Training Solutions
by Leadership Level

Entry Level

Knowing Myself and Others

Audience: All levels

This workshop is a fundamental training of recognizing the different behavioral profiles, using the DiSC tool and applying the knowledge to improve, communication and collaboration with others.

Identifying Work Priorities

Audience: Entry Level & First Level Leaders

Being able to prioritize and set clear and measurable goals, linked to desired outcomes, removes everyday stress and boosts effectiveness in the workplace.

Managing Your Priorities

Audience: Entry Level

Employees, who manage their priorities and at the same time, are able to regulate additional requests from their colleagues saying "yes" or "no" according to their workload, feel more secure and successful.
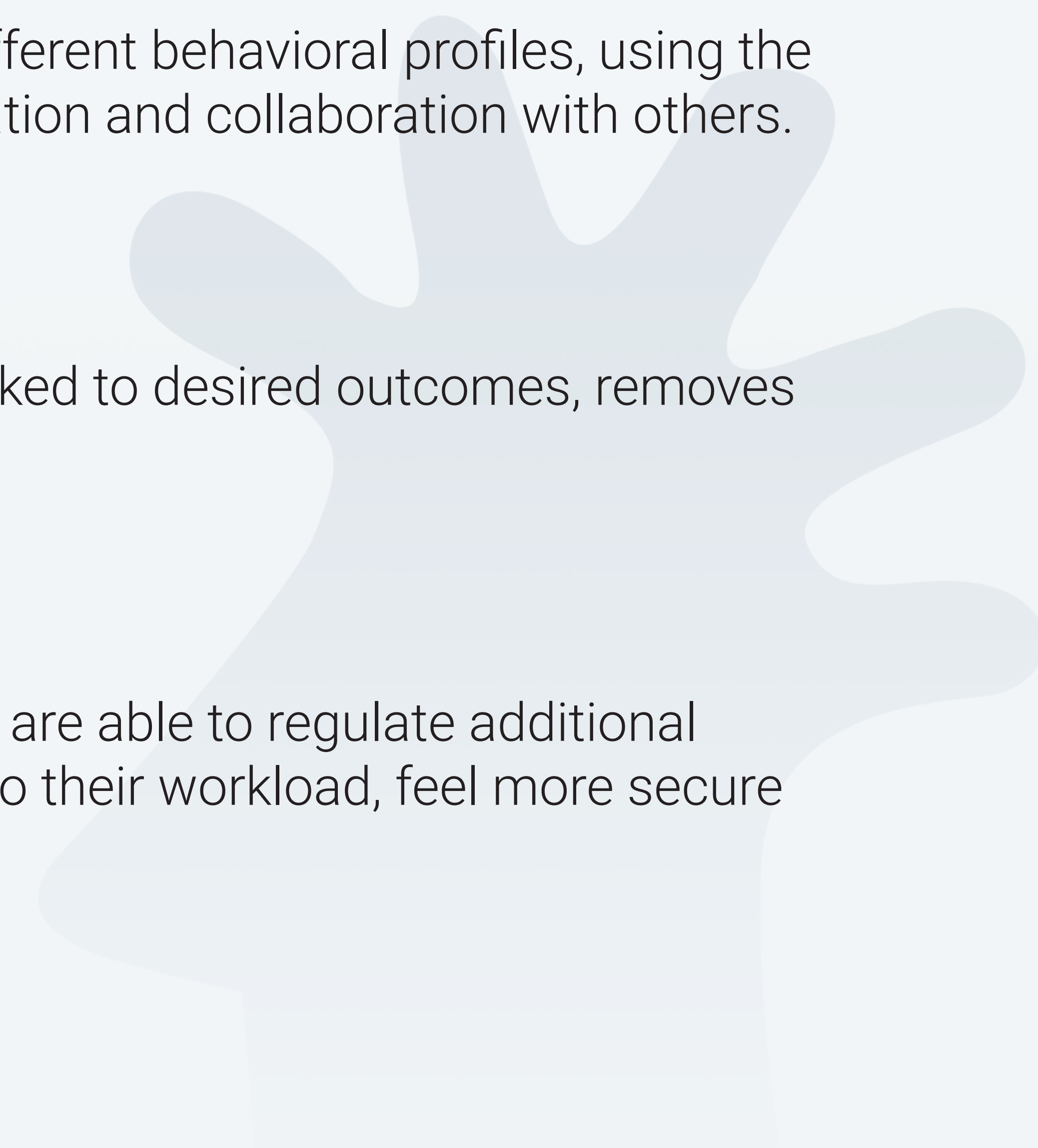
Effective Meetings

Audience: All level

Leaders learn to conduct timebound and results-oriented meetings while managing behaviors that might impede the success of the meeting.
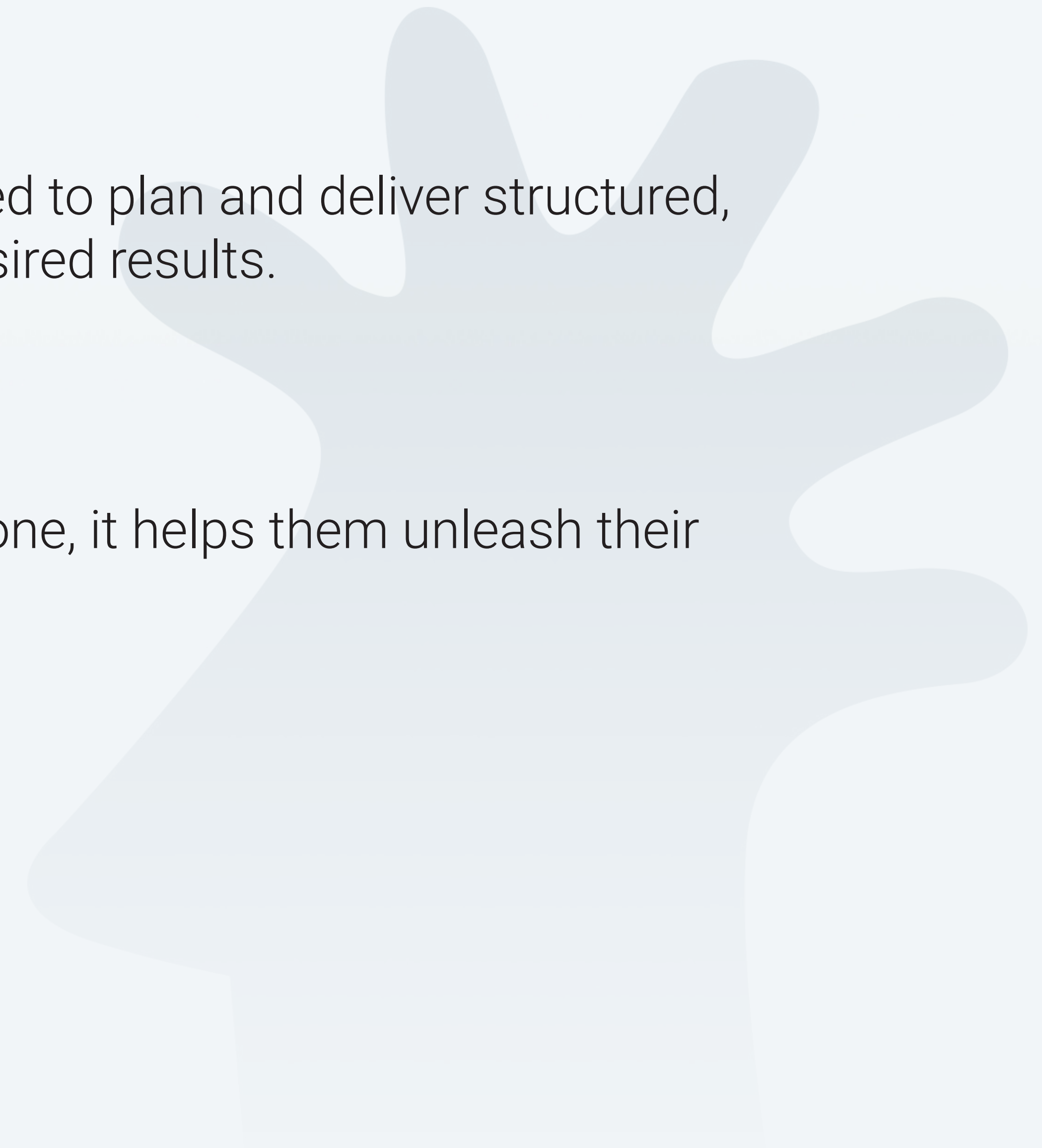
Effective Presentations

