



## LIST OF PROGRAMS BY CATEGORY

### I. SOFT COMPETENCIES SKILLS SEMINARS

1. Leadership
2. Getting Organized
3. Goals Setting and Achievement
4. Delegating Work
5. Hiring Excellence
6. Effective Performance Appraisals
7. Building & Leading Team
8. Making Effective Decisions
9. Motivating People
10. Customer Focussed Selling
11. Writing to Get Action
12. Giving Great Presentation
13. Right Mental Attitude
14. People and Competencies
15. Skills of Power
16. The Assertiveness Skills
17. Conducting Effective Meeting
18. Confidence Building

### II. HUMAN RESOURCE & GENERAL MANAGEMENT WORKSHOPS

1. Human Resource Management for Line Managers
2. Human Resource Management Strategy
3. Job Evaluation and Remuneration Strategy
4. Performance Management Systems
5. Basic Supervisory
6. Developing Supervisory Skills
7. Developing Management Skills
8. Staff Development
9. Managing People
10. Professional Presentation Skills
11. Professional Training Skills
12. Problem Solving and Decision Making
13. Customer Service Orientation
14. Consultative Selling Skills
15. Effective Merchandising



# **SOFT COMPETENCIES SKILLS SEMINARS**



## LEADERSHIP

The principles of leadership aren't hard to understand or to apply. Anyone can be a leader. Yet the gap between leadership and ordinary management is as large as it's ever been. That's puzzling. Who is the best motivator? Who gets the greatest effort and most insightful thinking from people? Who always meets stiff challenges and goals? Who summons from people old-fashioned workplace virtues like loyalty, commitment, and on-the-job exuberance? Who gets promoted?

You'll learn about the importance of values, mission, setting goals, good communication, symbolic action, and how to create a stable of fellow leaders around you.

### CONTENT

#### 1. Leadership Essentials

- Be a Leader
- Start with Value
- Follow Up with a Mission

#### 2. Mission into Action

- Set Strategies, Goals and Standards
- You're a Role Model
- Communication Skill

#### 3. Every Employee is a Leader

- Managerial Practices
- Organizational Structure
- Lead-But Manage Well
- Lead Change Gracefully

### PARTICIPANTS

Any kind of position that they want to improve their soft skill in this area

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One

Day



## GETTING ORGANIZED

Getting organized is about more than just managing time. It's about identifying the things that matter to you and then organizing your life so you attend to them. Whether it's a big project at work, volunteer activities, or getting that promotion. This seminar explain a few tools and techniques to ensure you for spending your time effectively-on the things that make a big difference to you and others around you.

### CONTENT

#### 1. The Fundamentals of Getting Organized

- Banish Mental Clutter
- Simplify, Simplify

#### 2. Organized to Save Time

- Three Basic Tools For Getting Organized
- Control the Paper In Your Life
- Organized Your Work
- Refresh Your Mind

#### 3. Eliminate Time-Wasters

- Defang the Deadliest Time-Wasters

#### 4. Leverage Yourself

- Delegate
- Plan and Lead Effective Meetings
- Communication Skill
- Use 'Personal Agents''

### PARTICIPANTS

Any kind of position that they want to improve their soft skill in this area

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## GOAL SETTING & ACHIEVEMENT

Feeling successful has other benefits besides immediate happiness. For one thing, it makes you more charitable toward your neighbors and fellow human beings. For another, it encourages you to take on challenges that bring even more satisfaction. Nothing succeeds like success. This training shares some of that wisdom, including the most important techniques for getting what you want, and you'll find the lessons easy to apply. You can live as abundant a life as you dare envision.

### CONTENT

#### 1. Orient Yourself for Success

- You define Success
- Winning Characteristics

#### 2. Set Challenging Goals

- Plan to Success
- Stand on a Foundation Of Values
- Set the Right Goals
- Reach for Goals

#### 2. The Fundamentals of Achievement

- The Power of Beliefs
- Overcome Setbacks
- Overcome Stress and Worry
- Strengthen Yourself

#### 3. Achievement in Practice

- Get Ahead at Work
- Take Prudent Risk
- Stay Sharp

### PARTICIPANTS

Any kind of position that they want to improve their soft skill

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One

Day



## DELEGATING WORK

Delegate or die. If you're a team leader, or if your company is moving toward a team-oriented corporate culture, you'll have little choice to delegate to the members of your team.

Delegation is thus no longer an option for managers who work in team-based organizations. It's a requirement. You'll be expected not only to abandon your traditional notions of authority but also to control the team members and achieve true consensus more over to install the concept as a part of your corporate culture.

### CONTENT

1. Delegate to Get Ahead
2. Delegate the Right Jobs
3. The Basic of Successful Delegation
4. Communicate the Assignment
5. Deal with Resistance
6. Oversee the Job
7. Handle a Non-Delegating Boss

### PARTICIPANTS

Any kind of position that they want to improve their soft skill in this area

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## HIRING EXCELLENCE

There are few things more important to the organization you work for, or to your career, than to hire strong, capable people. Good people are the bones and muscle of any organization, including your department or group. Hire well, and your job becomes easier. Yet there are few things more difficult to do than hire well. It takes skill, experience, and a system.

