Cambridge International Training Centers (Sudan)

Approved Affiliate of

Cambridge International College (Britain)

Value Packs

Get Even More Training For Less

Save Time, Money And Effort

>> Learn More

New Training And Educational Programs from Cambridge UK

Soft Skills Training 2009-2010

Cambridge CITC (Sudan)	Cambridge International College	Cambridge Training College Britain	IPMA

Available Courses

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1	Auditing	24	Negotiation Skills
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3	Coaching/Mentoring	26	Organizational Culture
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5	Customer Relationship Management	28	Organizational Structure
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7	Effective Meetings	30	Personal Productivity
8	Effective Team Working	31	Presentation Skills
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10	Facilitation Skills	33	Quality Management Systems
11	Group Dynamics	34	Selling Services
12	HRM - Recruitment	35	Strategic Decision Making
13	Human Resource Management	36	Strategic Management & Measurement
14	Interpersonal Skills	37	Strategy, Leadership & Culture
15	Interviewing Skills	38	Stress Management
16	Introduction to Strategic Management	39	Technical Report Writing
17	Job Analysis	40	Telesales
18	Job Design	41	The Customer Driven Organization
19	Leadership	42	The Excellent Organization
20	Leadership & Delegation	43	The New Change Leader
21	Leadership & Influence	44	The New Manager
22	Managing Conflict	45	The Work Organization
23	Marketing	46	Time Management
		47	Training Needs Analysis

"Let's Have A Look At What Exactly the materials for every training course:"

1- For the trainer (Teacher)

✔ **Facilitator Manual**

You will receive a comprehensive facilitator manual that will guide you in running this training course. This manual is also fully customizable to allow you to meet the exact needs of your training group.

✔ **Course Tests**

A *Pre-Course test* will help you evaluate your participants prior to the training and collect important information on participants needs and their current understanding of the course topic. A *post-course test* will evaluate participants learning at the end of the training.

✔ **Powerpoint Slides**

We've created the slides so you don't have to. Slides can be opened in Microsoft Powerpoint. Slides are also customizable so that you can easily make any change you need to meet the exact needs of your training group.

✔ **Course Evaluation**

Provide you participants with a detailed evaluation tool to evaluate the effectiveness of the course.

✔ **Action Plan**

Provide your participants with an action plan that they can use to maximize their learning long after the course is over.

✔ **Expert Guides**

You will also recieve three informative expert guides on *developing participation, evaluating training* and *listening skills* that will help you maximize the learning in all your training sessions.

2- For the participants (Students)

✔ **Participant Manual**

You will receive a detailed participant manual that is designed to stimulate participant learning and act as a reference point for their future learning. This manual is fully customizable to allow you to meet the exact needs of your training group. Print as many copies as required.

✔ **Powerpoint Slides**

We've created the slides so you don't have to. Slides can be opened in Microsoft Powerpoint. Slides are also customizable so that you can easily make any change you need to meet the exact needs of your training group.

✔ **Course Exercises**

Each course comes with carefully created exercises that encourage participants to apply their learning to their own organizations.

✔ **Training Ice Breakers**

21 icebreakers ready-to-use in any training session.

✔ **Training Games**

21 training games ready-to-use in any training session.

✔ **Further Reading**

Provide your participants with a summary of additional materials on the subject matter.

Provided also on CD.

ALL Courses
Duration : 5 Days (20 Hrs - 4 Hrs Daily)
Fees : SDG 650 Per Course
Minimum Group : 6 Participant

Auditing

Detailed Learning Objectives

On completion of this training courseware participants will:

Understand the core principles of auditing
- Why Audit?
- What is an Audit?
- Types of Audits
- The Focus of an Audit

Identify Pre-Audit Activity

Understand the role of Audit History

How To Scope The Audit

Develop the Audit Team
- Forming the Team
- The Lead Auditor
- Auditors
- Guides

Understand how to plan an audit
- Planning
- Scheduling
- Documentation
- Constraints

Performing an Audit
- Opening the Audit
- Managing Activity
- Gathering Evidence
- Create and manage relevant documentation

Delivering the Results
- Terminology
- Recording and Reporting
- The Closing Meeting
- Corrective Action

Change Management

Let's face the facts, not being able to manage change effectively costs us money.

Change is a permanent feature of all organizations regardless of sector or size. However, the ability to harness and manage change so as to bring about a positive outcome for the organization is one of the main challenges faced by business leaders - it is also now the greatest source of competitive advantage.

This comprehensive change management training course will help all organizations not only come to terms with change but will also enable employees to manage change more effectively.