Audience: Entry Level

Participants are provided with the skills and knowledge required to plan and deliver structured, effective and persuasive business presentations that bring desired results.

Creative & Logical Thinking

Audience: Entry Level

This is a program that gets participants out of their comfort zone, it helps them unleash their creativity, in order to find out-of-the box

First Level Leaders

How to Be a Great Performer!

Audience: All levels

This workshop gives leaders a more advanced perspective regarding preparing and performing professional presentations and will help them practice in an alternative way, using techniques that can be found in the art of theater.

Addressing Emotions At Work

Audience: First Level Leaders

This program helps new leaders always be on top of their emotional reactions, by helping them recognize the factors that bring emotional turbulence and respond to strong emotions reactions of their coworkers, making working relationships constructive and productive.

Building Trust Under Pressure

Audience: First Level Leaders

This program helps leaders build credibility and trust with others, address problems and take positive actions in challenging situations.
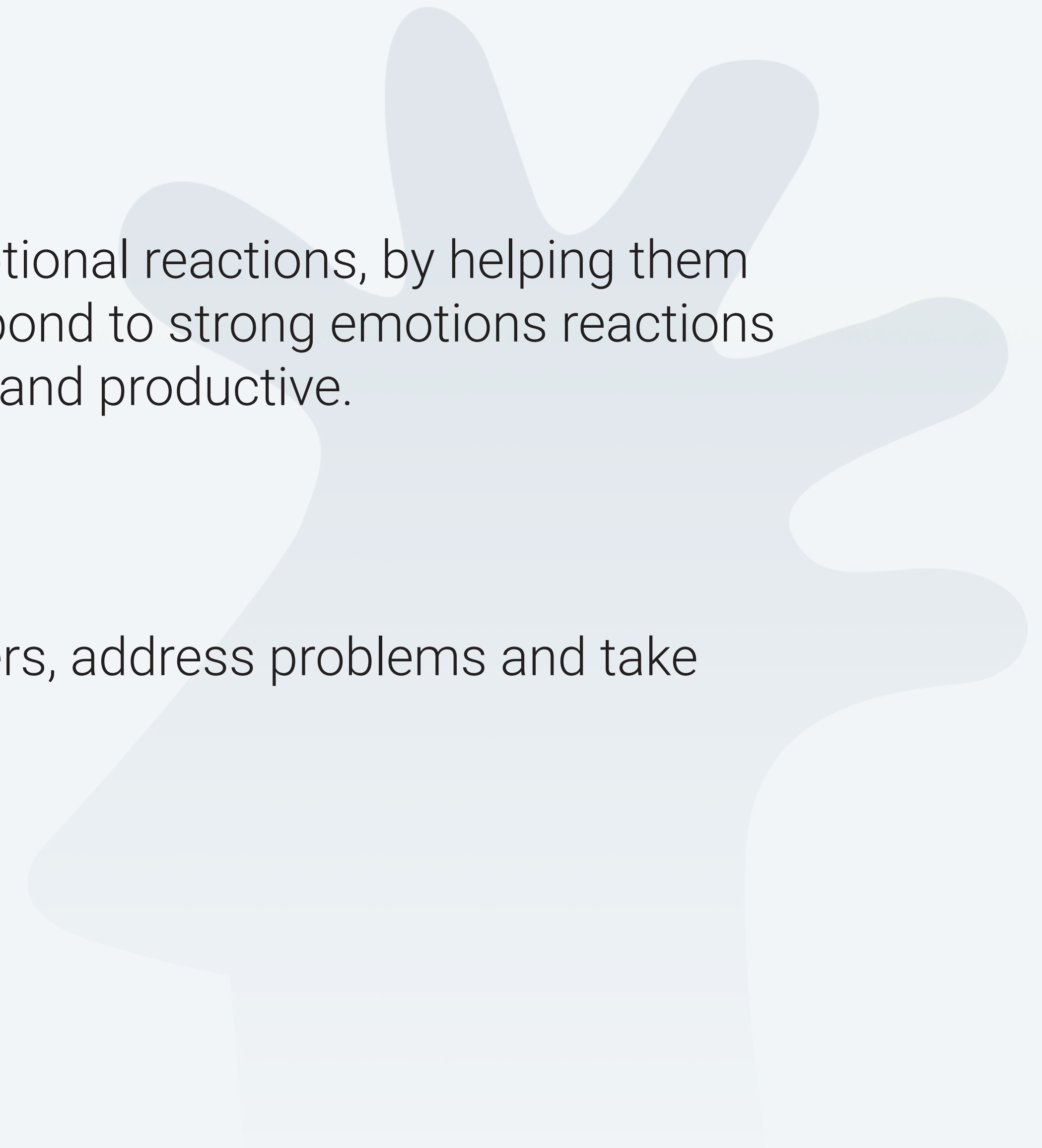
Activating Change: Individual Contributor

Audience: First Level Leaders

This program provides new leaders with the skills and strategies to remain engaged and productive during periods of organizational change.