People are not objective. You think you're hiring skills and experience, and maybe you are. But you're also hiring attitude, beliefs, values, and personality.

### CONTENT

#### 1. Plan Your Hiring Strategy

- Take the Time to Hire right
- Asses Your Workplace
- Asses the Job
- Stay Within the Law

#### 2. Find and Screen Candidates

- Find Great Candidates
- Screen Candidates

#### 3. Interview, Asses and Choose

- Asses Yourself
- Create an Interview Strategy
- Interview (and Assess)
- Check References
- Choose and Make an Offer

### PARTICIPANTS

Any kind of position that they task dealing with recruitment and selection processes

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One

Day



## EFFECTIVE PERFORMANCE APPRAISALS

A good appraisal system relieves the pressure on both sides. When objectives are clear and set by managers and employees together, and when they jointly monitor progress toward them, fair and accurate appraisals are almost guaranteed. Good workers get the recognition they deserve, and poor performers learn about problems before they grow out of control.

### CONTENT

#### 1. The Productive Appraisal

- Using the Right Approach to Appraise Performance
- Knowing the Performance Appraisal Steps

#### 2. Lay the Groundwork

- Setting useful Objectives
- Document Employee Performance
  - # Seven Common Errors in Appraising Employees

#### 2. Fruitful Appraisal Meetings

- Formal Meeting & Preparation
- Assessing Marginal Performers Constructively
- Fair and Legal Appraisals
  - # Improve Your Appraisal Style

#### 3. Follow Up

- The Year-End Appraisal
- Creating an Employee-Development Plan

### PARTICIPANTS

Supervisor position that they evaluate of subordinate job's performance

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## BUILDING AND LEADING TEAMS

The word is inescapable, and the technique is indispensable in organizations of every type and kind. Management trends may come and go, but teamwork's here to stay. Just check any company Web site, job specification, or classified ad, and you'll find that employers demand team-oriented applicants at every level.

Teams are almost universally accepted today as the best way for companies to improve productivity, make work more meaningful, give employees a sense of unity and belonging, and answer the challenges of global competition.

### CONTENT

1. Creating Staff and Lead the Right Team
2. Leading Your Team Effectively
3. Leading Productive Team Meetings
4. Managing Conflict Sensibly
5. Making Brilliant Team Decisions
6. Evaluating Team Performance Fairly

### PARTICIPANTS

Leader and team member that they want to improve their soft skill in this area

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## MAKING EFFECTIVE DECISIONS

As Peter Drucker says, making decisions is “the specific executive task”. Those who shy from decision making don’t, in the long run, get far in their careers.

No executive or manager has a perfect record in making decisions, but most of the good ones are right more often than wrong. You’ll learn both analytical and intuitive techniques.

### CONTENT

1. Deciding to Avoid Problems
2. Categorizing the Decision
3. Identifying the Real Problem
4. Defining the Decision
5. Generating Potential Solutions
6. Evaluating Alternatives
7. Deciding and Implementing

### PARTICIPANTS

Any kind of position that they want to improve their soft skill in this area

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## **MOTIVATING PEOPLE**

Your approach to motivate people may need fine-tuning – or an outright over-haul. Or your operating systems may degrade people or leave them with unappreciated feeling. Finally, your organizational culture may turn otherwise good folk into parasites that delight in undermining the work of others or avoiding even a hint of responsibility.

### **CONTENT**

1. Motivation : Who Needs It
2. Popular Theories of Motivation
3. Basic Practices that Motivate
4. Beyond the Basics : Proven Programs to Motivate
5. Motivating Yourself
6. Building a Motivating Corporate Culture

### **PARTICIPANTS**

All positions that they want to improve their soft skill in this area

### **EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

### **DURATION**

One Day



## **CUSTOMER FOCUSED SELLING**

Although products seem the same, features may look alike, and prices may be very close, all things are never equal. Either positively or negatively, the salesperson makes the difference in the mind of the potential customer.

Why? Because many people buy on emotion then they justify or rationalize the decision with logic later on.

When the prospective customer doesn't "buy" the salesperson, the story about the company, product, and services is never heard. Thus, the sales professional must ensure that the message is heard by first gaining emotional acceptance from the potential customer.

### **CONTENT**

1. Planning to Establish Trust
2. Creating Interest
3. Conducting a Customer-Focused Interview
4. Planning and Deliver an Outstanding Proposal
5. Handling Objections
6. Negotiating a Win-Win Agreement
7. Gaining Commitments

### **PARTICIPANTS**

Sales Team , Front-line staff, Customer Service

### **EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

### **DURATION**

One Day



## **WRITING TO GET ACTION**

Remember the glowing predictions about the Paperless Office? Didn't happen, never will. Human beings need to hold a piece of paper in their hands in order to think of the subject as "real". Please remember the one universal constant about business writing in this era of electronic marvels: Your reader doesn't have enough time to do everything he or she needs to do. If you're going to take the trouble to learn a new writing style, this workshop helps to know that the Old Rules have changed.

