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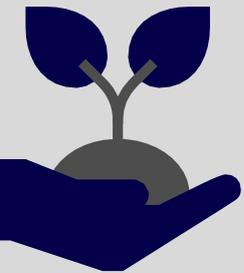
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ADVANCED PUBLIC SPEAKING AND PRESENTATION SKILLS

MASTERING PEOPLE MANAGEMENT & TEAM LEADERSHIP

COURSE DESCRIPTION / OBJECTIVES



Mastering People Management & Team Leadership training seminar helps managers to understand people management & to have confidence that team leadership can be taught and makes a tangible difference to the manager, the team and the organization. Leadership is a skill that involves understanding a number of core management concepts then being able to put these into practice. A leader ability to influence his team make that leader credible and keeps followers inspired. This training seminar equips experienced managers with leadership tools that enable them to thrive in any situation.

At the end of this training seminar, you will learn to:

- ♦ Understand your role as manager and leader
- ♦ Establish clear objectives and standards of performance for your teams
- ♦ Manage your workload using effective prioritization and delegation techniques
- ♦ Maximize your influencing skills through skilled communication
- ♦ Build an effective team and exceed expectations

COURSE CONTENT

Understanding Your Role

- ◆ Leader or Manager?
- ◆ Self-perception
- ◆ Beyond the Job Description: Finding-out What Your Organization Requires of You
- ◆ Balancing Conflicting Stakeholder Demands
- ◆ Understanding the Nature of Change
- ◆ A Model for Implementing Change

Personal Effectiveness, Time Management and Delegation

- ◆ Understanding Yourself and Your
- ◆ Organizational Environment
- ◆ Outcome Orientation
- ◆ Setting Personal and Team Objectives
- ◆ Managing Performance
- ◆ Finding and Using Time Effectively

Communication, Influence and Conflict Management

- ◆ Channels of Communication
- ◆ Effective Listening Skills
- ◆ Emotions and Rapport
- ◆ Persuasion and Negotiation: The Keys to Personal Influence
- ◆ Managing Conflict Assertively

Team Building, People Management and Motivation

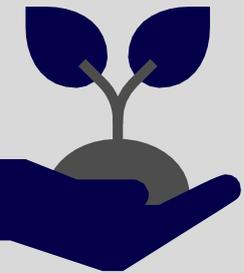
- ◆ How High-performing Teams Work?
- ◆ Identifying Team Roles
- ◆ Motivation and Reward
- ◆ Building and Sharing a Vision
- ◆ Different Approaches to Leadership

Enhancing Team Performance through Coaching and Development

- ◆ How People Learn?
- ◆ Coaching for Personal and Team Growth
- ◆ Feedback Skills
- ◆ Development Planning

STAKEHOLDER MANAGEMENT

COURSE DESCRIPTION / OBJECTIVES



This exciting and innovative CERTIFICATION EGDE Stakeholder Management training course will focus on the practical and theoretical aspects of Negotiating, Communicating & Influencing. You will learn how to build an ongoing relationship with people/Stakeholders to ensure success in all you do and the essential ingredients of engagement and practical skills in negotiation, communication, and influence.

A Stakeholder is somebody that has an interest in your organization, department, or project and can either affect or be affected by what you do.

If you are going to be effective with your Stakeholders, you must take the time to develop and build support and influence. Whether for a project or a significant change initiative, without the support of people, you will fail. Research has shown that Project and Program Management Specialists spent much more time than the average respondent dealing with people and people issues.

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

- Describe the critical approaches to stakeholder management
- Discuss the main methods of effective influence
- Apply psychological communication theory to stakeholder management
- Analyze the appropriate negotiation techniques in each situation
- Design a strategy for stakeholder engagement

COURSE CONTENT

The Essentials of Stakeholder Management

- ◆ Introduction to Stakeholder Management
- ◆ Key Stakeholder Management Definitions
- ◆ Identifying your Stakeholders: Stakeholder Analysis
- ◆ The 3 – Step Approach to Effective Stakeholder Management
- ◆ Developing Ongoing Business Relationships

Negotiation Techniques for Collaboration

- ◆ Negotiation Model
- ◆ Introduction to Re-framing Techniques
- ◆ Cultural Differences that Affect Negotiation
- ◆ Negotiating Styles, Tactics and Overcoming Deadlock

Essential Communication Skills for Stakeholder Management

- ◆ Understanding the Psychology of Communication
- ◆ The Seven Largest Barriers to Effective Communication
- ◆ Removing Communication Barriers
- ◆ Why listening is more important than talking?
- ◆ The Emotional Intelligence (EI) Skills Needed for Stakeholder Management

Influencing Skills

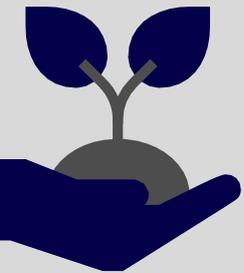
- ◆ The Tools of Influence
- ◆ Reciprocity: Give and Take
- ◆ The Importance of Commitment and Consistency
- ◆ How social proof influences behavior?
- ◆ Liking, Authority and Scarcity

Essential Skills for Stakeholder Management

- ◆ Managing Stakeholders Successfully
- ◆ Running Effective Stakeholder Meetings
- ◆ Practical People Engagement
- ◆ The Power of Empathy
- ◆ Personal Action Planning

PERSONAL EFFECTIVENESS & INFLUENCING SKILLS

COURSE DESCRIPTION / OBJECTIVES



Effectiveness don't just happen; they are a product of skilled individuals who understands the dynamics of team building and management and the art of influencing.

A leader has to know how to influence the thought and others to achieve your desired goal.

This program is designed to equip leaders and supervisors with the requisite knowledge and skills in building effective teams from the scratch and manage them to achieve results.