Giving Feedback & Feedforward

Audience: All Levels

Participants understand the value and importance of everyday feedback and feedforward, in order to promote personal growth, increase engagement and improve performance.

Hallmarks of Supervisory Success

Audience: First Level Leaders

This program will help first time leaders to manage their transition to a supervisory role, identify the actions needed to build credibility and apply strategies to tap into the commitment of others in achieving business results.
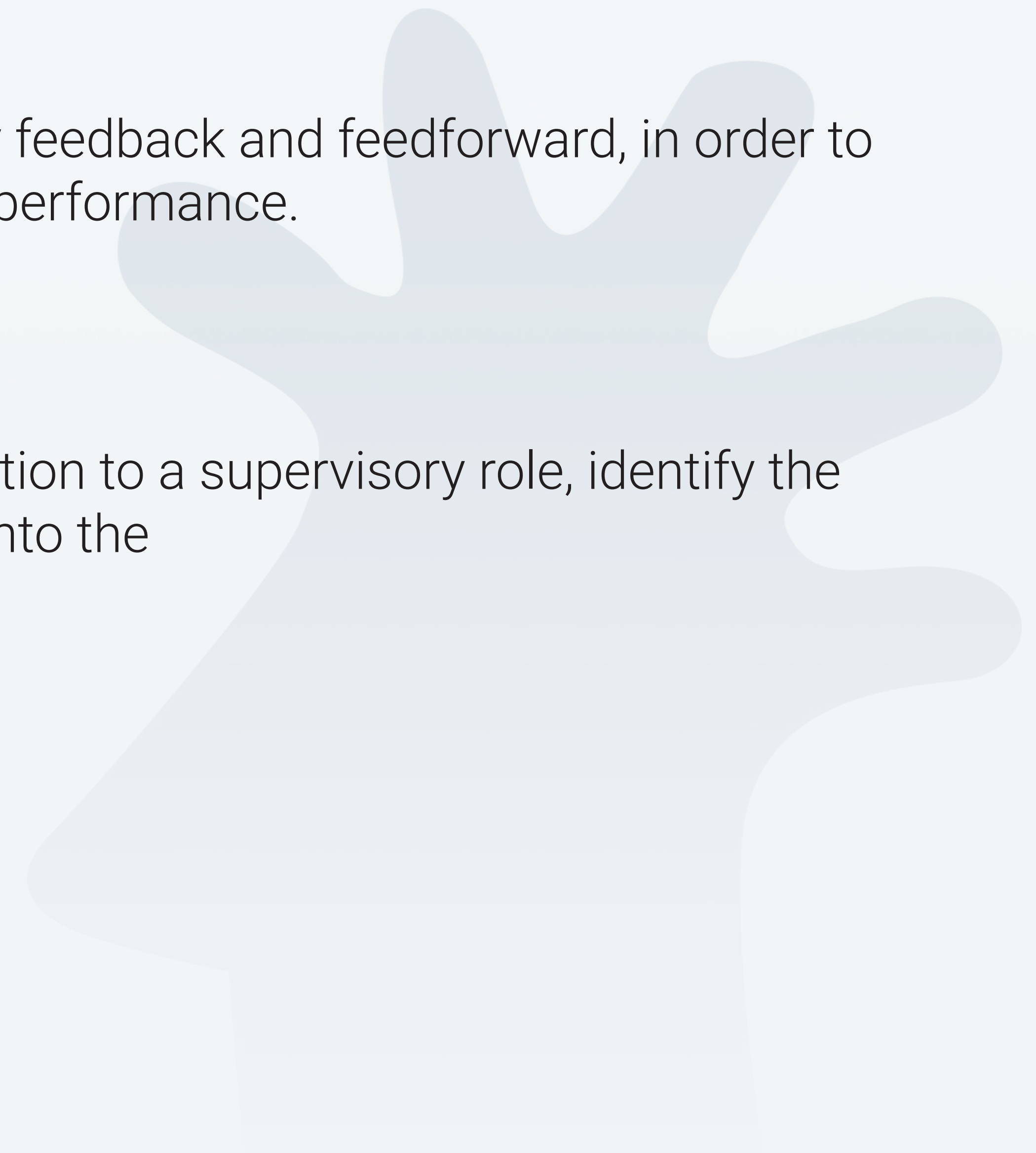
Making Collaborative Decisions

Audience: First Level Leaders
Leaders will learn how to follow a simple process to determine if collaboration is required, assemble an effective decision-making team, apply a range of decision-making tools and avoid the typical challenges of group decision making.

Mid-Level Leaders

Identifying Work Priorities: Manager version

Audience: Mid-Level Leaders

This program enables leaders to rank work responsibilities based on their organizational contribution, use key actions to help themselves and others identify work priorities and set and communicate clear goals and priorities to their teams.

### Delegating for Shared Success

Audience: Mid-Level Leaders

Leaders will be able to identify which work can be delegated and how, aligning tasks to employees, conduct a delegation conversation and finally, determine follow up actions to ensure delegation success.