### **CONTENT**

1. Focus on the Reader
2. To Get Action, Get Attention
3. Arranging Ideas Strategically
4. Now Let's Write the First Draft
5. Win with a "You" Attitude

### **PARTICIPANTS**

Any kind of position that their task dealing with writing communication such as Secretary, Public Relation Staff, or Staff that their task dealing with office correspondence & administration, etc.

### **EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

### **DURATION**

One Day



## GIVING GREAT PRESENTATIONS

Why are good presentation skills more important than ever? The business world is changing. Teamwork is in vogue, companies are “flattening” out as traditional hierarchies disappear, and partnerships and alliances with organizations outside your own are becoming more common. Even senior managers have less opportunity to “command and control” a body of troops – yet they have more responsibility than ever to motivate people to act in line with the organization’s strategies and values.

Good speaking skills can be learned. As Dale Carnegie often said, “No one is a born speaker”. To learn, you need this seminar.

### CONTENT

#### 1. Organizing and Preparing Your Talk

- Before You Begin
- Organizing Your Thoughts
- Fleshing Out Your Presentation
- Rehearsing

#### 2. Increase Your Impact on the Audience

- Controlling Your Nerves
- Creating a Strong Impact
- Using Visual Aids Effectively

#### 3. Special Speaking Situations

- Handling Questions and Answer
- Handling Difficult Situations with Aplomb

### PARTICIPANTS

Any kind of position that they task dealing with internal or external presentation such as Executive Secretary, Public Relation, Industrial Relation, Investor relation, etc.

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## RIGHT MENTAL ATTITUDE

The program helps managers to improve their ability to influence others, particularly their ability to develop positive mental attitude within the right situation & condition, place and the right moment to meet corporate, divisional, team, or project objectives.

Among other things, participants also learn how to focus and sustain motivation and initiative, particularly during periods of change.

### CONTENT

1. How teams function and why some are more successful than others
2. How to find out the bad and the right attitude through transactional analysis
3. Developing the ability to recognize and integrate different styles of thinking, decision making, conflict management and emotional behavior
4. Learning a set of communication skills; giving and receiving feedback, influencing people and managing stressful situations
5. Increasing awareness of personal management style
6. Developing an action plan to improve personal effectiveness back in the workplace

### PARTICIPANTS

Team Leader, Supervisors, Managers and all Key Staff that direct contact with decision maker

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## PEOPLE & COMPETENCIES

### The Route to Competitive Advantage

Business provides worthwhile goods and services through people working together. Plans and work designs help them to understand how their work fits together but such plans only work well if the people involved in them have the competencies that go with performing such jobs well.

Identifying people with those competencies and putting them in place is an important first step, but it often works just as well to train people to develop the competencies they need for the work they are doing. People with the right competencies in the right jobs means competitive advantage, producing better profitability which serves the ultimate goals of a good business – to maximise the satisfaction of the owners, producers and customers.

Competencies are also about indicators of performance in the work place, not in the examination room. Decades of research have proven that past behaviour is the best predictor of future behaviour, so competencies are usually assessed through interviews which probe how the interviewee actually behaved in certain past work-related events. This workshop also covers the various applications to which competencies can be applied.

#### CONTENT

##### 1. Building Competitive Advantage Through People

- Change is constant-and fast
- Blueprints and the real nature of work
- What this means for the human resources agenda
- The link between business results and People

##### 2. People Competencies

- What is a Competency
- The Benefits of a Competency -based approach
- Stages of competency definition
- Creating the value
- Generic Competencies : common ground
- Building the commitment
- Driving for success

##### 3. Managing for Motivation and Performance Improvement

- Motivation and job requirements
- Managerial styles and practices

##### 4. Relating Pay to Competencies

- Why relating pay to competencies
- Terminology
- Achieving the Balance
- Work cultures
- Relating pay to competencies – practical issues

##### 5. How to use competencies in Assessment

- Link to business success



**PARTICIPANTS**

Line Managers, Human Resources Professional

**EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

**DURATION**

One Day



## SKILLS of POWER

Critical to the success of our personal, business and career development is how we motivate ourselves into taking action at the right time and the right place. The Personal Success Workshop will help you to assess where you are now, determine where you are going and plan how to get there. Whether it is to develop your business goals, your personal vision or career path.

### CONTENT

- 1. Taking Charge of Your Life and The Importance of Setting goals :**
  - What is your vision ?
  - Where are you going ?
  