Learning Objectives

On completion of this training course participants will:

- Understand what is Change?
  - Drivers For Change
  - The Change Adept Organization
- Identify different types of Change
  - Incremental
  - Planned
  - Transformational
- Recognize dimensions of Change
  - Leader-Driven
  - Process-Driven
  - Improvement-Driven
  - Organizational Renewal
- Prepare For Change
  - Pressure For Change
  - A Clear Shared Vision
  - Actionable First Steps
  - Developing Belief
- Understand resistance to Change
  - Why Change Doesn't Work?
  - Reasons For Resistance
  - Dealing With Ambiguity
- Be able to lead Change
  - Why Do We Need Change Leadership?
  - Change Leadership
  - Fighting Complacency
- Communicate and Implement Change
  - The Transition
  - Communicating The Change
- Implementing Change
  - Shareholder Involvement
  - Leading From The Top/Delivered From The Bottom
  - Measured and Monitored
  - Coping With Change
- Understand why change programs fail
  - Why Do Change Initiatives Fail?
  - Are You Ready For Change?

Coaching And Mentoring

This training courseware provides everything you need to professionally deliver Coaching and Mentoring .

Detailed Learning Objectives

On completion of this training courseware participants will:

- Understand why do we need Coaching and Mentoring?
- Identify who are the beneficiaries of Coaching and Mentoring?
  - The Coach/Mentor
  - The Employee
  - The Department
  - The Organization
- Coaching
  - Definition
  - What is Coaching?
  - Characteristics of an Effective Coach
  - Attitudes For Effective Coaching
  - Types of Coaching
  - Coaching For Effective Actions
- Understand six ways to start coaching
- Designing a Coaching Program
  - The Coaching Concept
- Skills For Effective Coaching.
  - Communication
  - Providing Feedback
  - Giving Instruction
- Mentoring
  - Definition
  - Differences between Coaching and Mentoring?
  - Informal Mentoring
  - Formal Mentoring
  - Characteristics of Great Mentors
  - Why Use Formal Mentoring
  - Mentoring and Business Objectives
- Piloting a Mentoring Program
- Be able to introduce five Mentoring Models

Problem Solving

Detailed Learning Objectives

On completion of this training courseware participants will:

- Understand what is a Problem?
    - Why Solve Problems
    - The Problem Solving Process
    - Types of Problems
- Approaches to problem solving
    - People
    - Process
    - Attitude
    - Continuous Improvement
- Understand problem solving techniques and how to use them
    - Brainstorming
    - TPN
    - Matrix
    - Paired Comparisons
    - Team Purpose Analysis
    - Ishikawa Chart
    - SWOT Analysis
    - The 5 W's
    - Cause and Effect
- Benchmarking and PDCA
- Understand why problem solving fails amd how to avoid mistakes?

- **Customer Relationship Management**

This training courseware provides everything you need to professionally deliver Customer Relationship Management .

Detailed Learning Objectives

- On completion of this training courseware participants will:
- Understand what is Customer Relationship Management?
  - Focus on Relationships
  - How Does CRM Impact The Organization?
  - Why Does The Organization Need CRM?
  - CRM As A Product
  - CRM As A Process

  Identify Your Customers
  - Identifying Your Customer
  - Internal Customers
  - External Customers
  - Why Do We Need Customers?
  - Customer Expectations
  - Integrating The Customer
  - Generating A Customer Focused Solution

  Managing Your Customer
  - Why Manage Customers?
  - Pareto Principle
  - Customer Value
  - Hierarchy of Service
  - Information Versus Knowledge
  - Customer and Culture

  Measuring CRM
  - Characteristics of Excellent CRM
  - Measuring Customer Service
  - Problems in CRM
  - Process Analysis in CRM

  Standards and Continuous Improvement in CRM
  - Standards
  - The QCT Link in CRM
  - Continuous Improvement in CRM

  CRM as a Business Process

  CRM, Communication and People
  - Communication as a CRM Activity
  - People and CRM

Effective Complaint Handling

Learning Objectives

On completion of this training course participants will:

- Be introduced to effective complaint handling
  - Complaints and the Organization
  - Why Handle Complaints
  - Internal and External Customers
- Understand cCmplaints
  - What is a Complaint?
  - Sources of Complaints
  - Benefits of Complaints
  - Dangers of Complaints
- Understand Customers
  - Perspectives
  - Perceptions
  - Expectations
- Develop a Complaint Handling Process
  - Build the Process
  - Systemization
  - People and the Process
  - Customer Care Competencies
- Documentation
  - Handling Documents
  - Capturing the Complaint

- Formulating a Solution
  - RADARS Criteria
- Ownership
  - Roles
  - Responsibility
  - Objectives
  - Auditing
  - Improvement
- Understand failures of Complaint Handling Systems and how to avoid them
  - Impact
  - Causes
  - People Factors
  - System Factors
  - Why Some People Don't Complain

Effective Meetings

This effective meetings training courseware has been developed to critically examine meetings within organizations and to propose changes in the way we approach, participate and deliver results from meetings.

Detailed Learning Objectives

On completion of this training courseware participants will:

- Understand what is a Meeting?
  - Value of Meetings in the Organization
- Identify how to Make Meetings Work
  - Understanding Meetings
  - Meeting Types
  - Knowing Why Meetings Fail
  - Applying Key Skills and Techniques

- Formal and Informal Meetings
- Functional and Symbolic Meetings
- Seven Success Factors For Meetings
- Roles and Responsibilities
  - Chairperson
  - Time-Keeper
  - Recorder
  - Participant
- Meeting Responsibilities
  - Pre-meeting
  - Mid-meeting
  - Post-meeting
- Leading Meetings
  - Leadership Styles For Meetings

Effective Teamwork

Learning Objectives

On completion of this learning toolbox participants will:

- Learn What is a Team?
  - Teams and The Organization
  - Groups versus Teams
  - Types of Teams
  - Characteristics of Teams

- Understand the stages of team development

- Understand the different roles and responsibilities within teams

- Identify effective communication in a Team
  - Levels
  - Barriers
  - Emotional Intelligence

- Identify effective Team Behavior

- Understand systematic Team Work

- Understand the value of High Performance Teams
  - Characteristics
  - Maintenance
  - Causes of Low Performance

- Learn how to lead a high performance team.

- WUnderstand why Teams Fail and learn to avoid these mistakes?

Employee Motivation

Are you looking to motivate staff in your organization?
This training courseware is designed to prepare individuals, and in particular managers, to increase motivation levels within any organization. It provides a strong foundation on motivation theory as well as a roadmap from which a successful motivation system can be built after the course is over.

Learning Objectives

On completion of this learning toolbox participants will:

- Understand the role of employee motivation within the organization
  - What is Motivation?
  - Benefits to the Manager
  - Benefits to the Organization

- Learn about Needs Theories of Motivation
  - Hierarchy of Needs
  - ERG Theory
  - Two Factor Theory
  - Achievement, Power and Affiliation

- Learn about Process Theories of Motivation.
  - Equity
  - Expectancy
  - Goal Setting

- Master how motivation is generated and maintained for yourself

Effective Facilitation Skills

Learning Objectives

On completion of this learning toolbox participants will:

- Understand what exactly is Facilitation?
  - When is it appropriate to employ facilitation?

- Learn about the Facilitator
  - What is a Facilitator?
  - Traits of an Excellent Facilitator
  - Are You A Facilitator?
  - Functions and Styles

- Learn Facilitation Techniques And How To Use Them
  - Awareness
  - Brainstorming
  - Nominal Group
  - Affinity Diagram
  - Fishbowl
  - Undiscussables
  - Multiple Perspectives
  - The Hanger

- Learn About The People in the Process
  - Facilitation and People
  - Group Dynamics
  - Personality Types
  - Dealing with Conflict

Group Dynamics

Learning Objectives

On completion of this learning toolbox participants will:

- Why 360 Degree Feedback Programs Fail?

- Group Dynamics and The Organization
  - What is a Group?
  - Types of Groups

- Group Performance Factors
  - Norms
  - Size
  - Composition
  - Socialization
  - Cohesiveness

- Stages of Group Development.

- Different Communication Types within Groups
  - The Wheel
  - The Y
  - The Circle
  - The Chain
  - The Network

- Groups Versus Teams
  - Stages of Team Development
  - Management Team Roles

- How To Implement Effective Group Working Within The Organization.

Human Resource Management

Product Description

Within this Training Pack participants will learn about:

- Human Resource Management and The Organization
  - Basic Definition
  - Key Assumptions

- Key Human Resource Functions
  - Human Resource Planning
  - Recruitment and Selection
  - Compensation and Benefits
  - Performance Appraisal
  - Training and Development

- Human Resource Planning
  - What is Human Resource Planning?
  - The Planning Process

- Recruitment and Selection
  - Job Analysis and Job Descriptions
  - Sourcing Candidates
  - The Recruitment Interview
  - Psychometric Testing
  - Reference Checks and Making an Offer

- Compensation and Benefits
  - Flat Rate Only
  - Flat Rate Plus Payment By Results
  - Merit Pay
  - Profit and Gain Sharing
  - Piecework

- Performance Appraisals
  - Why Have Performance Appraisals?
  - The Appraisal Process
  - Eight Appraisal Techniques

- Training and Development
  - What is Training?
  - Knowledge, Skills and Abilities
  - Training and Development Perspectives
  - The Training Cycle
  - Training Needs Analysis
  - New Core Competencies

Interviewing Skills

The interview still remains one of the main methods for collecting information within the organization.

However in most organizations very little effective interviewing skills training is provided to employees. This interviewing skills training pack is designed to introduce and develop effective interviewing skills within participants within a number of real applied settings.

Course Description

Within this Training Pack participants will learn about:

- Interviewing Skills and The Organization.
  - What is and Interview?
  - Main Types of Interviews
  - The Interview Process

- Questioning and Listening Skills.

- Biases in Selection.
  - Expectancy Effect
  - Primacy Effect
  - Information Seeking Bias
  - Contrast and Quota Effect
  - Stereotyping

- The Counseling Interview.
  - Factual Interchange
  - Opinion Interchange
  - Joint Problem Solving
  - Decision Making

- The Recruitment Interview.
  - Mutual Preview
  - Assessment
  - Negotiation

- The Performance Appraisal Interview.
  - Goal Setting
  - Training
  - Dissatisfaction
  - Discipline
  - Reorganizing
  - Management
  - Outside Agencies

- The Grievance/Discipline Interview.
  - Key Things To Remember
  - Corrective Action

Human Resource Management - Recruitment

Course Description

Within this Learning Pack participants will learn about:

- Recruitment and the Organization.

- The Selection Decision.

- Biases in Selection.
  - Expectancy Effect
  - Primacy Effect
  - Information Seeking Bias
  - Contrast and Quota Effect
  - Stereotyping

- The Recruitment Process
  - Job Analysis and Job Descriptions
  - Sourcing Candidates
  - The Recruitment Interview
  - Psychometric Testing
  - Reference Checks and Making an Offer

- The Recruitment Interview.
  - Mutual Preview
  - Assessment
  - Negotiation

- Six Critical Types of Interview Questions.

- Psychometric Testing.

- Reference Checking.
  - Preparation
  - Data Collection
  - Interpretation

- How To Measure Recruitment Effectively.
  - Hit Rate
  - Hire Ratio
  - Quality of Hire
  - Interview Time
  - Source Cost Per Hire Ratios
  - Interviewing Cost
  - Recruiter Effectiveness
  - Source Cost Per Hire Per Interview

Interpersonal Skills

Course Description

Within this Training Pack participants will learn about:

- Introduction to Interpersonal Skills.
  - Working Together
  - Technical and Emotional Competence
  - Traditional Assets
  - Emotional Capital
  - Knowledge Capital

- Behavioral Types
  - The Role of Behavior

- Push Styles
  - Aggression
  - Asscertion
  - Persuasion

- Pull And Moving-Away Styles
  - Questioning
  - Listening
  - Exploring
  - Building on Common Ground)

- Emotional Intelligence
  - Emotion and The Organization
  - Personal and Social Competencies
  - Postive and Negative Thinking

Job Analysis

Being able to determine the critical skills, knowledge and experience necessary to perform a particular job offers considerable advantage to all organizations.

This job analysis training pack will instruct participants on how to perform an effective job analysis within any organization.

Within this Training Pack participants will learn about:

- Job Analysis and The Organization
  - What is a Job Analysis?
  - Why are Job Analyses Important?
  - Application
  - Job Design and Classification
  - Selection Process
  - Worker Mobility
  - Training and Development
  - Compensation
  - Performance Management

- Detailed Job Analysis Methods
  - Interviews
  - Observation
  - Critical Incident Technique
  - Position Analysis Questionnaire

- Data Collected
  - Duties and Tasks
  - Relationships and Requirements
  - Tools and Equipment
  - Environment

- Assessing Job Analysis Methods
  - Key Criteria

- Are You Ready For Job Analysis?

Job Design

As organizations strive to uncover more and more innovative ways to motivate their employees many overlook the important and easily implemented area of job design.

This job design training courseware proposes that the way that jobs are designed directly affects employee motivational levels within the organization. More importantly it illustrates how job design can equally assist in the achievement of organizational objectives. This training pack will instruct participants on how to introduce effective job design within any organization.

Course Description

Within this Training Pack participants will learn about:

- Job Design and The Organization
  - What is Job Design?
  - Five Key Advantages To The Organization

- Major Approaches to Job Design

- Key Principles of Job Design

- Scientific Management
  - Job Enlargement
  - Job Enrichment
  - Job Characteristics Theory

- Critical Psychological States

- Alternative Work Schedules
  - Compressed Working Week
  - Job Sharing
  - Flexible Working Hours
  - Telecommuting
  - Career Break

Leadership

Today's organization requires strong leadership for survival.

The ability to lead, and the traits and behaviors associated with leadership are the central focus of this training courseware.

Course Description

Within this Training Pack participants will learn about:

- What is Leadership?
  - Leadership Defined
  - Understanding Leadership
  - What Makes and Effective Leader?

- Leadership Versus Management.

- Leadership Styles.
  - Traditional
  - Negotiating
  - Charasmatic

- Leading a Team.

- Expectancy and Conflict.
  - Managing Expectations
  - Conflict Development
  - Dealing with Conflict

- Lateral Leadership.

- When Leadership Goes Wrong!

Leadership And Delegation

Course Description

Within this Training Pack participants will learn about:

- What is Leadership?

- What is Delegation?
  - Delegation Versus Control

- Leadership Theories.
  - Qualities or Traits Approach
  - Functional or Group Approach
  - Leadership as a behavioral Category
  - Leadership Styles

- The Process of Delegation.
  - Accountability
  - Authority
  - Responsibility
  - What Can and Cannot Be Delegated

- The Process of Delegation.
  - Ready To Use Six Step Model

Leadership And Influence

This leadership and influence training courseware is designed to prepare individual learners interested in broadening their knowledge/skills base or for those seeking to instruct others on how to influence others. It provides a strong foundation in leadership and management, influence techniques, and how to build relationships. Completion of this course will provide participants with effective strategies for influencing others long after the course is over.

Learning Objectives

At the end of this module participants will be able to:

- Outline the relationship between leadership and influence.

- Understand the main approaches to Leadership.
  - Traits Perspective
  - Behavioral Perspective
  - Leadership Styles
  - Contingency Perspective
  - Transactional & Transformational
  - Charismatic Leadership

- Understand how to build relationships.

- Appreciate different methods and zones of influence.

Effectively employ nine influence tactics.

Conflict Management

This practical managing conflict training courseware will assist participants in understanding and handling conflict situations within the organization.

Course Description

Within this Training Pack participants will learn how to:

- Understand the relationship between conflict and the organization.

- Identify sources and types of organizational conflict.

- Appreciate different perspectives on conflict within organizations.

- Identify conflict outcomes to the organization.

- Employ various conflict handling strategies and styles.

- Handle conflict effectively.

Marketing

The key components of the marketing process from product through to competitors, are described in this training courseware.

Course Description

Within this Training Pack participants will how to:

- Identify the main obstacles to effective marketing.

- Understand the marketing process.

- Understand a range of tools and techniques for marketing.
  - Product
  - Price
  - Place
  - Promotion

- Use these techniques to build an effective marketing process.

- Implement an effective marketing process in the organization.

Negotiations Skills

With this negotiation skills training courseware you can train others to improve their negotiation skills through the implementation of a proven negotiation process.

Course Description

Within this Training Pack participants will learn about:

- Understand the relationship between conflict and negotiation.

- Identify the key roles and responsibilities required by the negotiation team.

- Implement an effective negotiation process

    - Preparation

    - Opening Position

    - Bargaining

    - Movement

    - Closing

Organizational Behavior

This comprehensive organizational behavior training pack is ideal for any professional serious about understanding organizational behavior.

Course Description

Within this Training Pack your participants will learn how to:

- Identify the relationship between organizational behavior and the organization.

- Understand the evolution of management thought.
    - Scientific Management
    - Classical Organizational Theory
    - Hawthorne Studies
    - Human Relations
    - Organizational Behavior

- Understand how management thought relates to organizational behavior

- Integrate models of Organizational Behavior within the Organization
    - Autocratic
    - Custodial
    - Supportive
    - Collegial

Organizational Culture

This comprehensive organizational culture training coursewaew will help you train all professionals interested in shaping an organizational culture for success.

Course Description

Within this Training Pack participants will learn how to:

- Understand the relationship between culture and the organization.

- Understand the key characteristics of a successful organizational culture.

- Identify different images of organizations.

- