

Advanced Leadership Training Description

Managing Your Team's Aspirations

- How to set effective goals for your team
- How to prepare for brainstorming sessions
- How to help your team to generate ideas so you can benefit from everyone's inputs

Systematic Planning

- Why some managers are known to be too confusing or demanding? How can you avoid this?
- What is the *5-steps planning technique* and how can it be used for problem solving, brainstorming and general planning?
- How can you use business planning guidelines to improve your leadership?

Giving a Speech

- How can you improve your public speaking and presentation skills?
- How can these strategies benefit you when addressing your team?
- What strategies help you improve the opening of your public talks, whether addressing your team, your clients or your stakeholders?

Crisis Management

- What is a crisis?
- What types of crisis exist and what are the qualities of each type?
- What do you need to consider when handling a crisis?
- What areas do you need to consider when planning for crisis management?
- What is a contingency plan?
- What is risk management?
- What are your options when responding to risks and how can you incorporate these into your contingency plan?
- How does critical decision making relate to crisis management?

Managing People

- How can you improve your communication skills with your team by putting yourself in their position?
- What strategies help you gather more information about difficult cases, *before* expressing your dissatisfaction or saying something that you could regret afterwards?

Forgiving People

- What are the benefits of forgiving people?

- How to use forgiveness to empower your team
- What stops you from forgiving others?
- What are wrong attitudes toward forgiveness and how can you change them?
- How to use the *6-steps forgiveness sequence* when forgiving people?

Delegation Skills

- What are various levels of delegation and what can you delegate in each level?
- How to select a delegation level based on how much control you want to retain and how much time you want to save
- What strategies help you formulate your request when delegating a task to motivate the person?
- What strategies help you minimise disruption to other team members so you can manage your team effectively as a whole?

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

- Understand your **team's aspirations** and **set goals** in a way to get them more committed and **motivated** to achieve these goals
- Systematically plan using the **5-steps planning technique** to improve your brainstorming and problem solving meetings
- Improve your **speech** and **public speaking** to **express your vision** more effectively to your team, clients and stakeholders
- Analyse risks, draw **contingency plans** to prepare for a **crisis** and manage it as it unfolds
- Improve your communication skills to **provide better feedback**, reduce misunderstandings and **help people grow** and become more productive
- Overcome your fears and discomfort in **forgiving people** and learn how to forgive using a **proven step-by-step technique**
- Delegate at the right level to the right people while **formulating your request** in a way that **motivates people** and get the most from them

Communication Skills Training Description

Communications Styles

- What is an ideal communication?
- What are different styles of communication?
- What are the 4 orientations in effective communication and how does each person's style impact their communication with you?

Interacting with People

- What does it mean to be assertive and how can you achieve it?
- How to provide feedback to others so they take your word seriously?
- How can you avoid appearing aggressive?
- How to use systematic methods to evaluate what you know about yourself and what you know about others?

- How to learn which areas you need to work on to improve yourself based on other people's impression of you?

Questioning Techniques

- How to ask the right questions at the right time?
- How to get what you want and stay friends?
- How to address uncomfortable issues and prepare others to open up to you?
- What are the differences between *open* and *closed* questions and how can you take advantage of each?
- How to seamlessly guide a conversation towards the direction of your choice?

Misunderstanding

- What causes misunderstanding?
- How can you minimize misunderstanding?
- How can stereotyping affect your communication?
- How to use active listening to gain rapport and commitment?
- When should you use *first person* sentences when communicating with others and when should you use *second person*?

Empathy & Emotional Intelligence

- What is the effect of empathy on communication?
- How to use a simple empathic technique to construct sentences based on what you hear from others and make an empathic communication?

Telephone Skills

- How to handle phone conversations?
- How to put people on hold?
- How to transfer a phone call to someone else?
- How to end a phone call?

Body Language

- How can you read people through their body language and understand their motives better?
- What gestures should you be aware of?
- What are the differences between open and closed body gestures and how do they impact your communication with others?
- How to spot lies?
- How to control your voice to get maximum effect?