- 2. Positive Self Management & Addressing Your Resistance to Change :**
  - When the going gets tough ?
  - Developing & Keeping a Positive Attitude
  - Strategies for Handling Change
  
- 3. How to Address Issues Straight on :**
  - Intelligent Listening & Assertive Talking
  - How to Speak Up & Set Limits
  
- 4. Command Attention & Moving Forward Step-by-Step :**
  - Body Language Can Help
  - Communication Skills for Success
  
- 5. Strengths and Weakness :**
  - Identifying & Developing Them
  - Prioritizing Your Action Steps

### PARTICIPANTS

Any kind of position who need energizing their personal goals

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## THE ASSERTIVENESS SKILLS

Assertiveness is a management and staff communication skill that helps you feel good about yourself and your handling situations.

### CONTENT

1. What is Assertiveness ?
2. Negative Behavior Arising from One's Background
3. The Need to Think Positively
4. Counseling Yourself
5. How to be Assertive
6. Two Way Communications
7. Listening Skills
8. Your Voice
9. Body Language
10. Broken Record Technique
11. Saying No
12. Negotiating a Solution
13. Negative Feelings Assertion
14. Discrepancy Assertion
15. Practical Exercises
16. Self Development for the Future

### PARTICIPANTS

Supervisors, Management, Sales Executive as well as Secretarial Staff, Accounts and all who deal with others

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## CONDUCTING EFFECTIVE MEETING

Training Focus :

- A heightened understanding of meeting leadership
- A set of skills, tools and concepts for conducting effective meeting
- An enhanced self-confidence resulting from workshop learning

### CONTENT

1. **Meeting Leadership** - definition of leadership; effectiveness concepts; components of meeting management
2. **Planning Meeting** - agenda making; announcing; pre-meeting preparations
3. **Conducting Skills** - understanding group and individual behaviors; asking/answering questions; managing time
4. **Post-Meeting Activities** - documenting, follow-up requirements; information dissemination
5. **Personal Skills Inventory** - checklist exercise

### PARTICIPANTS

Managers / Supervisors, Staff who frequently conduct meetings as part of their responsibilities

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

One Day



## **CONFIDENCE BUILDING**

Confidence Building is an essential part of business communication since the front line marketing force or executive of all levels are bound to get involved in negotiation either formal or informal business contacts, it is therefore very important for build and develop self confidence to influence customer lead your business.

### **CONTENT**

1. Self concept personality development
2. What personality traits needed for confidence building
3. Technique for avoidance of inferiority feeling like fear & anxiety
4. How build and develop self confidence and creative thinking in communication
5. Verbal & non verbal communication and making positive human relationship
6. How on becoming good listener
7. Tips of effective speaking and interesting

### **PARTICIPANTS**

Front liner officer / executive dealing with customers

### **EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

### **DURATION**

One Day

# **HUMAN RESOURCES & GENERAL MANAGEMENT WORKSHOPS**



## HUMAN RESOURCE MANAGEMENT for LINE MANAGERS

This workshop will provide participants with :

- A comprehensive understanding about the change in HR role and prepare themselves to be the change agents
- Practical knowledge about HR functions and apply some of those functions in managing their staff to achieve high performance
- A model of high performing business organization
- Link between their role as people's managers in their daily professional lives and understand human resources aspects in managing people
- A realistic action plan to solve HR related challenges in improving performance

### CONTENT

This workshop is designed to help participants understand Organizational Climate and Factors Affecting Organization Performance; What It Takes to Manage People; Understand How People Link to Organizational Performance; In-depth Knowledge of Human Resources as Important Element to the Success of an Organization.

1. Human Resources Process
2. High Performing Organization
3. Relationship of HR Functions and Organizational Performance
4. Tower Building
5. Specific Human Resources Roles
6. Line Manager and HR Specialist Roles
7. Working Challenge at Work
8. Goal Setting

### PARTICIPANTS

All level of Managers and Supervisors who are not only assigned, but are also keen, to improve their staff performance ; New comer HR Practitioners who wish to have in-depth knowledge about human resources

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## HUMAN RESOURCE MANAGEMENT STRATEGY

### Strategy & Action

Human resource management (HRM) came to the fore as a distinctive approach to manage people as late the mid – 1980s. Since then it has assumed enormous significance in the world of organizational and people management. This workshop provides a clear and practical guide to the strategic and day-to-day applications of HRM systems.

#### CONTENT

##### 1. Human Resource Management : An Overview

- Human Resource Management and the Human Resource Manager
- Human Resource Management Functions
- The Evolution of Human Resource Management
- Human Resource Executives, Generalists, and Specialists
- HRM in Action
- The Human Resource Function in Organizations of Various Sizes
- Professionalization of Human Resource Management
- Environmental Factors Affecting Human Resource Management

##### 2. Job Analysis

- A Basic Human Resource Tool
- Reasons for Conducting Job Analysis
- Types of Job Analysis Information
- Job Analysis Methods

##### 3. Human Resource Planning, Recruitment, and Selection

- The Human Resource Planning Process
- Terminology of Forecasting
- Human Resource Forecasting Techniques

