graduates / interns help new and aspiring joiners to the company to build relationships more effectively. In each learning engagement, participants also work with real-world case studies and perform role-plays to help get at the heart of any challenging situation.

### Benefits for Participants

- Gain an understanding of the basic principles of professional etiquette
- Improve communication skills for use within the workplace
- Increase self-awareness, identify career goals, and build a professional network
- Learn to present to senior leaders in the workplace

### Outcomes

- Enhancing Personal Effectiveness
- Higher level of confidence
- Understand themselves better: motivation, natural strengths, and potential areas for growth
- Communicate effectively when networking and building rapport



# Modules

Skills For Graduates / Interns			Skills For Graduates / Interns
Business Etiquette	Communicating Effectively	Developing My Career	Managing Generation Z
<ul style="list-style-type: none"> <li>Understand how to make the right impact in a corporate environment</li> <li>Using the right communication channels</li> <li>Phone etiquette</li> <li>Meeting Etiquette ( speaking up &amp; sharing, making request )</li> </ul>	<ul style="list-style-type: none"> <li>Communicating effectively at work understanding others</li> <li>Adapting My Communications Style</li> <li>Listening &amp; Asking Questions</li> <li>Presenting My Ideas</li> </ul>	<ul style="list-style-type: none"> <li>What defines a good career?</li> <li>Where you are now?</li> <li>Where do you want to be</li> <li>How do you get there?</li> <li>Taking ownership of your career</li> </ul>	<ul style="list-style-type: none"> <li>Develop a coherent plan on how to manage new Interns.</li> <li>Provide their Interns with a clear understanding of their role and what is expected of them</li> <li>Be better equipped to recommend which Inters go full-time</li> </ul>
Personal Branding	Presentation Skills	Critical Thinking & Problem Solving	Giving and Receiving Feedback
<ul style="list-style-type: none"> <li>Defining your Personal Brand</li> <li>The importance of impressions and perceptions</li> <li>Being Self-Aware</li> <li>Identifying ways to build your brand and network internally</li> <li>Communicating effectively when networking and building rapport</li> </ul>	<ul style="list-style-type: none"> <li>Creating well-structured and organized presentations</li> <li>Deliver presentations that address the needs and issues of their audience</li> <li>Demonstrate confidence when presenting both in person or remotely</li> <li>Using eye contact, voice and gestures to connect with their audience</li> </ul>	<ul style="list-style-type: none"> <li>Critical thinking in business</li> <li>Identify problems / asking questions</li> <li>Using different critical thinking tools</li> <li>Making decisions - selecting the right solutions</li> </ul>	<ul style="list-style-type: none"> <li>Understand the positive benefits of effective feedback for the team</li> <li>Identify the harms of ineffective feedback and how they can be avoided</li> <li>Develop an approach to delivering feedback to colleagues and team members</li> <li>Create self-awareness by initiating self-feedback and applying the feedback from others</li> </ul>



# First Time Manager Curriculum

## PROGRAM OVERVIEW

The program participants are individuals that have been recognized within the organization as having exceeded expectations in the performance of their individual contributions. They have had limited formal training in managing others, most new managers struggle to transform their skills as individual contribution to what is expected of them as managers. Each module runs for 120-minutes, twice a month and is supported by a Simitri facilitator outside classroom time. The program starts with a dedicated Executive Coaching session to assess the participant's strengths and development areas, for them to focus on throughout the program. The program concludes with a coaching session to develop the participants on going personalized growth plan.

**AUDIENCE:** 1-3 Years Team Leader / Manager Experience

### Key Topics

- Clear, Focused Communications
- Constructive Feedback and Delegation Techniques and Practice
- The “how to” aspect of managing teams, including developing a team framework, setting a vision and goals, establishing roles and responsibilities, establishing processes and procedures, and dealing

### Offering

- 3-month program with 2 modules per month to stimulate the learning momentum.
- 2 coaching sessions per participant for enhanced focus on growth opportunities

### Outcomes

- Clear focused communication
- Constructive feedback and delegation skills
- ‘How to Aspects’ in managing people, objectives, processes and procedures
- Building own resilience and creating team’s capability through Innovation

 [SEE MODULES](#)

 [CURRICULUM JOURNEY EXAMPLES](#)



[Back to Learning Journey](#)