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

- Use different **communication styles** when needed based on circumstances
- Express your ideas **assertively**, confidently and precisely
- Ask the **right questions** for the **right reasons**
- Discover what you **know about yourself** and how others **think of you**
- Avoid **misunderstandings** and overcome communication barriers
- **Empathize** to establish trust and communicate effectively
- Deliver your **potentially negative message** and get a good response
- Read and interpret **body language** and **gestures** while communicating with others

Team Building Course Description

Ideal Teams

- What are the advantages of working in a team and why should you care?
- What are the three core management responsibilities and what does this mean for team members?
- What three elements should be addressed to avoid ending up with a dysfunctional team?

Team Life Cycle

- How teams progress over time?
- How quickly can teams go from one stage to another towards the ideal team?
- What are the ideal leadership styles for an ideal team?

Team Roles

- What roles can each team member take and how does this affect the rest of the team?
- What are the positive and negative qualities of these roles?
- What are the examples of these roles?
- What combinations of roles do you need to have in an ideal team?
- Which types of people are ideal for which types of roles?

Network Effect

- How to visualise a team's communication channels?
- How to identify *isolated*, *overloaded*, *under-loaded*, *critical* and other types of members? What does this mean for a team?
- What are structural components of a team and how do they contribute to a team's success?

Emotional Intelligence

- How does IQ compare with EQ in teams?
- What is empathy?

- How to deliver an empathic communication?
- How to give and receive feedback?
- How to praise?
- How to take advantage of non-verbal communications and body language?

Team Coaching

- How to systematically manage teams based on their maturity?
- How to encourage teams to solve problems collectively?
- How to increase a team's efficiency using peer-to-peer and management coaching?
- What techniques to use to increase bonding, trust and professionalism in teams?

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

- Identify how teams progress overtime and how does this **impact team members and the leaders' leadership style**
- Evaluate a **team's balance** based on **Team Roles** and use systematic methods to enhance the efficiency of a **team's intercommunications**
- Use **empathic communication** and increase your understanding of **emotional skills**
- Deliver **constructive feedback** and praise efficiently while paying attention to both **verbal** and **non-verbal communication**
- Discover what you **know about yourself** and how **others think of you**
- Coach **systematically** to help others achieve more and become their **trusted** team member

Motivation, Persuasion & Creativity Training Course Description

Goal Setting

- How to setup your mission statement in 8 clear steps?
- How to come up with new goals?
- How to use your mission statement systematically to decide what you want to get from life professionally and personally?
- What is the impact of goal-oriented thinking on your productivity and satisfaction?
- How to identify your roles and balance your life based on them?

Motivation

- What is the *cycle of decision making* and how can this help you to decide?
- How to avoid procrastination?
- What are *grand presuppositions* and how can they help you to get more out of life?
- How to increase your self-confidence and create a positive mental attitude?

Persuasion

- How does persuasion work?
- How people get motivated and how can you use this knowledge to persuade them?
- How to structure your sentences to persuade others?
- What are the most persuasive words to use in different contexts?
- How to use positive psychological methods such as NLP to boost your confidence?
- How to persuade others using the 7-step persuasion technique?

Creativity

- What is creativity?
- How to use a simple, yet powerful technique, to come up with many new ideas quickly?
- What are creativity show stoppers and how to tackle them?
- How to fully take advantage of your brain power to come up with new ideas even when you are not directly engaged in thinking about them?

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

- Draw up your **mission statement** and know what you want in life
- Avoid putting aside a task and **get it done**, finally!
- Use tools and methods to become more **creative**
- Maintain the **correct mentality** with long term **strategic thinking** when interacting with others
- **Convince** others of your ideas or products comfortably & systematically

Problem Solving Training Description

What is Problem Solving?

- Why people fail in solving problems?
- What are the helpful attitudes that can help to solve problems more efficiently?
- What are the ideal roles in a productive meeting?
- What techniques help to improve problem solving?

Defining the Problem

- What techniques are helpful in systematically exploring a problem domain?
- How to search for root causes of problems and visualise this using a powerful technique?

Generating Ideas

- How to generate lots of ideas as a group and methodically organise them as they are generated?
- How to use a powerful visual technique to increase the creativity of a group in coming up with new ideas?
- How to avoid killing new ideas before they can be given a chance?

- How to get a group to cooperate with each other when solving a problem rather than competing with each other?

Brainstorming

- What should you do to improve your brainstorming sessions?
- What are good questions to ask in a meeting or when someone suggests an idea?
- What are bad questions?
- What are commonly used brainstorming techniques?
- What are their strengths and limitations?