At the end of the course, participants should be able to:

- Improve your communication and coaching skills
- Undertake your own personal SWOT analysis and discover how to develop team management strengths
- Learn how to deploy emotional intelligence skill in team management
- Master the process of team building
- Learn to manage different personalities
- and encourage mutual respect and cooperation from all team members
- Manage effective team meetings and briefings and carry out delegation duties assertively
- Create and maintain an on-going action plan for continuous improvement of team performance
- Understand how to manage diverse personality types to achieve team goals
- Become more personally effective through self-awareness analysis
- Explore motivation theories and how to apply them to their team
- Resolve conflict using various conflict resolution strategies
- "Seek first to understand," The key to building relationships
- Plan, execute and influence your peers
- Influence others to make more informed decisions
- Deliver a best-in-class presentation
- Co-create win-win outcomes in the workplace

COURSE CONTENT

The Link between Influence and Relationships

- ◆ Defining the Characteristics of Required
- ◆ to Influence Others
- ◆ Change Curve(Where are you and those you wish to Influence and What are the blockages we face when influencing others?)
- ◆ Different Learning Styles(The Importance of Accommodating all)
- ◆ Understanding Different Behavioral Styles
- ◆ Emotional Intelligence and Influence

Building Your Personal Effectiveness Toolkit

- ◆ The Influence Model (The Critical Elements of the Influencing Model Explained and Demonstrated)
- ◆ Listening with Intent/Asking Better
- ◆ Questions to Understand Truly
- ◆ The Importance of Building in Flexibility to Any Idea or Proposal
- ◆ Influencing Decision Making at Work
- ◆ Influencing Others to Make More Informed Decisions

Negotiation in Practice

- ◆ An Introduction to Negotiations (Explaining What Negotiation Is and Isn't)
- ◆ Negotiation Skills in Business and Life
- ◆ Understanding Negotiation Parameters
- ◆ Preparing for Your Negotiations
- ◆ Learning How to Identify Negotiable
- ◆ Variables – What do I trade?
- ◆ The Principles of the WAP (Walk AwayPoint) and Why It Is Important

Delivering a Best-in-Class Presentation

What makes Memorable Speech?
Presentation Top Tips
Introduction and Use of the INTRO Formula

Using Intonation for Effect
How to Control Nerves like a Professional

Creating a Personal Vocal Checklist

Building Your Sphere of Influence

Understanding the Sphere of Influence

Creating a Personal Influence Map
Consideration of Influencing Tactics
Developing a Personal “Plan of Action” for Your Return to Work
Building Your Personal Resource Library

BUILDING PERSONAL LEADERSHIP SKILLS

COURSE DESCRIPTION / OBJECTIVES



This course will provide the essential keys to growing yourself and then to effectively, be able to grow others! Here you will learn how to lead your team effectively and to motivate them to peak performance results in your organization. Jack Welch, the well-known American business executive, author, and former chairman and CEO of General Electric, has said, “Before you are a leader, success is all about GROWING YOURSELF. When you become a leader, success is all about GROWING OTHERS!”

This empowering 5-day training seminar will enable participants to become the professional leader who can inspire, motivate and achieve.

At the end of the course, participants should be able to:

- ◆ Harness the power of personal development and self-coaching
- ◆ Become a visionary, innovative and successful team leader
- ◆ Use a leadership style that works effectively with different situations
- ◆ Inspire your team to greater motivation, knowledge and skills
- ◆ Become a successful communicator, coach and mentor

COURSE CONTENT

Developing Leadership for the Modern Workplace

- The Challenge of Personal Leadership Development
- Why personal self-coaching is essential for top performance?
- Understanding the Power of Transformational Leadership
- Developing a Personal Leadership Mind-set
- Characteristics of Highly Effective Leaders

Building Dynamics for Leading Successful Teams

- How to Select and Prepare for a Successful Team
- Discover the Strategy of Building a High-Performance Team
- How to Create and Shape High Performing Achievers
- Identifying the Essential Factors in Motivation
- How to Motivate Yourself and Others

Developing Top Performance Management

- How to be a Successful Coach to Shape Peak Performance
- What strategic mentoring will do to produce results?
- Making Performance Appraisal Really Effective
- Developing a Powerful, Positive Leadership Mindset
- Utilizing the Benefits of Result Producing Delegation

Essential Communication Skills for Leaders

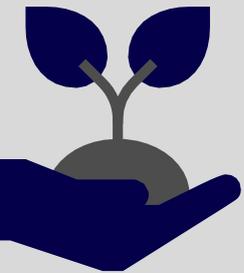
- How to Utilize Effective Interpersonal Communication Skills
- Knowing How to Communicate with Confidence and Impact
- Understanding Barriers to Effective Communication
- Understanding Positive, Win-Win Assertiveness in Leadership
- Developing Powerful Listening Skills

Developing Proactive Leadership Strategies

- How to Effectively Manage and Lead Change
- How to Utilize Empowering Decision-making Skills
- Learning Richard Branson's Strategies for Business Success
- Discovering and Using the Power of Appreciation
- How to Develop Your Own Proactive Plan of Action

SALES PROFESSIONALS MASTERCLASS

COURSE DESCRIPTION / OBJECTIVES



Companies of all kinds rely on skilled, motivated and knowledgeable sales professionals to grow their customer base and increase their revenue. This Sales Professional Training course is designed to give delegates the knowledge and confidence they require to overcome objections, close more sales, and generate new business opportunities. Specific emphasis is placed on developing face-to-face communication skills, persuasion techniques, and sales negotiation strategies.

Also, delegates will discover how to utilize interpersonal skills to quickly build trust and rapport with their customers and prospects. In addition, delegates will learn how to effectively identify and develop key account customers by applying professional sales best practices.