# Modules

<b>Coaching</b> <ul style="list-style-type: none"><li>Identify the “3 Words” the participant wants team members to use to describe them as a manager.</li><li>Identify SMART action plans to achieve the “3 Words</li></ul>	<b>Module - Interpersonal Communication</b> <ul style="list-style-type: none"><li>Understand why challenging communication situations exist</li><li>Improved self-awareness of own personal communication style</li><li>Identify others’ styles and better adapt communication to connect</li><li>Improve core Communication Skills, Active Listening, Questioning Techniques and Messaging effectiveness</li></ul>	<b>Module - Feedback that Works</b> <ul style="list-style-type: none"><li>Understand the positive benefits of effective feedback for the team</li><li>Identify the harms of ineffective feedback and how they can be avoided</li><li>Develop an approach to delivering feedback to colleagues and team members.</li><li>Create self-awareness by initiating self feedback and applying the feedback from others</li></ul>	<b>Module - Managing High Performance Teams</b> <ul style="list-style-type: none"><li>Understand the team dynamics they will face</li><li>Build rapport and foster productive working relationships between team members</li><li>Establish team goals to drive alignment and accountability</li><li>Ensure roles and responsibilities are clearly defined</li><li>Set in place effective processes and procedures</li></ul>
<b>Module - Sharing Knowledge Through Delegation</b> <ul style="list-style-type: none"><li>Understand how to overcome the challenges of delegation</li><li>Realize that delegation is an effective tool for people engagement and development</li><li>Understand what to and what not to delegate</li><li>Create a simple three step process to delegate and understand skills required</li></ul>	<b>Module - Thriving Under Pressure</b> <ul style="list-style-type: none"><li>Understand workplace pressure and its causes</li><li>Identify the different types of workplace pressure you face</li><li>Recognize your signs and symptoms of negative pressure</li><li>Reduce negative effects of pressure using different techniques</li><li>Develop a Personal Management</li></ul>	<b>Module - Create Capacity Through Innovation</b> <ul style="list-style-type: none"><li>Understand barriers and benefits to being creative</li><li>Develop the right creative mindset, both for themselves and those around them</li><li>Bring a higher level of creative thinking to their teams by introducing creative processes and tools</li><li>Understand and apply the different types of innovation</li></ul>	<b>Coaching</b> <ul style="list-style-type: none"><li>Debrief the action plans of the previous session</li><li>Discuss the impact that their behaviors have on the company, the team, colleagues, management, etc.</li><li>Identify action plans to enhance the 2-3 growth opportunities and how they will reach them.</li></ul>



# Developing Leader Curriculum

## PROGRAM OVERVIEW

Designed for participants with 3-6 years of management experience. This curriculum program will empower strong managers, who have already obtained the fundamentals of managing others, to reflect on their own strengths and values and re-emerge as Thought Leaders with the skills at hand to inspire others to drive success.

**AUDIENCE:** 3-6 Years Management Experience

 [SEE MODULES](#)

 [CURRICULUM JOURNEY EXAMPLES](#)

### Key Topics

- Focusing Power and Influence
- Creating Greater Company wide Exposure
- Leveraging Personal Insights

### Offering

- The program is designed for the busy manager, a fast tracked and concentrated 8-week learning journey. 16 hours over 4 modules.

### Outcomes

- Focusing Power and Influence
- Creating greater company wide exposure
- Leveraging personal insights
- Creating alignment behind Innovation

### Benefits

- Master perceptions to create the right impression, one that is linked to the participants true values and strengths
- Build a brand that is recognisable and inspirational
- Create unique communication strategies to effectively influence others
- Learn the art of facilitating the implementation of change through effective planning
- Reduce organizational resistance to the change
- Bring a higher level of creative thinking to their teams by introducing creative processes and tools, work with and apply the different types of innovation
- Understand why the telling of stories perfectly aligns with all types of audiences
- Realize that everyone can tell stories, especially in business situations
- Be able to create powerful stories during the session and in all future business presentations





# Modules

## Thought Leadership and Branding

### Part 1 - Personal Branding

- Invest time in reconnecting with yourself.
- Define your values and create the message that will define you for your values, strengths and uniqueness.
- Review the most up to date leadership approaches, the benefits and application.