Decision Making

- How to take advantage of a number of powerful qualitative decision making techniques to decide on a course of action?
- How to use a system that helps to look at making a decision from many angles?

Planning

- What is a Work Breakdown Structure?
- How can you use Gantt charts to plan?
- How to analyse work package dependencies to find out how late a work can finish without affecting the overall schedule?
- How to analyse requirements to make sure you only focus on those that matter the most and can prioritise your plan?

By the end of this course the delegates will be able to:

- **Avoid attitudes that hinder problem solving** and adopt those that increase your chances of success
- Explore and **define the problem systematically** by viewing it from different angles and search for root causes
- Methodically **generate ideas** and use **visual techniques** to organise them into meaningful logical categories
- Use a number of established **brainstorming techniques** to search for solutions by **maximising idea generation, participation and creativity**
- Make **qualitative decisions** by evaluating various aspects of potential solutions using a systematic method
- Plan to implement your solution by **scheduling, analysing critical parts** of the plan, managing resources and carrying out a **requirements analysis**
- Use problem solving techniques to **address issues as a group**

Creativity & Innovation Training Description

Introduction to Creativity

- How can you be innovative?
- What is the relationship between creativity and intelligence?
- What are the tenets of creativity?
- How to put yourself in a position where you can benefit most from the unexpected?
- How to be aware of issues on predicting the future based on the past and how does this relate to

creativity and innovation?

Principles of Creativity

- Why do you need to separate idea generation from evaluation and what does it mean in practice?
- How to create as many ideas as possible in the shortest amount of time?
- What is *Confirmation Bias* and how does it relate to creativity?
- How to identify and avoid bad habits to increase the likelihood of coming up with novel ideas?
- How to expand the search space of possibilities systematically without getting drowned?
- How to avoid *patterned thinking*?
- How to avoid *negative thinking*?

Process of Creativity

- What are the 4 stages of creativity and how can they help you to come up with novel ideas quicker?
- What is *Expanding Problems Technique*?
- How to manage risk?
- What kind of attitudes can kill creativity and how to avoid them?

Creativity Techniques

- How to think in groups to use everyone's inputs efficiently?
- How to take advantage of random?
- How to use *opposites* to create a large number of associations and produce new concepts?
- How to take advantage of the immense visualisation power of the brain and create many associations systematically and with ease?
- How to combine the power of matrices, opposites, tree diagrams, related keywords, etc. to systematically search the space of possibilities and generate new thought?
- How to ask questions from yourself or from others to increase the chances of coming up with better solutions?
- How to encourage others to look beyond the status quo using a systematic tool?
- How to use *provocation* and *challenge* to generate new ideas?

By the end of this course the delegates will be able to:

- Identify **principles of creativity**, innovation and **serendipity** to increase your productivity and imagination
- **Mind Map** to increase your creativity, memory and knowledge capturing productivity
- Approach creativity in a step-by step process and use **proven practices to increase your inventiveness**
- Use several techniques to quickly **create a large number of options** and **alternative solutions** to your problem using a systematic approach
- Use **lateral thinking techniques** and indirect approaches to increase your creativity
- Find the **root cause of problems** efficiently using a systematic approach
- Use the **Six Thinking Hats** technique to increase the efficiency of brainstorming sessions of any kind

Negotiation Skills Training Description

Introduction to Negotiation

- Why do you need to negotiate?
- What types of negotiations exist?
- What are the characteristics of a confident negotiator?
- How to handle conflicts in negotiations?
- What steps do you need to go through when negotiating?
- What is the difference between negotiation and persuasion?

Negotiation Strategy

- What outcome should you aim for?
- How to perform *Outcome Analysis*?
- What is the best negotiation strategy?
- Should you bargain over positions explicitly?
- What is *principled negotiation*?
- What strategies can you use to take the upper hand in negotiations?
- What can you do to move the negotiation forward when you think it is getting stuck?

How to Negotiate

- What is the *8-Step negotiation preparation* guide?
- How to discuss *negotiation variables*?
- How to set your selling or buying limits systematically?
- How to manage your *Settlement Range*?
- How to manage concessions when you give them or receive them?
- How to break deadlocks?
- How to settle a negotiation to get what you asked for?
- How to close a negotiation?

Emotions in Negotiations

- How to handle negotiations emotionally?
- How to bargain effectively?
- How to take advantage of human emotional reaction and use that to your benefit?
- How to take advantage of body language?
- How to express your disagreement while maintaining the relationship?