Shaping a Motivational Workplace

Audience: Mid-Level Leaders

This program gives leaders the tools to inspire superior performance by helping employees satisfy their basic needs: to demonstrate competence, collaborate and exercise some control over their own work.
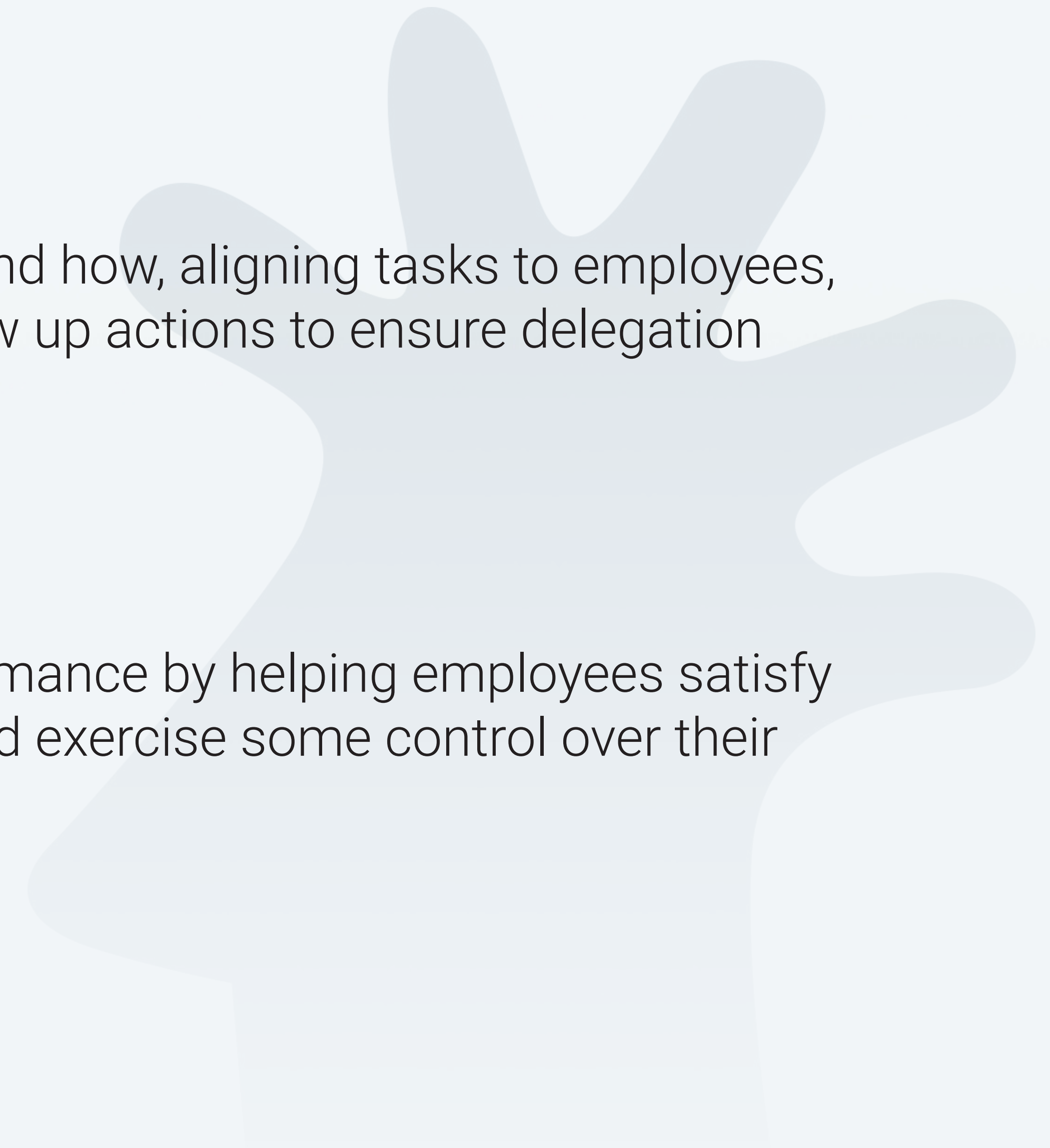
Developing Team Agility

Audience: Mid-Level Leaders

The purpose of this program is to focus team leaders on strategies they can use and actions they can take to focus team effort and energy, help team members quickly gain new skills and knowledge and help the team stay current on information needed to produce results.

Realizing Talent in Others

Audience: Mid-Level Leaders

This program helps leaders uncover high impact development opportunities that tap into the employee's internal motivation and link employee development activities to business goals and objectives.

Offering Rewards & Recognition

Audience: Mid-Level Leaders

Leaders will be able to offer rewards and recognition that support competence, strengthen relationships, and encourage internal motivation in others.
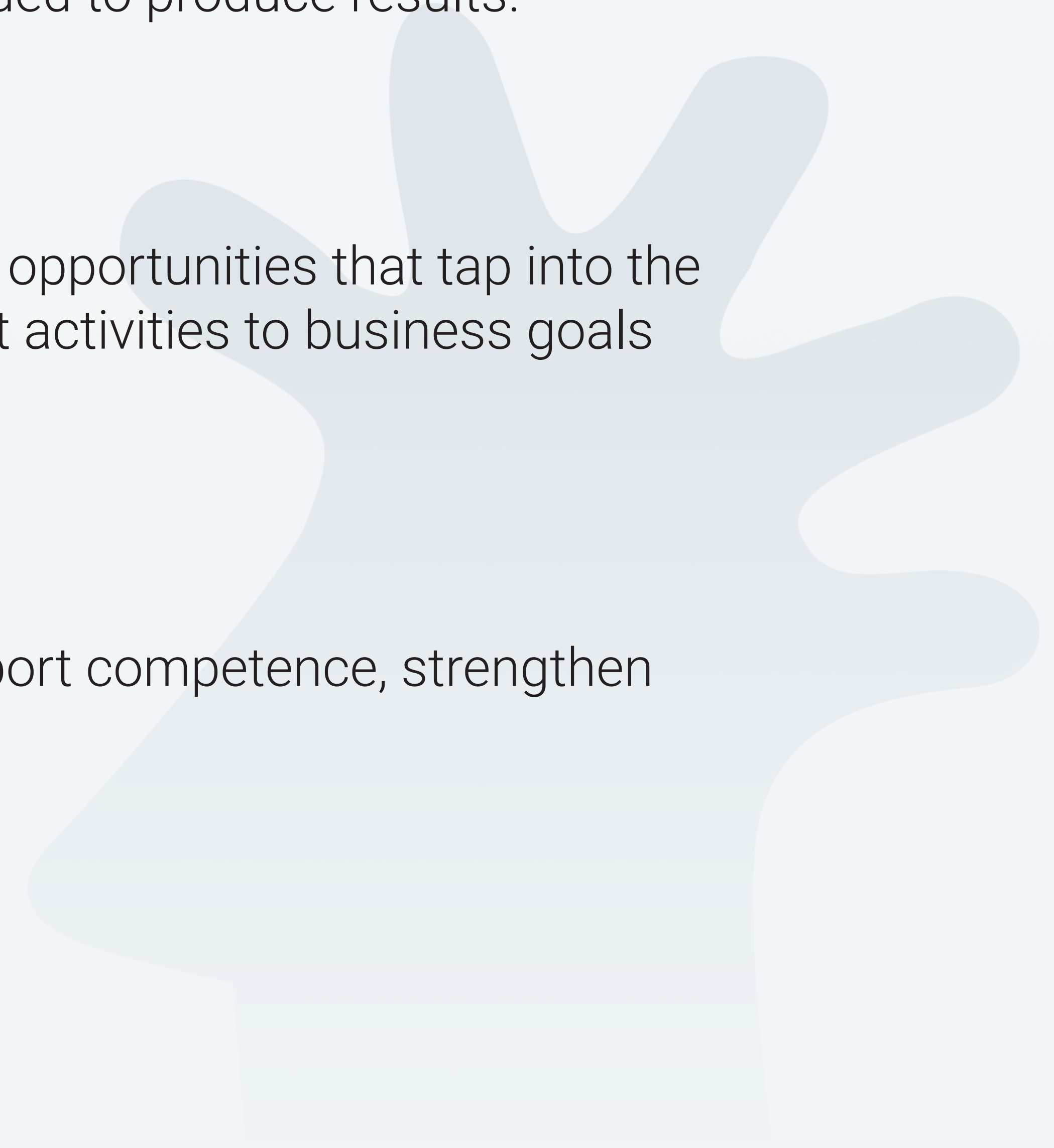
Activating Change: Manager version

Audience: Mid-Level Leaders

This program helps leaders incorporate change into everyday work, inspire individual and team commitment towards the change and focus effort on realizing business results.