### Part 2 - Thought Leadership

- Develop your own authentic, value based, exclusive Leadership Style.
- Learn to develop and apply Thought Leadership.
- Build resilience to manage executive level stress and mindfulness

## Driving Success

### Part 1 - Driving Change and Transformation

- Analyses the change process and reactions of others when faced with change.
- Master effective communications and planning to facilitate the implementation of change while reducing the organizational resistance to the change

### Part 2 - Strategic Innovation

- Strategy Diagnosis, Strategy Design, and Strategy Implementation
- Analyze internal and external environments
- Evaluate alternative strategies and select those which focus on the most significant opportunities

## Leadership Challenges

### Part 1 - Executive Communications

- Create unique communication strategies to effectively influence others through complex demanding situations

### Part 2 - Situational Leadership

- Understand the importance of adapting their influencing style based on the situation.

## Inspire Others

### Part 1 - Business Stories to Motivate

- Develop superior skills in motivating and engaging teams and more senior audiences.
- Create powerful business stories to excite, inspire and empower others to achieve strategically.

### Part 2 - Emotional Intelligence

- Manage and understand other's emotions, creating trust in an emotionally safe environment.
- Emotional Self-Awareness and Self-Management techniques.



Back to Learning Journey



# Digital Marketing Customer Journey

## PROGRAM OVERVIEW

The Simitri Digital Marketing Customer Journey program gives participants the knowledge and skills required to implement their Digital Marketing & Sales Competency Model. Participants will develop their book of sales, optimize their approach and grow their opportunities. During the sessions, we work collaboratively to develop the campaign and approach, giving the participants experience and confidence, and a campaign approach ready to be implemented.

**AUDIENCE:** Marketing Teams, Account Managers and Leaders



SEE THE FLOW



CURRICULUM JOURNEY EXAMPLES

## Key Topics

- The Customer Journey from Awareness to Conversion
- Defining a Persona in a Digital Context
- Using Mobile and Social platforms along the Journey
- Creating Engaging Content that Motivates Action
- Implementing Personalized Campaigns on Digital Platforms
- Measurement and Optimization of Channels and Content
- Nurturing Enquiries to Create Appointments & Close

## Offering

- Simitri's Digital Marketing Customer Journey Program is fully customized to meet your specifications. This program will empower participants of different skill levels to understand and implement a Digital Marketing and Sales Competency Model that leverages brand awareness, customer insights, tools and convert a pipeline to client.

## Outcomes

- Define the Digital Marketing & Sales Competency Model
- Create campaign approach and content, ready to go
- Have an action plan implement and optimize their funnel

## Benefits

- Understand the company Digital Marketing & Sales Competency Model
- Build their knowledge of the digital marketing customer journey, and how it can grow their sales pipeline
- Create their campaign approach and content, ready to go
- Have an action plan implement and optimize their funnel



Back to Learning Journey

# The Flow

## The Customer Journey From Awareness to Conversion

- Learn about the stages of the customer journey from the triggering of a need, increasing awareness of a category, active interest and research of options, evaluation and purchase.
- Understand that journeys are not linear and at any point

## Defining a Persona in a Digital Context

- Document the target segment specific needs in each category, their general digital behaviors and specific behaviors when in each category.
- Understand which channels and platforms to engage with, and what kind of content best fits within these channels

## Using Mobile and Social Along The Journey

- Map the role of different digital touch points (including mobile and social) during the stages of the customer journey and how these can be included in your strategy.

## Creating Engaging Content That Motivates Action

- Learn content that best fits your target persona and when to use the content at different stages of the customer journey, on relevant platforms.
- Consider videos, images, tone of voice and the nature of the message to achieve the goal along the journey.

## Implementing Personalized Campaigns on Digital Platforms

- Summarize a phased plan to create awareness, drive consideration and a call to action.
- Create a measurement framework.
- Implement the phased plan across relevant touch points.

## Measurement and Optimization Channels and Content

- Update and manage measurement framework.
- Identify points of success or otherwise, reconsider approach and adjust campaign approach.

## Nurturing Enquiries to Create Appointments & Close Virtually

- Build rapport with enquirers, understand specific needs.
- Initiate sales appointment and overcome objections.



# The Simitri Sales Curriculum

## PROGRAM OVERVIEW

The Simitri Sales Curriculum is an end-to-end solution for effective sales enablement. The program has three distinct parts:

1. Building the Pipeline, where participants can develop market strategies and design perfect customers through unique segmentation exercises.
2. Winning the Business. Simitri has developed the Perfect Sales Meeting concept, a unique way of improving effectiveness in the understanding of specific customer needs.
3. Deepening Client Relationships with extensive training offerings in Key Account Management, Superior Sales Service and Handling Customer Complaints.

**AUDIENCE:** Marketing Teams, Account Managers and Leaders

Key Topics		Outcomes	
<ul style="list-style-type: none"><li>• Market Analysis</li><li>• Customer Segmentation</li><li>• Defining your Value Proposition</li><li>• Managing your Sales Pipeline</li><li>• The Perfect Sales Meeting</li><li>• Presentation, Sales Messaging</li></ul>	<ul style="list-style-type: none"><li>• Price Negotiations</li><li>• Key Account Management</li><li>• Superior Customer Service</li><li>• Becoming a Trusted Advisor</li></ul>	<ul style="list-style-type: none"><li>• Marketing Analysis</li><li>• Sales Planning</li><li>• The Perfect Meeting</li><li>• Pitching Skills</li></ul>	<ul style="list-style-type: none"><li>• Price Negotiations</li><li>• Key Account Management</li><li>• Superior Customer Service</li><li>• Becoming a Trusted Advisor</li></ul>
Offering		Benefits	
<ul style="list-style-type: none"><li>• The Simitri Sales Curriculum program focus on all aspects of the Simitri Sales Process, from early marketing activities to building the pipeline to client engagement and winning the business to deepening the client relationship, through exceptional service and account management.</li></ul>		<ul style="list-style-type: none"><li>• Understand the company Digital Marketing &amp; Sales Competency Model</li><li>• Build their knowledge of the digital marketing customer journey, and how it can grow their sales pipeline</li><li>• Create their campaign approach and content, ready to go</li><li>• Have an action plan implement and optimize their funnel</li></ul>	

 [SEE THE FLOW](#)

 [CURRICULUM JOURNEY EXAMPLES](#)



[Back to Learning Journey](#)

# The Flow



## Building the Pipeline

- Step 1. Market Analysis & Customer Segmentation
- Step 2. Defining your Value Proposition
- Step 3. Managing your Pipeline



























## Winning the Business

- Step 4. The Perfect Meeting
- Step 5. Presentation & Pitching Skills
- Step 6. Price Negotiations

## Deepening Client Relationship

- Step 7. Key Account Management
- Step 8. Superior Customer Service
- Step 9. Becoming a Trusted Adviser

# The Curriculum Learning Journey Example

Development Intervention	Learning Journey				
	Pre-Work	Month 1	Month 2	Month 3	Post Journey
	 Executive Coaching	 Analysis, Strengths, & Development Areas			 Customized Development plan
	 Instructor Led Learning	 Topic 1  Topic 2	 Topic 3  Topic 4	 Topic 5  Topic 6	
	 Self-Directed Activities	 SDA 1	 SDA 2	 SDA 3	
	 Job Aids	 Job Aid 1  Job Aid 2	 Job Aid 3  Job Aid 4	 Job Aid 5  Job Aid 6	
 Manager Conversations (Optional)	 Coaching Tool kit	 MC 1 Action Plan	 MC 2 Action Plan	 MC 3 Action Plan	





Navigate Learning Effortlessly.

SmartScroll™ is a post-session digital learning tool that enhances retention, deepens understanding, and promotes continuous learning. Through interactive activities and multimedia resources, it reinforces key concepts, engages learners, and supports ongoing self-reflection for long-lasting learning outcomes.



Reinforce retention of key concepts with repeated exposure in different formats



Boost learner motivation and curiosity through interactive, self-paced exploration



Encourage reflection and deeper thinking with prompts and multimedia



Extend learning beyond the classroom through on-going digital engagement



Empower L&D teams with a tool that keeps content alive and top-of-mind for learners.

Let's turn learning into lasting change.







Training • Coaching • Consulting

## Changing Behavior, Driving Results

### CONTACT US

✉ [contact@simitrigroup.com](mailto:contact@simitrigroup.com)

☎ +65 6235 3297

🌐 [www.simitrigroup.com](http://www.simitrigroup.com)



*For current clients, you may contact your  
Relationship Manager for more information.*