##### 4. Recruitment and Selection

- The Recruitment Process
- Alternatives to Recruitment
- External Environment of Recruitment
- Internal Environment of Recruitment
- Methods Used in Internal Recruitment
- External Sources of Recruitment
- External Methods of Recruitment
- The Selection Process
- Environmental Factors Affecting the Selection Process
- Types of Psychological Tests
- The Employment Interview
- Methods of Interviewing

##### 5. Human Resource Development

- Organization Change
- Human Resource Development : Definition and Scope
- Factors Influencing Human Resource Development



- Determining Human Resource Development Needs
- Establishing Human Resource Development Objectives

**6. Career Planning and Development**

- Career Planning and Development Defined
- Factors Affecting Career Planning
- Career Paths
- Career Development
- Methods of Organization Career Planning and Development

**7. Performance Appraisal**

- Performance Appraisal Defined
- Uses of Performance Appraisal
- The Performance Appraisal Process
- Responsibility for Appraisal
- The Appraisal Period
- Performance Appraisal Methods
- Problems in Performance Appraisal
- Characteristics of an Effective Appraisal System

**8. Compensation and Benefits**

- Financial Compensation
- Compensation : an Overview
- Compensation Equity
- Job Pricing

**9. Benefits and Other Compensation Issues**

- Benefits (Indirect Financial Compensation)
- Incentive Compensation
- Compensation for Managers
- Compensation Professionals
- Sales Compensation
- Nonfinancial Compensation
- Employee and Labor Relations

**10. Internal Employee Relations**

- Internal Employee Relations Defined
- Disciplinary Action
- The Disciplinary Action Process

**PARTICIPANTS**

Any kind of position that dealing with Human Resource matters

**EXCLUSIVE METHOD**

The implementation models

**DURATION**

Three Days



## JOB EVALUATION & REMUNERATION STRATEGIES

### How to Setup & Run an Effective System

Job evaluation and remuneration are two core aspects of the vast area of personnel management. Job evaluation is defined here as the process of examining, describing and evaluating the content of the function and ranking of related functions. Remuneration is the process which takes place after functions have been ranked and through which a salary structure will be established. By far the greatest part of the remuneration people receive is based on job-specific pay with the weight of the job as one of the deciding factors. A systematic framework is required to manage differences in pay in such a way that they support the objectives of the organisations and result in a fair remuneration for the individuals. A host of such systems is currently available, but their workings, possibilities and limitations are unclear to many. An interesting trend is that “employability”, “potential” and “competencies” play an increasingly important role as a basis for remuneration.

#### CONTENT

##### 1. The Function of Job Evaluation and Remuneration in Personnel Management

- General Principles of a Pay Policy
- Conditions of a Pay Policy

##### 2. Job Evaluation

- Evaluating Jobs : Introduction, Objectives, Procedures, Communication, Business Characteristics, the Job Description, Analysing Job, Evaluating a Job (Constructing & Use of Evaluation Tables, Evaluating Job with the Hay Methode, Evaluation Procedure, Computerised Job Evaluation Systems, The Job Level Matrix, Ranking of Jobs, Checklist for Job Evaluation
- Job Evaluation Systems : Introduction, Hay Guide Charts, Hay Management Consultants, Evaluation Framework-Towers Perrin, European Factor Plan-Watson Wyatt

##### 3. Remuneration

- Salary Structures : Introduction, The Set-Up of a Salary Structure, Application of the Salary Structure, Parameter of the Salary Structure, more than one Job Evaluation Methode, Implementing a Pay Policy, Performance-Related Pay, Preconditions for a New Salary Structure, Relative Salary Position (the Comparatio), Performance-Related Pay Integrated into the Salary Structure, Career Remuneration Model, Checklist Remuneration
- Salary Surveys : Introduction, Condition and Requirements, Salary Survey (Hay Management Consultants, Towers Perrin, Watson Wyatt)

#### PARTICIPANTS

Line Managers and Professionals, and Personnel Professionals in particular, need a more broad and profound insight into the complex area of remuneration

#### EXCLUSIVE METHOD

The implementation models

#### DURATION

Two Days



## PERFORMANCE MANAGEMENT SYSTEMS

Give participants with an understanding of a performance management process which supports the setting and achievement of individual objectives, a continuous process of communication and coaching between manager and employee, and employee's active involvement and commitment to fulfilling the organization's expectations of them.

Help participants to understand the latest developments in performance management, which has transformed the process from "appraisal form" based into a critically important managerial tool that drives the achievement of business objectives.

### CONTENT

This workshop is designed for those organizations looking for a new approach to managing performance of their employees. Many traditional appraisal programs have focused exclusively on setting objectives and monitoring individual performance against them. They have failed to take into account that it is not only important to consider **what** the individual delivers, but **how** the individual delivers.

Furthermore for some jobs it is difficult to set meaningful and measurable objectives. Here we workout how competencies can be set as a major tool for making performance management processes more relevant and powerful.