Handling Psychological Tactics in Negotiations

- What are *psychological tactics* used in negotiations and how to respond to them?
- How to handle an angry negotiator?

- How to respond to shock tactics?
- How to big up your side of the negotiation and bring down theirs?
- How to handle their lack of authority to proceed?
- How to respond when you are given only one choice?
- How to handle a demanding negotiator?

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

- Understand the **underlying principles of negotiation** and learn what you can do to get the best outcome
- Use a **negotiation strategy** that moves you closer to a **win/win outcome**
- Prepare for negotiation by following a **step-by-step approach** and set your **critical limits**
- Use a set of **psychological tactics** to explore the other side's motives and learn how to **respond to tactics** used by them
- **Derive specific values** based on your negotiation variables and use them to **bargain systematically** over your settlement range
- **Finalize the outcome** of your negotiation to get exactly what you have asked for

Delegation Skills Training Description

Why Delegate

- What are the benefits of delegation?
- What happens if you don't delegate?
- Do we need to delegate more than ever before?
- How critical is it to master delegation skills?

Why We Don't Delegate Enough

- Why are we afraid of delegating?
- How to overcome barriers to delegation?

Delegation Strategy

- What are the best strategies to delegate?
- What should you delegate?
- Who should you delegate it to?
- When should you delegate?
- How should you delegate?
- What are various types of delegation and what are the advantages and disadvantages of each type?
- What is the ideal level to delegate to and why this matters?

How to Delegate

- How to setup the scene and describe a task to a delegatee?

- What to avoid so you don't undermine yourself?
- What is the 6-Step delegation process?
- What is the significant of each step and what happens if you miss a step or don't do it properly?
- How to put the delegation technique into practice by getting inspired from example scenarios?

How to Monitor and Control a Delegated Task

- What problems can you expect when you delegate a task?
- How to prevent problems by monitoring?
- How to avoid micromanagement?
- How to delegate to a team?
- How to monitor your own performance to improve your delegation skills?

How to Coach

- How to empower people so they can do more in less time?
- How to help people grow by coaching and guiding them in the right direction?
- How to approach coaching systematically to get best results?
- How to avoid asking the wrong questions?

By the end of this course the delegates will be able to:

- Appreciate the **importance of delegating** to others as a way to offload work and get more done in your busy life
- **Face your fear of delegation** and learn to think positively of delegating tasks to others
- Adopt an appropriate strategy to delegate the **right task to the right people at the right time and in the right way**
- Use a **systematic step-by-step** approach to brief people on what you want to delegate to them
- Follow a number of important guidelines to **monitor the performance of the delegatee** as well as **your own performance** when delegating
- **Coach and empower** others to perform at their peak and **help them grow** while completing a delegated task

Giving Feedback Training Description

What is Feedback

- What is the nature of feedback?
- What do you want to achieve by providing feedback?
- How do we communicate?
- How does miscommunication take place and what can we do to prevent it?

Self-Criticism

- Why you should not blame others for everything that goes wrong in your life?
- What are the benefits of self-criticism?
- How does self-criticism relate to giving feedback?

How to Give Feedback

- What strategies work best to provide an effective feedback?
- What is a constructive feedback as opposed to a negative feedback?
- What is the best way to formulate your feedback in order to get the best results?
- What kind of feedback works and what kind does not?
- How to use effective body language when giving feedback to show honesty and increase the likelihood of growth for the other person?

Power of Appreciation

- How to take advantage of the power of giving gratitude?
- How appreciating others' efforts can significantly increase their productivity?
- Why don't we praise as much as we should?

How to Praise

- How to praise others to reinforce specific behaviours?
- What are the critical steps when delivering praise?

How to Criticise Senior People

- What techniques can you use to deliver feedback to senior people or your managers?
- What strategies should you use to deliver a key message while preserving and strengthening your relationship?
- How to formulate your feedback statement?
- What is the best opening or closing statements to use?

How to Receive Feedback

- How people receive feedback?
- How does knowing how to receive feedback help you to provide feedback?
- How should you deal with aggressively critical people?
- How to disarm an aggressive criticiser using a simple yet powerful technique?
- What body language posture and gestures are most suitable when receiving feedback?

By the end of this course the delegates will be able to:

- Understand the **nature and purpose of giving feedback** and how miscommunication takes place
- Know when you should give feedback to others and when to **reflect and take responsibility yourself**
- Deliver **constructive feedback** with a potential negative message and expect to get a good response with **commitment to change**
- Take advantage of the **incredible power of giving praise** to others using established guidelines on showing gratitude
- Use a **step-by-step technique to praise** and reinforce specific behaviours of others
- **Criticise a person in a senior position** without jeopardising your own position

- **Receive feedback** in a way to encourage the other person to give as much information as possible while being able to **handle aggressive criticism**

Change Management Training Description

Why Change?

- Why organisations fail?
- What are various types of change?
- What are various phases of growth?
- What are major established theories on change management and how do they compare with each other?
- What is the difference between leading and managing?

How Change Affects People

- How do people respond to change?
- What goes through people's mind when they are confronted with change in different stages?
- How ideas spread and what does this mean for change management?

How Organisational Change Works

- What are the 8 stages of change and what should you consider in each stage to maximise the likelihood of success?
- What are the principles of effective change?
- What are the common problems when managing changes that if neglected can seriously impact the change process?

Managing Resistance

- Why people resist change?
- How can you deal with this resistance?
- What are the techniques available to persuade people on change?
- How can you engage stakeholders considering their power and interest?

How to Manage Change

- What are the critical three components of a change management programme?
- What tools can you use to manage and monitor employee skills and identify skill gaps?
- How to develop employee skill profile?
- What are various options in filling these skill gaps and what are each methods advantages and disadvantages?

Mentoring, Coaching and Motivating

- How critical is motivation in the context of change management?
- What is *Skill/Will Matrix* and how can you use it for coaching and managing change?
- What is mentoring, what is coaching and what is the difference between them?
- How can you use the GROW model to provide effective coaching?

Management Tools

- What are the tools used for brainstorming ideas on change and structuring your plans and activities?
- What tools can you use to identify what works for change and what works against it?
- What tools can you use to monitor the scope of change and make sure that your plans are consistent and are applied at the right level?

By the end of this course the delegates will be able to:

- Understand why some organisations **fail in change management**
- Understand how people **handle change** and why their reactions matter
- Plan **stages of a change process** and increase the likelihood of success by adhering to **proven principles of change management**
- Understand **why people are afraid of change** and use behavioural techniques to overcome their resistance to change
- Identify **skill gaps** and required **infrastructural changes** through a structured approach
- Evaluate people's performance and use **coaching and mentoring to motivate them towards change**
- Use **various tools** to identify which areas you need to **focus on the most** and **brainstorm ideas** on how to move the change process forward

Coaching Skills Training Description

What is Coaching

- What is the difference between coaching and other kinds of instructional methods?
- How should you sequence your coaching?
- What should you talk about first?
- What are the principles of coaching that you must adhere to?
- What is formal and informal coaching and how do they differ?
- What are the best formal systems of coaching and how can you implement them at work?
- How can you integrate your coaching with HR performance appraisals?
- How to raise the awareness of a coachee?
- How can you use coaching in line with your management responsibilities?
- What is *peer coaching*?

How to Sequence Your Statements

- What is the GROW model?
- What kinds of questions should you ask in each stage of the GROW model?

- How to encourage others in the right direction?
- How do humans learn and how can you use their natural learning habits while coaching to get maximum results?

How to Ask Questions

- What kinds of questions are ineffective in coaching and why?
- What results do you obtain from asking each type of question and how can you use this knowledge to coach?
- What types of questions can you ask and what are their pros and cons?
- What are open and closed questions and how can they help when coaching?

How to Motivate

- What are the main human needs?
- How to benefit from a variety of behavioural models to predict and motivate others?
- How to take advantage of the power of motivation in coaching?

How to Give Feedback

- How to assess the coachee and provide valuable guidance?
- How to give effective feedback?
- How to overcome internal barriers while coaching?
- How to overcome resistance to change or coaching?

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

- Employ **coaching principles** in your environment and **maximize others' efficiency**
- Use the **GROW model** to coach, question and guide a coachee
- **Ask questions** to maximize the efficiency of the coaching session, **raise awareness** and open up new possibilities
- **Influence others** through understanding **basic human needs**
- Provide **effective feedback** to coachees and **overcome any potential resistance**