At the end of the course, participants should be able to:

- Describe effective strategies for developing new business opportunities
- Incorporate social media marketing best practices to increase sales
- Utilize body language to build trust and rapport face-to-face or over the phone
- Design a multimedia sales presentation
- Overcome customer sales objections and close the sale
- Customize a sales presentation to appeal to the four customer “buying styles”

COURSE CONTENT

Advanced Communication Skills to Increase Sales

- ◆ How to Make and Excellent First Impression
- ◆ Overcoming Interpersonal Communication Barriers
- ◆ Active Listening and Questioning Skills Development
- ◆ Strategies to Improve Telephone Communication Effectiveness
- ◆ Silent Messages: Interpreting a Customer's Body Language Gestures
- ◆ How to accurately determine a customer's "buying style?"

Delivering Dynamic Face-to-Face Sales Presentations

- ◆ Top 7 Reasons Why Customers Don't Buy
- ◆ Tips to Develop Trust and Rapport with any Customer
- ◆ Time-proven Principles of Persuasion
- ◆ How to Customize a Sales Presentation to Individuals and Groups
- ◆ PowerPoint Presentation Tips and Techniques
- ◆ Negotiation Strategies to Overcome a Customer's Objections and Close the Sale

Managing Emotions in Sales

- ◆ Understanding Emotional Intelligence
- ◆ Power of Likability
- ◆ Improving Money Talk
- ◆ Developing Confidence, Authenticity and Likability
- ◆ Understanding Reactions under Stress and Conflict
- ◆ Best Techniques for Top Sales to Manage Stress
- ◆ Setting and Managing Expectations

- ◆ Emotional Management in Negotiations

Going the Extra Mile to Improve Customer Service

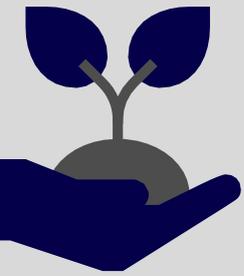
- ◆ Cornerstones of Superior Customer Service
- ◆ What do your customers expect?
- ◆ How to Use Customer Service to Increase Sales
- ◆ Creating Customer Service "touch points"
- ◆ The Importance of Measuring Customer Satisfaction
- ◆ Service Recovery Tips Tactics and Techniques

New Business Development Planning, Preparation, and Execution

- ◆ Prospecting is a Numbers Game
- ◆ Best Practices for Finding New Prospects
- ◆ Creating a Prospecting Phone Script and Elevator Speech
- ◆ Tips for Managing Your Appointment Schedule
- ◆ The Art of Qualifying Prospects
- ◆ Setting Business Development SMART objectives
- ◆ · Marketing fundamentals
- ◆ · What is selling?
- ◆ · Attributes of a successful seller
- ◆ · Qualification:
From lead generation and beyond
- ◆ · Selling product benefit

LEADING HIGH-PERFORMANCE TEAMS

COURSE DESCRIPTION / OBJECTIVES



A lot of focus is put on leadership development when in reality the leader is just one person, the real driving force behind a leader's success is their team. A team operating effectively as a single unit will always outperform the best individual operating on their own. More importantly, no matter how knowledgeable and competent individual members of team may be, a dysfunctional team will undermine organizational goals, drain morale and waste effort.

With the increased commercial pressures and target driven cultures many leaders are now considering how to get the highest levels of performance from their people. The single most important factor in driving effective teamwork and team engagement is the behavior and style of the leader. This training seminar explains how to harness the team's potential, and introduces techniques for moving the team to peak performance. It is highly interactive and participants are expected to discuss their unique situation as well as practicing the tools they are learning.

At the end of the course, participants should be able to:

- Understand what elements of your role as leader give greatest return
- Identify and leverage individual talent within the team
- Engage and motivate the team using vision techniques
- Establish clear objectives and standards of performance for your team
- Read personality preferences and adapt your leadership accordingly
- Manage and use advanced coaching techniques to replace 'tell' with 'ask'

COURSE CONTENT

Teams and their Leaders

- ◆ The Relationship between Teams, Leaders and Managers
- ◆ Key Leadership Tasks and Responsibilities
- ◆ Balancing Influence, Authority and Power
- ◆ Different Leadership Styles and Style Flexibility
- ◆ Self-awareness and Getting Feedback
- ◆ Emotional Intelligence and Rapport

Vision, Direction & Alignment

- ◆ Creating a Shared Vision
- ◆ Aims, Objectives and Goal Alignment
- ◆ Developing Meaningful Objectives and Indicators
- ◆ Divergent Approaches to Problem-solving
- ◆ Communicating a Compelling Vision
- ◆ Taking a Coaching Approach to Problem Solving

Team Dynamics

- ◆ Stages of Team Development
- ◆ The Sociology of The Team
- ◆ Characteristics of High-performing Teams
- ◆ Balancing Different Team Roles and Personality Types
- ◆ Non-traditional Team Structures
- ◆ Delegation and Empowerment

Developing the Team

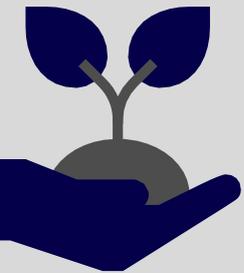
- ◆ Personality Types and The Mix Needed for Success
- ◆ Building a Coherent Team
- ◆ Self-managing Teams and Their Challenges
- ◆ Coaching, Mentoring and Self-directed Learning
- ◆ Feedback and Appraisal
- ◆ Leveraging Team Strengths for Peak Performance

Performance & Conflict Management

- ◆ Defining Performance
- ◆ Approaches to Measuring Team and Individual Performance
- ◆ Performance Management: Science or Art?
- ◆ Giving and Receiving Feedback Effectively
- ◆ Conflict as A Catalyst for Team Development
- ◆ Dealing with Challenging Interpersonal Relations

ACHIEVING EXCELLENCE IN CUSTOMER SERVICE

COURSE DESCRIPTION / OBJECTIVES



Achieving Excellence in Customer Service training course is designed to give participants the communication skills, negotiation strategies, and customer service best practices they require to take their organization from good to great. This Customer Service training is aimed at those organizations who are looking to improve their customer focus and develop their customer culture by working towards the Customer Service Excellence Standard.