1. Performance Management Process
2. Motivating Work Climate  
(four circle model, organizational climate, managerial style)
3. Competency
4. Performance Planning
5. Goal Setting and Action Plan
6. Performance Coaching
7. Performance Discussion
8. Performance Review
9. Performance Feedback
10. Pay of Performance

### PARTICIPANTS

Managers who are directly responsible for the performance of his/her employees ; Internal Consultants and Specialist in human resources, productivity or quality management, who are entrusted with the responsibility to improve overall employee performance

### EXCLUSIVE METHOD

The implementation models

### DURATION

Two Days



## BASIC SUPERVISORY

In a basic training program for the 1<sup>st</sup> line or newly promote supevisors. Objective of this training is aimed give a wider ideas to participants on supervisor's functions in organization.

### CONTENT

#### 1. Basic Concept Of Management

- Basic Elements of Supervisors
- The Contains Function of Supervisor
- Supervisor's Task and Responsibilities

#### 2. Leadership

- Knowing and Understanding Leadership Style
- Using Your Leadership Style Effectively
- Developing Positive Leadership Style

#### 3. Motivation

- Motivational Concepts
- Why Do People Work
- Understanding Your Subordinate's Motivation
- Strengthen Your Achievement Motivation

### PARTICIPANTS

1<sup>st</sup> line supervisor and newly promoted supervisors

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## DEVELOPING SUPERVISORY SKILLS

Is the 2<sup>nd</sup> step of Supervisory training which is in aim to give chances to participants for assessing their supervisory practices and planning the action steps to improve the effectiveness in achieving better work performance.

### CONTENT

#### 1. Introduction

Goal-Setting ; Organization and Supervisor; Difficulties and Challenges Faced by Supervisor ; A paradigm Shift ; From doing to Supervising ; Supervising Concepts and Practices ; Role Identification and Clarification

#### 2. Dynamic of Human Needs & Motivation

Diagnostic Exercises ; Human Need and Motivation Theories ; Understanding of Employee Motivation

#### 3. Personality

Diagnostic Exercise ; How to Communicate with Various of Personality

#### 4. Supervising People & Managing Work Behavior

Dynamic of Interpersonal Communication and Relations; Barriers and Gateway to Effective Interpersonal Communication ; Levels of interpersonal Communication vis-a-vis Interpersonal Relations ; Giving and Receiving Instruction or Feedback ; Transactional Analysis

#### 5. Feedback Giving of Work Performance

Performance Management ; Performance Appraisal Skills ; Staff Development ; Coaching and Mentoring

### PARTICIPANTS

Supervisor and Managers

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## DEVELOPING MANAGEMENT SKILLS

This workshop is aimed at all those who are interested in developing their own skills and those of their colleagues, especially managers, trainers and other personnel practitioners. It provides practical guidance on how to make development and learning happen at work. It will not be a theoretical discourse, although some useful theories will be used – rather, it will give the participant some ideas on how to make the best use of the opportunities that already exist, and how to create new ones by translating concepts and theories into action.

This workshop also cover 33 management and leadership practices that distinguish effective managers from ineffective ones. Participants learn the concept and skills needed to fulfill six key managerial roles.

### CONTENT

#### 1. Facing of Business Changing Trend

- Changing Factors and Self Defense Mechanism Stereotype
- Self Assessment of Business Changing Awareness
- How to Utilizing of the Volatile Situation

#### 2. The Managerial Role & Profiling

- Six Key Managerial Role : Visionary, Orienteer, Investor, Information Manager, Influencer, and Leader
- Assessment & Feedback

#### 3. Failure Factors of Managing People

- Leader or Manager
- Managers Perception Profiling of Their Staff Attitude
- How to Know and Lead Staff with Different Attitude

#### 4. Leadership

- Leadership Style Assessment
- How to Use an Leadership in effectively
- Determinant Factor of Success Leader

#### 5. Motivation

- Definition of Motivation
- Motivation Theory from Maslow vs Herzberg
- Understanding of Worker's Motivation
- Motivation at Work Evaluation
- Best Practice to Motivating Worker

#### 6. Performance Appraisal

- Performance Appraisal Skill Inventory
- Best Practice of Coaching and Mentoring Staff



**PARTICIPANTS**

Managers who need develop and improve their management skill effectively

**EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

**DURATION**

Two Days



## STAFF DEVELOPMENT An Action Guide for Managers & Supervisors

“Effective leadership is full-time people development”. Managers, Supervisors and others who are placed in leadership roles and responsible for the work of other staff. It is intended for managers and supervisors who want to improve their own effectiveness, and the effectiveness of their operations through providing appropriate and development for their staff.

### CONTENT

1. Staff Development-Your Role in Improving Performance
2. How to Introduce New Staff to Your Department
3. How to Provide Mentoring and On-the-job Training
4. How to prepare for a Group Training Session
5. How to conduct a Group Training Session
6. How to Improve Performance Through Off-the-job Training
7. How to conduct effective team meetings
8. How to delegate Work and Responsibilities
9. How to Coach Your People
10. How to Conduct Effective Performance Reviews
11. How to Develop and Use Training or Presentation Aids

### PARTICIPANTS

Manager & Supervisor who need this soft skill to develop their staff

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## MANAGING PEOPLE A Practical Guide For Line Manager

Line Managers are increasingly having to take on responsibility for such personnel matters as recruitment, discipline, pay and training.

This workshop is a resource for line managers seeking to fill in any gaps in their knowledge, and will enable them to deal more confidently and efficiently with any day-to-day personnel question that arise, covers people management skills, resourcing, and performance management.

### CONTENT

#### 1. Managing People-the framework

- The line manager responsibility for people : what managers do, What manager have to do about people
- The role of the personnel function : the basic role; influence on the working environment; Upholding core values; Areas of responsibility; the various role of personnel practitioner
- Personnel and the line : Devolution to line manager and why it is taking place; the influence of HRM; Areas for devolution; Problems of devolution

#### 2. Managing People-the Basic skills

- Motivating : The process of motivation; Approaches to motivation; Achieving high levels of motivation
- Commitment and morale : Gaining commitment; Increasing morale
- Leadership : The role of the leader; Leadership style; The impact of the situation; leadership qualities; What organization require of the leaders; Behaviors People value in leaders; Leadership checklist
- Team Building : teamworking in practice; Approaches to team building; checklist for analysing team performance
- Delegating ; Who to delegate; Advantages of delegation; What to delegate; how much to delegate; Giving out the work; Coaching; monitoring performance
- Communicating : Barriers to communication; Overcoming the barriers; Listening skills
- Organizing : The traditional approach to organizing; the new approaches to organizing; implication for line manager; The approaches to reorganization; Organizing checklist

#### 3. Developing People

- The line manager's responsibility for developing people
- Identifying Learning needs
- Managing Learning and development



**PARTICIPANTS**

Line managers for improve they skills to achieve best performers team

**EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

**DURATION**

Two Days



## PROFESSIONAL PRESENTATION SKILLS

In Professional Presentation Skill, you and your people learn to showcase ideas, sell concepts, provide critical information and win up peer management or customer commitment. In short, how to give a presentation that convinces your audience you have something too good to pass up.

The strategy behind Professional Presentation is the audience-centered presentation, in which the primary objective is to make sure that your message addresses your audience's needs and concerns. Whether you make an internal presentation to top management or present your products or services to clients, the rules are the same.

You learn to focus on the special needs and interests of the audience. As a result, you increase the likelihood that your presentation will be heard and accepted. It's a strategy that works time after time, presentation after presentation.

Benefits to You and Your Organization :

- Gains audience commitment by addressing audience needs
- Wins management or customer acceptance by anticipating questions and objections
- Turns an indifferent listener into an enthusiastic supporter or customer
- Encourages you and your staff to make productive use of time by presenting information concisely
- Helps people lose the fear of presenting
- Helps people prepare for presentations with a proven process for gathering and organizing information
- Ensures that the audience will listen, remember and respond favorably because your presentation is audience oriented

### CONTENT

#### 1. Analyzing Audience Needs

Participants learn to :

- Analyzing what the audience needs to know and target their presentations accordingly
- Anticipating and answering their audience's unspoken questions, such as : Why is this important? Why select your company over the competition? How do I sell this to senior management?
- Gain audience approval by anticipating objections and having the answer in advance

#### 2. Organizing Effectively

The program explains how to :

- Structure a presentation - step by logical step - so it is easy to give, easy to understand
- Developing an opening statement that gains audience interest
- Ending with a closing statement that recaps the presentation's key points
- Clearly demonstrate the presentation's direction and objectives to the audience



### 3. Delivering Presentations

You will practice ways to :

- Enhance a presentation with rhetorical devices to capture audience interest
- Add visual aids to graphically illustrate concepts that may be too complex to grasp by listening alone
- Deliver presentations confidently and project a positive image
- Allow your personal style to emerge naturally from your knowledge of the subject and your degree of preparation
- Feel - and be - in control of the presentation

#### **PARTICIPANTS**

Supervisors, Managers, and Professionals

#### **EXCLUSIVE METHOD**

Self Assessment, Case Story / Group Interaction

#### **DURATION**

Two Days



## PROFESSIONAL TRAINING SKILLS

This program designed especially for people whose improve their presenting skills and facilitation when delivery and conduct the training. This workshop consist of high level of delivery methode and practice.

After attending this workshop, participants would :

- Understand of Adults Learning Process
- Utilize Some of Methods and Presentations Tools
- Become an Effective Trainer

### CONTENT

1. Adults Learning Concept such as : Predeterminant Factors & Impact to End Result
2. Qualifications of the Quality Trainer such as : How Becoming Credibility Trainer
3. Presentation Planning
4. Live Application (1)
5. About Visual Aids and Organized
6. Live Application (2)
7. Facilitation Skills and Evaluation

### PARTICIPANTS

Managers and Executive whose responsible include transfer of know how

### EXCLUSIVE METHOD

Live Application, Case Story / Group Discussion

### DURATION

Two Days



## PROBLEM SOLVING & DECISION MAKING SKILLS

Executives face problems. Problem Solving and Decision Making will provide them with a framework for systematic thinking that will enable get right solution for every problem.

Objectives of this workshop are :

1. Train the participants for being able to solve management and organizational problems systematically
2. Train for being able to use any accurate, relevant and correct information in solving problems
3. Train to develop alternatives, choose the best decision, and anticipating risks
4. Enhance participant's personal confidence in doing their managerial jobs

### CONTENT

#### 1. Introduction of Systematic Thinking Process

Factors influencing decision's quality; Case study; thinking Process Feedback

#### 2. Problem Analysis

Defining Problem; Cause Identification; Evaluating Causes; Correction Action

#### 3. Decision Analysis

Decision Definition; Criteria Definition; Developing Alternatives; Calculating the risks

#### 4. Potential Problem Analysis

Action Plan; Critical Area Identification; Developing Preventive Action; Information Monitoring and Security System

### PARTICIPANTS

Supervisors and Key Staff who require be able to make decisions in their positions

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## CUSTOMERS SERVICE ORIENTATION

Customer is 'King'. 'Customer is always right'. 'Customer is our priority', those are popular slogans used in marketing to boost up sales or to retain customer loyalty. In reality it is not always the case and slogans do not guarantee customers satisfaction. Most of customer complaints come not only from poor service, but mostly from failure on the company side to manage its customers.

Benefits:

- Participant will learn the total concept of Customer Service and the Company - Customer Relationship
- Participant will master the concept of Customer Satisfaction and how to measure it
- Participant will be provided with techniques for marketing the Customer Satisfaction Concept to improve company image

### CONTENT

1. Customer Service Concept
2. Customer Service Excellence
3. Company Customer Relationship
4. Managing Customer Satisfaction
5. Measuring Customer Satisfaction
6. Marketing Customer Satisfaction

### PARTICIPANTS

Manager and Supervisors whose jobs and responsibility involve direct contact with customers

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## CONSULTATIVE SELLING SKILLS

Benefits of programs :

- Increased understanding and skills development of the sales people in the consultative approach to selling, to achieve even greater sales results
- Ability to overcome the various obstacles that lead to a sale
- Improvement in the ability to overcome the various obstacles that lead to a sale
- Improvement in the ability to accurately identify and understand the customer's requirement in order to increase business opportunities
- Better trust, credibility and rapport with customers from their long-term loyalty and support of your company
- Increased level of professionalism for improved personal effectiveness in their work and sales ability
- Better understanding of the customers and what motivates them to buy, maximizing their selling opportunities
- Creative problem-solving ability in order to provide correct solutions for customer's wants and needs

### CONTENT

#### 1. Define, Accept, Present, Accept Method of Selling

The core concepts of motivating and obtaining the commitment of the customers are reviewed and the criteria for an effective sales visit are defined to determine the communications and selling skills required

#### 2. The Information Stage - Defining Need

Developing the probing skills necessary to establish a clear understanding of your customer's requirements. Also involves building a question bank to uncover recognized, current and future needs. Emphasis is also made on listening skills and the value of non-verbal communications

#### 3. Argumentation Stage-Presenting Solution

How should we present our proposal? Techniques for analyzing any sales comprehensively so that it can be related exactly to customer's requirements

#### 4. The Commitment Stage-Obtaining Action

How to get commitment from the customer whether it is for an order on the next step in the sales process

#### 5. Handling Objections

How do objections arise and how do we normally react to them? How should we react. Methods to counter objections including price handling

### PARTICIPANTS

Sales-force people

### EXCLUSIVE METHOD

Self Assessment, Case Story / Group Interaction

### DURATION

Two Days



## EFFECTIVE MERCHANDISING

To sustain its markets and customers loyalty in this very competitive retail world, shop-owners, supermarkets or mix stores are challenged to manage their business skillfully. More over today's customers are very critical product selection and shopping locations. Only shops the offer added values will attract customers. Benefits :

- Participants will learns to identify the main elements retailing mix.
- Participants will comprehend and be able to develop competitive strategies in retail business.

### CONTENT

#### 1. Professional Merchandiser

- Definition of Merchandising
- Success Factor Merchandising
- Professional Attitude, Self Confidence and Evaluation

#### 2. Basic Concept of Merchandiser

- Merchandising Goals
- Retailing Mix
- Psychology Aspect in Product Outlet Exhibition

#### 3. Merchandising Activity

- Merchandising Focus
- Tools of Merchandising
- Effective Rules of Merchandising

#### 4. Merchandising Plan Circle

- Opportunity Analysis
- Goal Setting and Action Plan
- Evaluation

### PARTICIPANTS

Area Sales Managers, Retail Managers, Merchandiser, Outlet Supervisors

### EXCLUSIVE METHOD

Case Story / Group Interaction

### DURATION

Two Days