Connecting People to Strategy

Audience: Mid-Level Leaders

This program helps participants correlate individual and group alignment with organizational strategy by providing the clarity and focus around the strategy and people's role in achieving it.

Positive Power & Influence

Audience: All levels

The goal of this program is to enable and help participants use Positive Influence in order to achieve their business objectives by simultaneously maintaining and/or enhancing their working relationships.
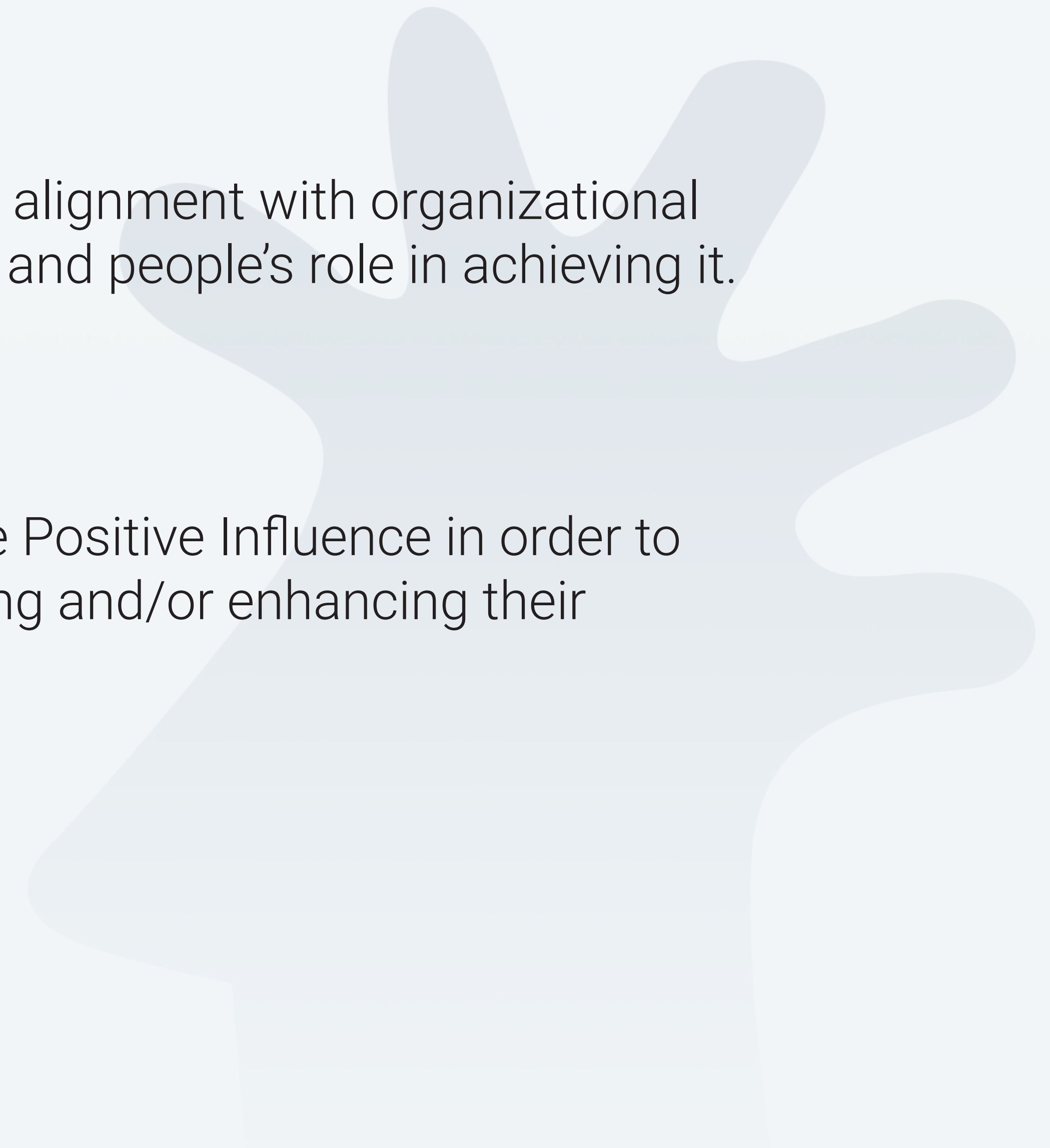
Senior-Level Leaders

Creating a Common Culture

Audience: Senior & Mid-Level Leaders

This workshop enables executive teams to generate the organizational Vision, Mission and Values, thus shaping the base of a common culture for the Organization and its people and giving them a common sense of purpose.

Bridging Strategy to Outcomes

Audience: Senior Level Leaders

This program will help today's leaders bridge the gap between strategic goals and day-to-day operations, by listening for groundbreaking ideas, aligning performance with strategic direction, lobbying for support, making decisions based on sound data, and helping people see how their actions make a difference.

Coaching Clinic

Audience: Senior Level Leaders

This program provides leaders with an expanded set of coaching skills in order to develop their direct reports, enabling them to become an asset for the business and contribute to individual and organizational success.
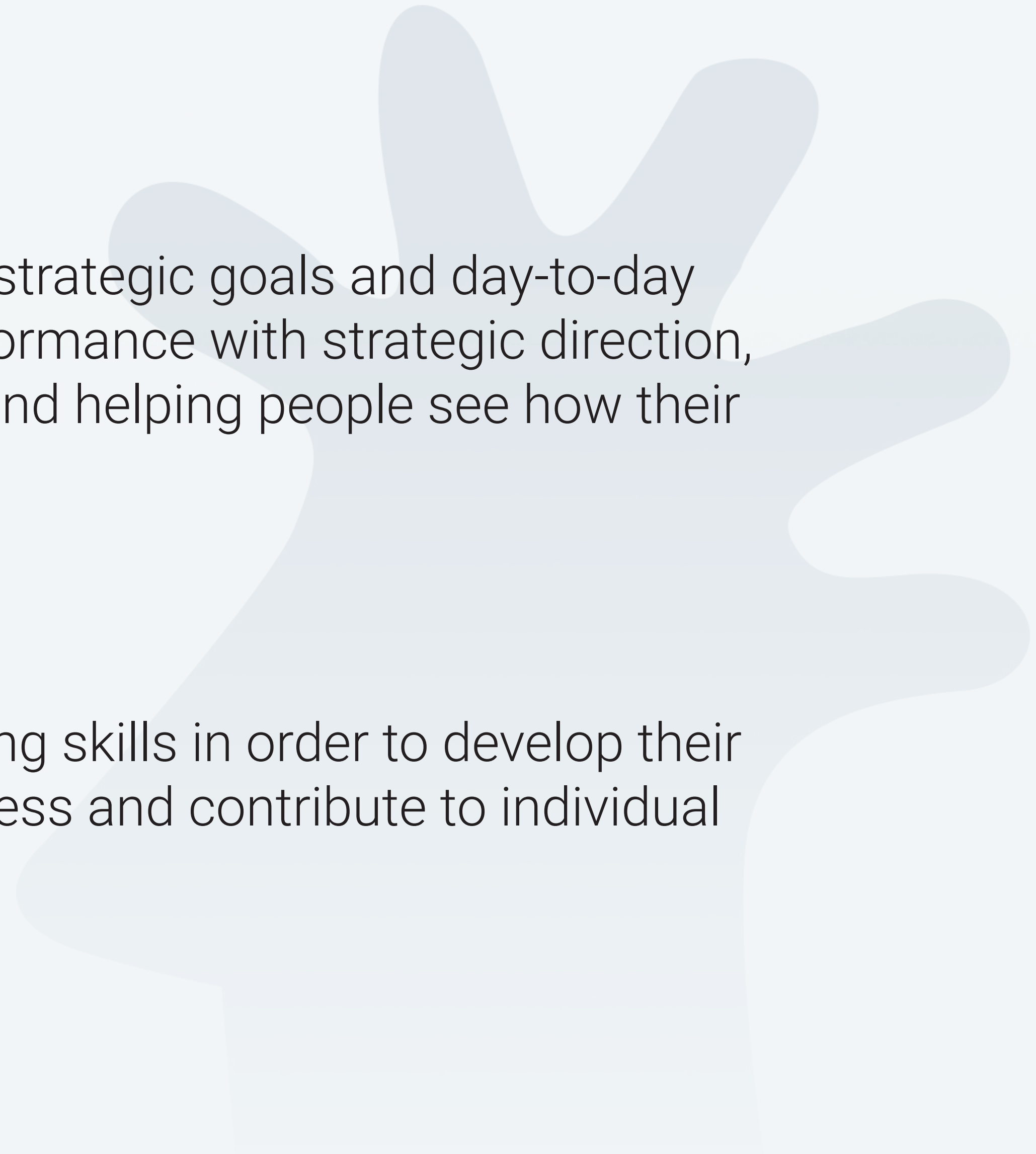
Mind Full or Mindful?

Audience: All levels

Through this workshop participants have the opportunity to learn personal decompression methods so as to manage stress and maintain their inner peace, when encountering challenging situations that call for mindful actions.

Storytelling in Business

Audience: Senior Level Leaders

This program helps leaders become familiar with storytelling as a communication tool to improve business communication, enhance their message and develop effective stories to engage people and evoke their emotions.
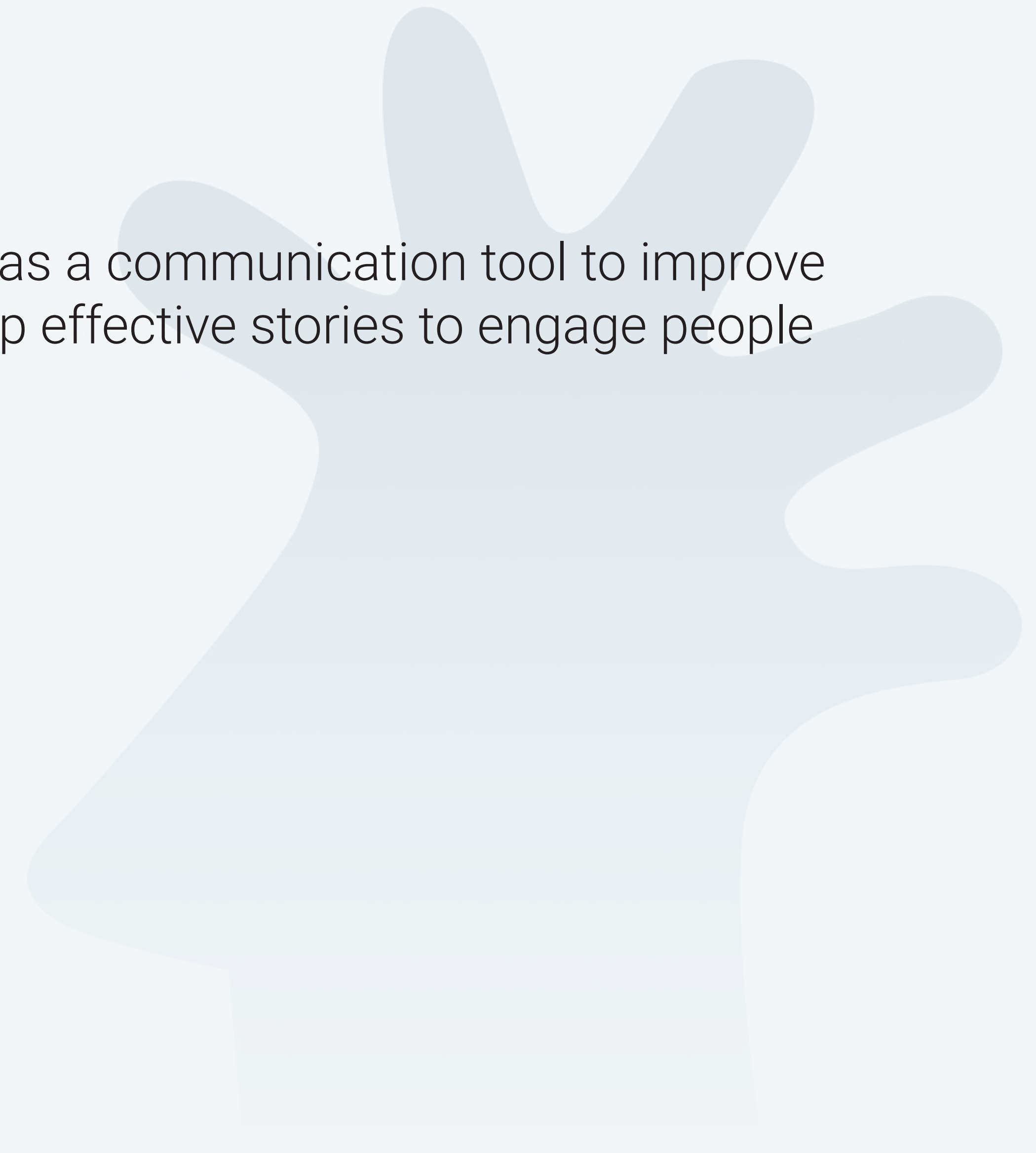
Sales and Service Ready!

Professional Selling Skills

Audience: All levels (Foundational)
Salespeople will develop their face-to-face selling skills needed to build solid business relationships while improving sales performance and reaching mutually beneficial sales agreements.

## Advancing Our Professional Selling Skills Workshop

Audience: All levels
This program will enhance further the skills of salespeople, giving them the chance to practice on their own case studies.

Professional Sales Coaching

Audience: All levels
Sales coaches will be provided with tools to access their salespeople effectively,during their customer facing meetings, being able to recognize the areas for improvement and adjusting their coaching methodology accordingly.
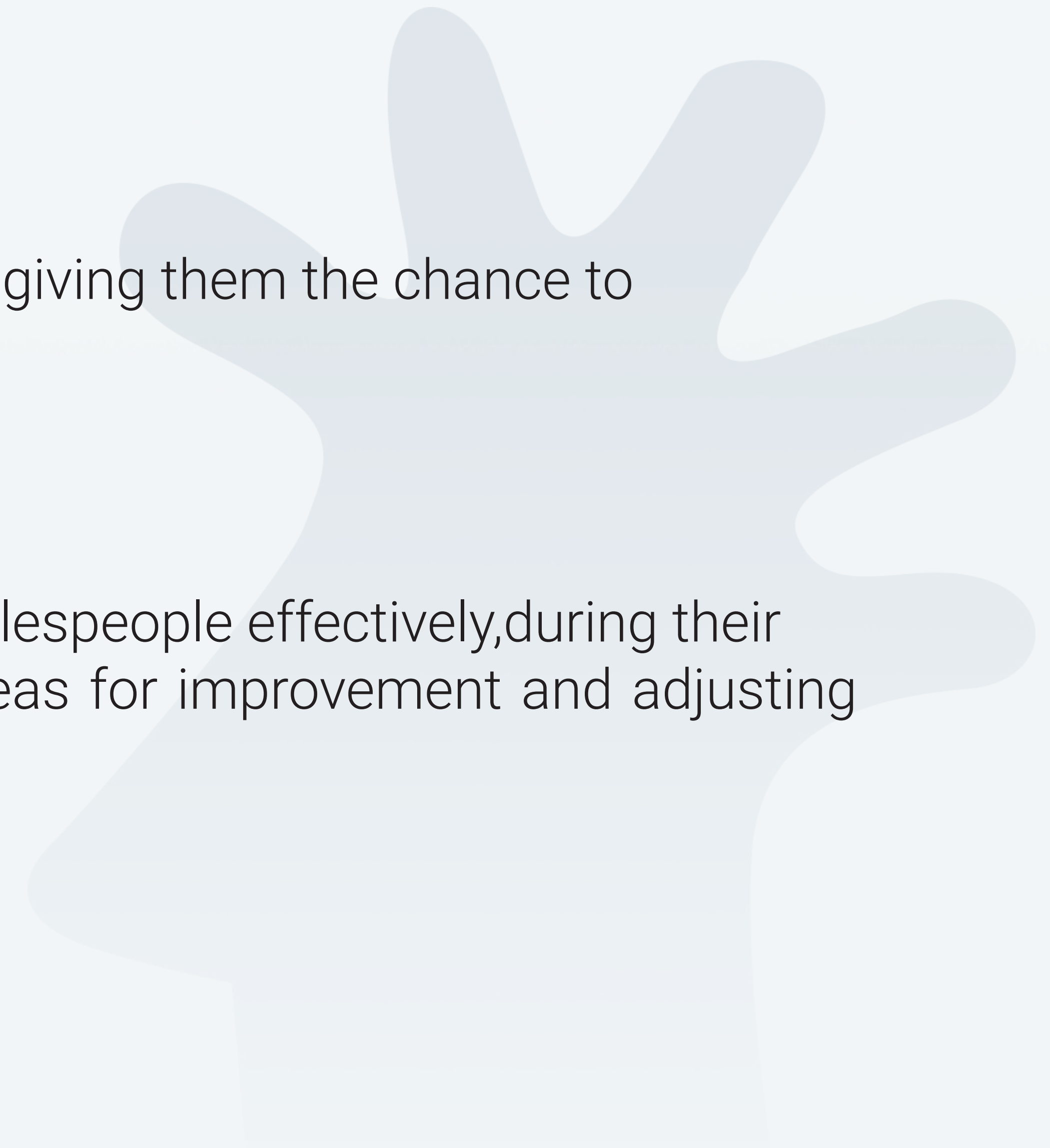
Building Customer Loyalty

Audience: All levels

This program provides participants with information and skills that will help them make very customer's interaction a positive experience by leaving the customer feeling understood, appreciated, and confident in the organization.

## Mastering Conversation Essentials

Audience: All levels

This program helps participants meet their customer's professional needs by mastering a business conversation, from opening to learning to replying and closing.

Strengthening Customer Connections

Audience: All levels

This program improves participants ability to connect better with customers by meeting their personal needs and creating positive customer experiences.
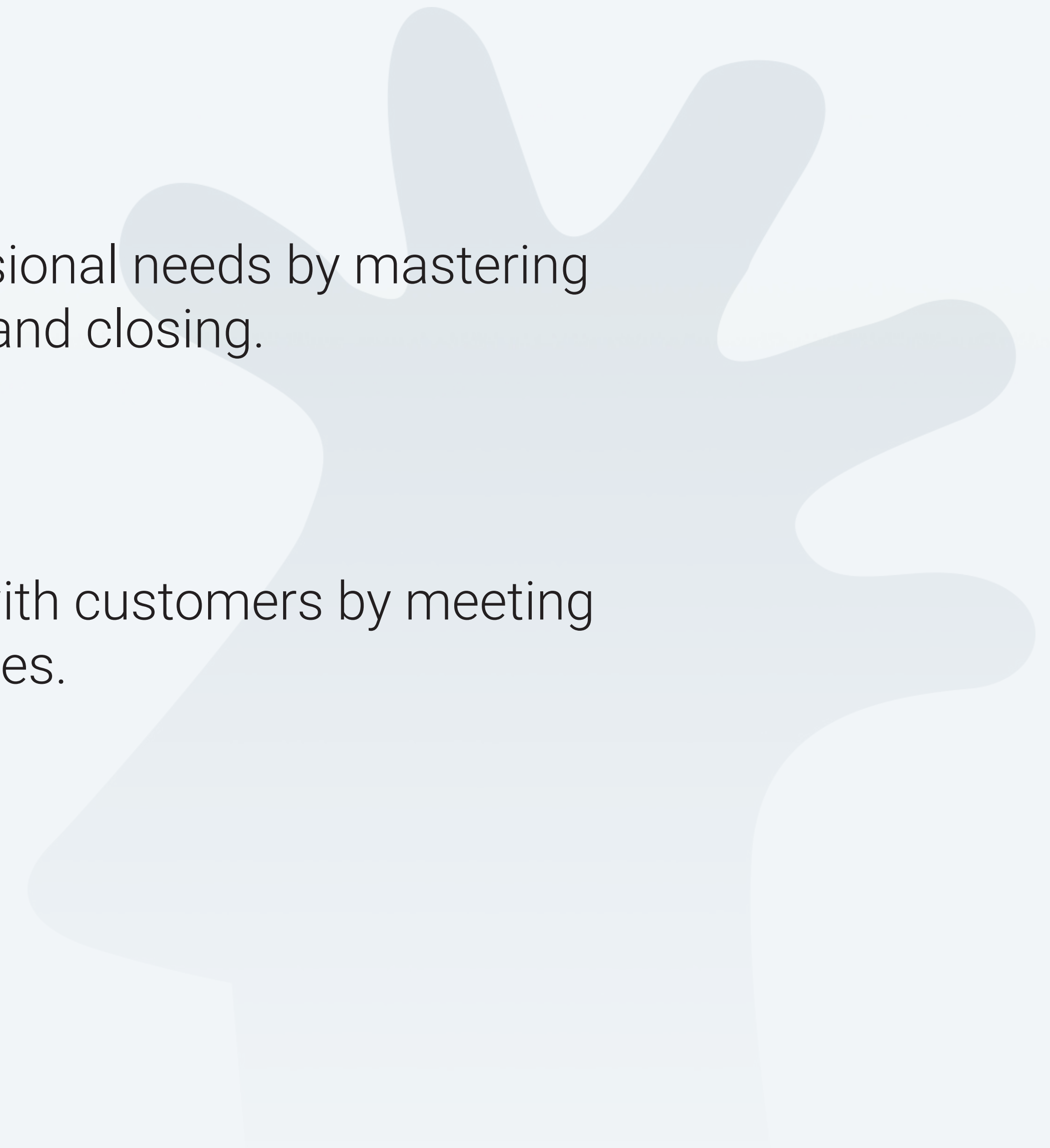
Navigating Challenging Situations

Audience: All levels

Through this program, participants learn how to defuse challenging situations with their customers, identifying ways to serve them and creating loyal customers.

Exploring Digital Communications

Audience: All levels

This program shows participants how to meet customers' key expectations and create positive defining moments using digital communications such as email, text, chat, and social media.
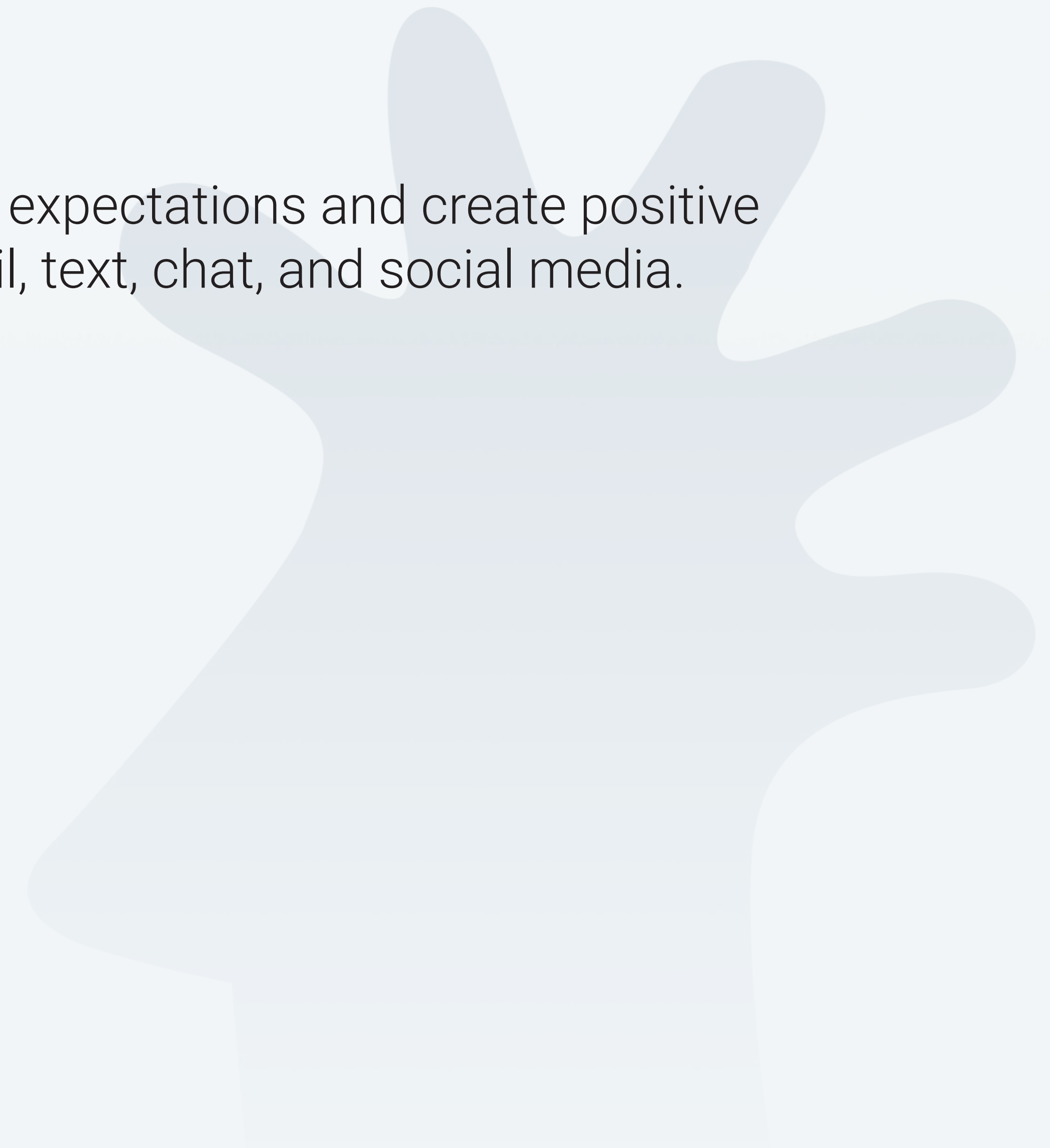
Team Effectiveness

Audience: All levels

This is a fully customized program that taps directly on to the team's needs. It is a product of thorough analysis of the individual team's business environment, mix, cross-functional synergies and most of all business goals and the challenges the team members may face in their day to day communication, cooperation, alignment and interpersonal relationships. It applies to virtual or actual teams. Its purpose is to build strong, aligned teams that will fulfill the Organization's or department's business objectives.