It focuses on developing a culture of customer service excellence and provides participants with a roadmap for examining and improving the service they provide at both the individual and organizational level.

It also teaches customer service professionals critical skills in the areas of professionalism, communication effectiveness, service recovery techniques, and stress management principles. By providing excellent customer service, you can offset the effect of higher prices by offering a better customer experience. Employees who are properly trained and demonstrate professional customer service skills, can significantly improve customer satisfaction and brand loyalty. This helps the business retain customers and improve profits. It costs less to retain loyal customers than to acquire new ones.

At the end of the course, participants should be able to:

- Establish the importance of setting and reviewing customer service standards
- Design a social media plan to improve customer service support
- Demonstrate how to deal with difficult customers in a professional manner
- Utilize time management techniques and set SMART goals to increase productivity
- Develop an understanding of internal and external customer expectations

COURSE CONTENT

Enhancing Your Customer Service Communication Skills

- ◆ Active Listening and Questioning Skills to Identify a Customer's Expectations
- ◆ Body Language: How to Read Your Customer like a Book
- ◆ Working with Aggressive, Expressive, Passive and Analytical Customers
- ◆ Telephone Tips to Promote a Professional Image
- ◆ The Do's and Don'ts of Written Communication

Building the Foundation for Achieving Customer Service Excellence

- ◆ The 7 Customer Service Expectations
- ◆ Measuring Internal and External Customer Service Satisfaction
- ◆ How to Use Customer Service to Increase Sales
- ◆ "Going the Extra Mile" to Promote Customer Service Excellence
- ◆ Using Social Media to enhance Customer Service
- ◆ Protecting your Organization's Online Reputation

Service Recovery: Handling Complaints and Upset Customers

- ◆ The Importance of Customer Complaints and Why they should be Encouraged
- ◆ Empower Employees to Get the Job Done
- ◆ Steps to Follow for Customer Service Recovery
- ◆ Strategies to Help Calm Upset Customers
- ◆ Managing Emotions during Stressful Situations

Principles of Persuasion and Professional Negotiation Strategies

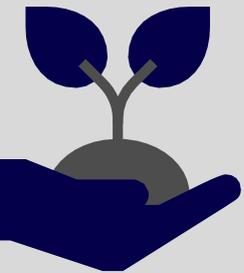
- ◆ Cialdini's Six Principles of Persuasion
- ◆ The Art of Giving and Receiving Constructive Feedback
- ◆ Strategies for Negotiating Mutually Beneficial Outcomes
- ◆ Words and Tones to Avoid **Price**
- ◆ **Value Formula Negotiating**
- ◆ **across Cultures**

Focusing on Customer Service Excellence and Continuous Improvement

- ◆ What is your Action Plan?
- ◆ Customer Service takes Teamwork
- ◆ Maintaining a Positive Mental Attitude
- ◆ Setting SMART Goals for Continuous Improvement
- ◆ Stress Management Tips to increase Productivity
- ◆ End of Course Review

EMOTIONAL INTELLIGENCE FOR WORKPLACE SUCCESS

COURSE DESCRIPTION / OBJECTIVES



Emotionally intelligence is essential for workplace success. Emotionally intelligent leaders and employees can help build effective relationships for enhancing work productivity. Understanding and raising your Emotional Intelligence is vital to your success and leadership potential.

This course on Emotional Intelligence for Workplace Success will concentrate on the important skills required to build effective relationships and also to lead teams effectively and manage the diverse personalities normally found the workplace. The ability to respond appropriately to feelings in ourselves and others, practice innovative teamwork and encourage synergy between team members is essential to building a successful organization.

At the end of this course, you will learn to

- Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others.
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions.
- Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks.
- Develop skills in responding to criticisms & adversity.
- Leadership strategies for working with others towards shared goals.

COURSE CONTENT

Developing Emotional Intelligence in the Workplace

- ◆ What is Emotional Intelligence Quotient (EQ)?
- ◆ Intrapersonal & Interpersonal Skills
- ◆ Emotional Excellence in the Workplace
- ◆ Understanding Your Personality Style
- ◆ Emotional Intelligence for Innovative Teamwork
- ◆ Removing Blocks to Innovative Teamwork through EQ

Becoming an Emotionally Intelligent Leader

- ◆ Accurate Self-assessment for Personal Transformation
- ◆ Knowing One's Strengths & Weaknesses
- ◆ Managing self effectively
- ◆ Inspiring and Guiding Individuals & Teams
- ◆ Nurturing Relationships
- ◆ Developing Trustworthiness for Corporate Transformation

Building Effective Relationships

- ◆ Getting Things Done through People
- ◆ Managing our mind effectively
- ◆ Accountable Leadership for Managing Performance
- ◆ Working with Others towards Shared Goals
- ◆ From Delegation to Empowerment
- ◆ Building Productive Relationships

Leading Others with Emotional Intelligence

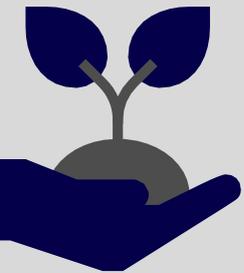
- ◆ Understanding the 4 Stages of Human Development
- ◆ Motivating Oneself and Motivating Others
- ◆ Managing our spirit for developing Thankfulness
- ◆ Leading others effectively
- ◆ Developing Creativity in the Workplace
- ◆ Innovative Teamwork

Implementing Emotionally Intelligent Persuasive Communication

- ◆ The Positive Influence of Listening
- ◆ Active Listening Skills
- ◆ Handling Conflict Effectively
- ◆ Effective Persuasion
- ◆ Learning Experiences and Action Plan
- ◆ Developing an Action Plan

SETTING PRIORITIES, TIME MANAGEMENT & STRESS-REDUCTION

COURSE DESCRIPTION / OBJECTIVES



Successful people set themselves goals and objectives. They know what they need to do, how they need to do it and have a plan to help them achieve it. How you plan and prioritize your day are two of the key skills needed to be successful and add value to your organization. Time is one of our most valuable resources yet we don't always manage it as effectively as we could. This can lead to a stressful working environment which will prevent you from being successful and achieving your goals.

This program is designed to equip organizations team players with practical frameworks for outperforming in both essential and non-essential work function, so as to become a more effective and efficient worker.

This highly interactive CERTIFICATION EDGE Setting Priorities, Time Management & Stress Reduction training course will give you the tools and techniques needed to manage your time & stress proactively and effectively.

At the end of the course, participants should be able to:

- ♦ Set yourself meaningful goals and objectives
- ♦ Plan, prioritize and manage your time more effectively
- ♦ Communicate positively and assertively with time stealers
- ♦ Run more effective meetings and delegate effectively
- ♦ Identify and reduce stress in yourself and others

COURSE CONTENT

Managing yourself and your day

- Goal Setting – Why have goals?
- Setting SMART objectives to achieve your goals
- Establishing Responsibilities and Priorities
- Effective Use of Diaries, Time Planners, Time Logs, etc.
- Criteria for Prioritizing using the Urgent and Important Model
- My Perfect Day – When are you at your best?

Personal Time Management

Styles and Communication

- Your Time Management Style – Productive or Obstructive?
- Highlighting Personal ‘time-stealers’ and Areas for Development
- Procrastination – The Stealer of Time
- Dealing with Interruptions and Distractions – Staying Focused
- Communication Styles and How to Use Positive Communication to Aid Productivity
- Empowerment Techniques – Learning when to push back using the WISH model

Effective Meetings and Delegation

- Meeting Preparation – What tools do you need?
- Managing the Meeting – time-keeper, note taker, chairperson
- Tips and Techniques for Effective Meetings
- What does effective delegation look like?

Effective Meetings and Delegation

- Meeting Preparation – What tools do

- Managing the Meeting – time-keeper, note taker, chairperson
- Tips and Techniques for Effective Meetings
- What does effective delegation look like?
- Styles of Management that Aid and Hinder Delegation
- How to delegate successfully?
- Understanding How people learn
- The Use of Feedback in the Delegation Process

Understanding Workplace

Stress and its Causes

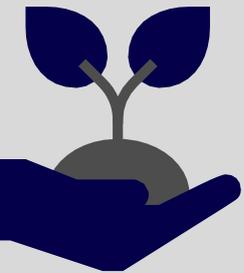
- What is Stress?
- What contributes to Workplace Stress? The top ten causes
- The Impact of Stress on Personal Performance – The Positive and Negative Effects of Stress
- Recognizing the Signs of Stress in ourselves and others

Tips and Techniques for Managing Stress

- Maintaining an Effective balance between Home and Work
- Managing Workplace Stress through Behavior and Communication
- Understanding Behavior Types: Passive, Aggressive, Passive-Aggressive and Assertive
- How our thought process affects our behavior?
- Developing Self-assertiveness to achieve greater control over Stress
- Conflict Management – common cause of stress
- Analysis of Individual conflict Management Styles

THE MIDDLE MANAGER DEVELOPMENT PROGRAMME

COURSE DESCRIPTION / OBJECTIVES



Most middle level managers yearn to be a transformational leader and manager. However most middle level manager do not have the knowledge or skill to make such a vital transition.

This CERTIFICATION EDGE The Middle Manager Development Program helps and teaches managers develop skills and gain knowledge in order to be able to make the transitioning less stressful.

It will give you the skills to display transformational leadership behaviors; real insights into your own and other's personalities, behaviors and attitudes; appreciate your organization's culture; understand the developmental stages of your team and the corresponding team leadership style required from you; how to proactively engage and motivate your staff and manage change as w

- Ensuring that you have all the core skills of highly effective leadership as well as management
- Understanding what drives individual behavior and the culture of your organization
- Exploring team dynamics, situational leadership and how to get your staff to play to their strengths
- Knowing how to implement strategic plans and motivate and reward excellence
- Having a framework for managing change and your career development

COURSE CONTENT

MOVING FROM MANAGEMENT TO LEADERSHIP

- The Difference between Management and Leadership
- Appreciating the Five Essential Leadership Approaches
- Displaying Transformational Leadership Behaviors
- 21st Century Leadership Requirements
- Leadership and Emotional Intelligence (EI)
- Leadership and Organizational Political Skills

UNDERSTANDING YOURSELF, OTHERS & ORGANISATIONAL CULTURES

- Determining Your Own and Other's Personality Preferences
- Using Personality Insights to Powerfully Influence Others
- The Origin of Our Personal Attitudes and Resulting Behavior
- Understanding the Nature and Types of Organizational Culture
- Signs of a Healthy Organizational Culture
- Maintaining a Supportive organizational Culture

DEVELOPING AND LEADING YOUR TEAM

- Understanding Team Roles and Playing to Team Formation Stages and Team Dynamics
- Displaying the Relevant Team Leadership

- Style For Your Staff
- Motivation Techniques for Greater Commitment and Performance
- Knowledge Workers and the Psychological Contract providing Effective Feedback and Criticism

MANAGING AND MOTIVATING YOUR STAFF

- Delegating Effectively
- Setting Goals, SMART Objectives and Personal Outcomes
- Running Performance Appraisals that Really Work
- Coaching, Mentoring and On-the-Job Training
- Praising Effectively by Acknowledging and Celebrating Achievements
- Managing Upwards and Saying 'No' Skillfully

MANAGING CHANGE AND YOURSELF SUCCESSFULLY

- Understanding the Impact of Change on Your Staff
- The Traditional Management of Change in Organizations
- Managing Change More Effectively Using Insights From Neuro-science
- Proactively Managing Your Career
- Displaying Executive Presence, Gravitas and Confidence
- Developing and Implementing a Personal Action Plan

LEADERSHIP, COMMUNICATIONS & INTERPERSONAL SKILLS

COURSE DESCRIPTION / OBJECTIVES



Self-mastery is not achieved by accident - it is a process that occurs as we interact effectively with the events and circumstances of our lives. Each moment of our lives provides an opportunity to practice self-mastery by expanding our visions, awakening the faculties of our minds and our hearts, and assuming full responsibility for living, growing, and contributing

As we master our own emotions, we can enhance our ability to lead others, acting as a role model and someone others would truly wish to follow. Through this Leadership, Communications & Interpersonal Skills training seminar, you will learn a great deal about yourself – how you think, how you perceive the world and how others perceive you, how you communicate and how you can enrich your communication skills - and through that process you will learn how to lead others with great skill.

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

- Study Effective Management of our thoughts, beliefs, focus and action
- Understand the impact of our values on our actions
- Consider how to build confidence, enthusiasm and courage
- Explore methods of improving communication
- Examine how to enhance personal leadership skills
- Analyze the public face of the leader

COURSE CONTENT

SELF-MASTERY, REALITY AND RESPONSIBILITY

- ◆ Controlling your Thoughts and Your Actions: Taking Charge of your Brain
- ◆ Shifting Paradigms to Bring Success
- ◆ Tapping the Power of the Emotional Loop: The Shadow of the Leader
- ◆ Gaining Power and Freedom by Taking Responsibility
- ◆ The Power of Beliefs
- ◆ Developing the Quality of Persistence, Resilience and Courage

ACHIEVING YOUR VISION

- ◆ Analyzing the Impact of Values on Your Leadership and Purpose
- ◆ Designing Your Destiny with the Power of a Personal Vision
- ◆ Directing Your Focus on Outcomes-focused Objectives
- ◆ The Power of Beliefs
- ◆ Developing the Quality of Self-confidence and Enthusiasm
- ◆ Operating with Personal Integrity

Advanced Communication Skills

- ◆ Communicating with Intention: Understanding the Communication Process
- ◆ How Communication Breaks Down and How to Avoid it Happening
- ◆ Building Rapport by Using Active Listening Techniques
- ◆ Planning and Delivering Effective Oral Communication: Techniques and Tips to Get your Message across.
- ◆ Synchronizing Your Verbal and Nonverbal Communication: Building a Commanding Personal Style
- ◆ Dealing with Different Communication Styles and Needs

Leadership

- ◆ Understanding the Importance of Emotional Intelligence
- ◆ Recognizing 21st Century Leadership Skills
- ◆ Interpreting Institutional and Interactive Leadership
- ◆ Comprehending the Difference between Leadership and Management
- ◆ Utilizing Effective Situational Leadership
- ◆ Learning The 4 Es of Leadership at GE: Energy, Excite, Edge and Execute
- ◆ Evaluating the Leadership Secrets of Jack Welch

The Public Face of the Mature Leader

- ◆ Making Successful Presentations
- ◆ Influencing through Appeal to Achievement of a Vision
- ◆ Influencing through The Utilization of Logic
- ◆ Influencing through A Genuine People Orientation
- ◆ Overcoming the Failure Mechanism
- ◆ Running Productive Meetings
- ◆ Reviewing the Course

LEADING HIGH-PERFORMANCE TEAMS

COURSE DESCRIPTION / OBJECTIVES



A lot of focus is put on leadership development when in reality the leader is just one person, the real driving force behind a leader's success is their team. A team operating effectively as a single unit will always outperform the best individual operating on their own. More importantly, no matter how knowledgeable and competent individual members of team may be, a dysfunctional team will undermine organizational goals, drain morale and waste effort. With the increased commercial pressures and target driven cultures many leaders are now considering how to get the highest levels of performance from their people. The single most important factor in driving effective teamwork and team engagement is the behavior and style of the leader. This training seminar explains how to harness the team's potential, and introduces techniques for moving the team to peak performance. It is highly interactive and participants are expected to discuss their unique situation as well as practicing the tools they are learning.

At the end of the course, participants should be able to:

- Understand what elements of your role as leader give greatest return
- Identify and leverage individual talent within the team
- Engage and motivate the team using vision techniques
- Establish clear objectives and standards of performance for your team
- Read personality preferences and adapt your leadership accordingly
- Manage and use advanced coaching techniques to replace 'tell' with 'ask'

COURSE CONTENT

Teams and their Leaders

- The Relationship between Teams, Leaders and Managers
- Key Leadership Tasks and Responsibilities
- Balancing Influence, Authority and Power
- Different Leadership Styles and Style Flexibility
- Self-awareness and Getting Feedback
- Emotional Intelligence and Rapport

Vision, Direction & Alignment

- Creating a Shared Vision
- Aims, Objectives and Goal Alignment
- Developing Meaningful Objectives and Indicators
- Divergent Approaches to Problem-solving
- Communicating a Compelling Vision
- Taking a Coaching Approach to Problem Solving

Team Dynamics

- Stages of Team Development
- The Sociology of The Team
- Characteristics of High-performing Teams
- Balancing Different Team Roles and Personality Types
- Non-traditional Team Structures
- Delegation and Empowerment

Developing the Team

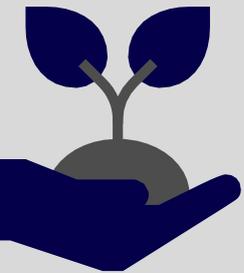
- Personality Types and The Mix Needed for Success
- Building a Coherent Team
- Self-managing Teams and Their Challenges
- Coaching, Mentoring and Self-directed Learning
- Feedback and Appraisal
- Leveraging Team Strengths for Peak Performance

Performance & Conflict Management

- Defining Performance
- Approaches to Measuring Team and Individual Performance
- Performance Management: Science or Art?
- Giving and Receiving Feedback Effectively
- Conflict as A Catalyst for Team Development
- Dealing with Challenging Interpersonal Relations

THE STRATEGY AND HIGH IMPACT LEADERSHIP PROGRAMME

COURSE DESCRIPTION / OBJECTIVES



In a shrinking world, all organizations and their managers are constantly being buffeted by unexpected twists and turns that call on them to react quickly, effectively and strategically. The Strategy and High Impact Leadership Program will provide participants with the confidence, competence and tools to face and be proactive in making the changes necessary to add value to all stakeholders. It will expose you to tried and trusted state-of-the-art strategies to meet the rising expectations of external stakeholders and the new generation of employees.

It explores the principles of strategic leadership ability to help you develop an approach at all levels of your organization to build a new culture that embraces challenges and change.

The course will also focus on the critical roles of a team leader and middle manager in harnessing their team's potential, practices and techniques for moving the organization and the teams from average to excellence.

At the end of this course, you will learn to:

- Apply better approaches to leadership and strategic management
- Develop resilience and adaptability in responding to change and uncertainty
- Recognize and respond more effectively to your leadership opportunities and challenges
- Understand and apply leadership practices from some of the world's most admired organizations
- Transform your organization to embrace opportunities and challenges
- Develop your team to deliver value-added continuous improvement

MODULE I: LEADING FOR STRATEGIC SUCCESS

The Current Context of Leadership

- Definitions of Leadership
- Double Loop Learning
- Rational and Non-rational Approaches
- Leadership of Groups and Organizations
- Transformational Change

Alignment: Linking Strategy to Operations

- Overview of a Strategic Management System
- Measuring Results
- Foundations for Success: Strategic Leadership
- Business Process Management Concepts
- Describing and Realizing improvements using Process Models

Analyzing and Solving Complex Problems

- The Difference between Simple and Complex Problems
- Understanding Complexity
- Solving Complex Problems with Systems Thinking
- Creative Thinking Techniques
- Analyzing, Preparing and Winning Arguments

Planning for Success

- **The Difference between Good Strategy and Bad Strategy**
- **Making a Business Case**
- **Group Decision Making and Change**
- **Evidence-based Management – what really works?**
- **Case Study Briefing**
- **Overcoming Execution Problems – Useful Tools and Techniques**
- **Managing Human Factors in Business Performance**
- **Test your Leadership – practical case study**
- **Overcoming Bias and Understanding Psychology to Get Results**
- **Individual Plans and Presentations**
- **Commitment to Action**

MODULE 2: LEADING FOR ORGANIZATIONAL IMPACT

Leaders of the Future

- Not all Managers are Leaders
- The Purpose of Leadership
- A New View of Leadership: The Role of Coach and Mentor
- Leadership Styles: The Importance of Context
- The Impact of Leadership on Performance
- Essential Ingredients of a High-performance Organization

Hiring, On-boarding and Training Future Leaders

- Attracting the Best Talent: Benchmark Practices Understanding
- Future New-hires: Welcome to The Age of Millennials Creating a Values-based rather than a Policies-based Environment
- New Approaches to On-boarding The
- Biochemical Basis of Productive Employees
- Designing and Benefiting from an Engaged Workforce
- Finding and Hiring the Best Talent
- Spotting and Avoiding the Narcissist

Leveraging Talent

- Developing Trust: The Foundation of Engaging Employees in Setting Direction
- Filling Employee's Psychological Bucket
- Driving Improved Performance by Applying the Pygmalion Principal
- Improved Performance Management Practices
- Boosting Performance through Raised Expectations

- Coaching and Mentoring that Boosts Confidence, Relationships and Performance
- Conducting Robust Discussions that Uncover the Root Cause and Solutions of Vexing Issues

Powering Your Team to High Performance

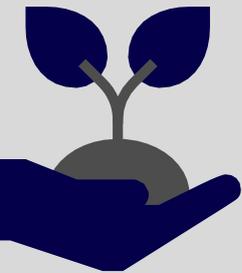
- New Approaches to Teamwork
- Elements of Effective Teams
- Decision-Making: Choosing the Best Strategy to Suit Your Circumstances
- Achieving Alignment with The Corporate Vision and Mission
- Changing Your Measurement System to Build Commitment and Enthusiasm
- Identifying a "balanced" Set of Key Performance Indicators
- Recognition and Rewards

Leading the Charge!

- Becoming an Agent of Change
- Alternative Strategies to Deal with Conflict
- Choosing the Best Approach for Your Situation
- Building A Model for Influencing Change: Lessons from The Eagle
- Understanding and Leveraging Your Power Base
- The Power of Humility
- Getting into The Head and Heart of those who are Intransigent
- Producing Win-Win Outcomes

LEADERSHIP ACCELERATION PROGRAM

COURSE DESCRIPTION / OBJECTIVES



Organization success has as much if not more to do with the performance of your mid-level managers and supervisors as it does with the performance of the CEO and his or her senior team. Now, the bad news: 50-80% of all middle managers fail to achieve the expectations of those who promote them. With over 70 % of the managers in every organization in this category, that's a lot of missed expectations! Why is this so, and what can you do about it? Despite the plethora of technical training available for middle managers in most industries, this group must "sink or swim" more on their own than just about any other professional group in the corporate world. Why? Because the training programs geared for this group are either too generic or focus on technical skills instead of people skills. Managing is about bringing out the best in people, not overwhelming subordinates with technical information. Learning to be a more effective manager is complex, not simple, and one technique does not fit all managers. Moreover, frontline and Mid-Level managers are generally the most under-supported and under-developed segment of employees. The Leadership Acceleration Program develops employee's strength and their ability to contribute to the organization. This course is designed to help participants answer the following questions:

- What are my leadership strengths and weaknesses?
- What can I do to mitigate the weaknesses?
- How can I improve my emotional intelligence?
- What can I do to lead my people more effectively?
- How can I partner better with the HR and Leadership to drive organizational Performance?
- How can I design KPI's for my team?
- How can I develop a vision for my area of responsibility?
- What is strategy, and how do I plan for the future?
- Is there a proven process for planning and change?
- How do I ensure that I can implement what gets planned?

COURSE CONTENT

Business Skills Essentials

- ♦ Strategy and Value Chain Analysis
- ♦ Market Understanding
- ♦ Business Analysis Essentials Strategy
- ♦ Execution: The Projectized Way
- ♦ Macroeconomics Analysis
- ♦ Project Management
- ♦ Business Relations (Stakeholders Management such as employer–employee relationships, managing outsourced business partners)

People Skills Essentials

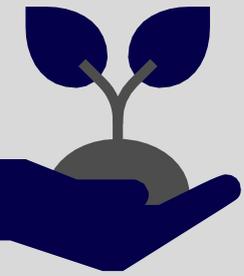
- ♦ The Managers Role
- ♦ Personal Excellence
- ♦ Influencing your Team
- ♦ Negotiation and decision- making skills
- ♦ Effective Communication
- ♦ Collaboration and partnering
- ♦ Emotional Intelligence
- ♦ Business Communication

Team building Skills

- ♦ Improving your Planning skills
- ♦ Coaching and Mentoring
- ♦ Driving Performance
- ♦ HR for Non-HR Professionals
- ♦ Motivating and Inspiring
- ♦ Change management
- ♦ Conflict Management
- ♦ Principles of Effective Delegation
- ♦ Stress Management

ADVANCED PUBLIC SPEAKING & PRESENTATION SKILLS

COURSE DESCRIPTION / OBJECTIVES



This 5-day Advanced Public Speaking & Presentation Skills training course will enable you to deliver amazing presentations. After completing the course, you will be able to plan, structure and deliver professional presentations.

You will learn how to deliver engaging content to your audience and will learn how to be persuasive.

This online training course will teach you how to: overcome fear of presenting, plan an unforgettable presentation, use your body language to appear confident and convincing and to focus on your audience and their needs.

Delivering a first-class presentation is a skill that anyone can be taught. Creating a presentation is a process and we are going to explore the steps together to make a winning presentation. This course provides you with opportunities to practice and refine the skills that you will be taught. Together we will be able to create the perfect presentation for every business occasion.

At the end of this course, you will learn to

- Master your nerves and remain calm throughout
- Design a world class presentation
- Command the room and captivate your audience
- Deliver a convincing presentation
- Persuade the audience that your message is valuable

COURSE CONTENT

Presentation Essentials

- How to be a Successful Presenter?
- Delegate Needs Analysis and Introduction
- Clarity, Structure, Revision
- The Essentials of Effective Presentation
- Introduction to Body Language and Feedback
- Self-evaluation Techniques

Presentation Preparation

- Best Practice
- Why be a Presenter? Who are your Audience?
- Anticipating Questions
- Keeping Your Audience Focused
- How to Research?
- Structuring Your Thoughts

Slide Preparation

- Why Use Slides?
- Handouts vs. Slides
- How to make the Perfect Slide Show?
- Advanced Slide Creation
- Revising Your Presentation
- How to Use Data and Visuals?
- Virtual Presentation
- How to be Persuasive?
- How to be Convincing?
- Fear and How to Overcome It
- Mental Preparation
- Relaxation Techniques
- Visualization Techniques

Presentation Practice and Delivery

- Dressing for Success
- Boosting Your Credibility
- Handling Questions
- Key Point Overview
- Building Transitions
- Delivering with Passion
- Beginning with Impact
- Capturing Attention
- Holding Attention
- Building Rapport
- Projection, Pitch, Rate and Gesture
- Drawing to a Conclusion

Public Speaking

- Difference between Public Speaking and Presentations
- The Paradox of Public Speaking
- Public Speaking Audience Needs Analysis
- Finding Credible Sources for Public Speaking
- Citations and their Importance
- The Causes of Public Speaking Apprehension
- How to Appear Confident?
- How to Handle Hostile Questions and Win Over Your Audience?
- Dealing with Interruptions

COURSE METHODOLOGY

- **Formal lectures**
- **Case studies**
- **Group exercises**
- **Experience sharing**
- **Role Playing**

ON-SITE TRAINING INVESTMENT

- **Our fees are based on the time required and will be billed at the all-inclusive fixed rate of \$50.00 per hour per participant for a minimum of 20 persons in a session.**
- **Organizations enjoy great discount based on the number of participants and training days enrolled.**
- **For Local and International Training Organizations will be responsible for Expenses for travel, meals, lodging, and travel arrangements and logistics**
- **We are sensitive to the financial challenges facing organizations and want to minimize fees to the extent possible within the scope of the training and consulting project.**

LEAD FACILITATOR

**AJIBOLA BAMIDELE,
GPHR, SPHRI, PHRI, PMI-PMP,
PMI-PBA, PMI-RMP, SHRM-SCP,
CBAP, PMI-ACP, ACIPM**



Ajibola Bamidele is the Group Managing Partner with CEED Academy, Country Manager with Certification Edge, and the present founder of The Maverick Leadership Center, a not-for-profit organization. An astute professional, trainer, coach, and entrepreneur. A rigorous entrepreneur with strong grit, passionate for human change and transformation. An author of two books Thrive or die and Sell or you are sold. A consultant to several start-ups.

He organizes and coordinates training programs, both "in-company" and public. He also organizes monthly professional training for executives from different industries in Nigeria and annually in the U.S.A

Ajibola is a Project Management Professional (PMP), Risk Management Professional (RMP), Certified Business Analyst, Certified Agile Practitioner, Certified HR Practitioner with the Human Resource Certification Institute and Society of Human Resources Management.

He is an associate member with Chartered Institute of Personnel Management, Nigeria Institute of Management, National Institute of Marketing, and Institute of Chartered Economist of Nigeria, the Nigeria Institute of Purchasing and Supply. He has a Master's degree in Managerial Psychology from the University of Ibadan and also an Alumnus of the Haggai Leadership Institute.

OUR PAST PARTICIPANTS COME FROM ORGANIZATIONS SUCH AS

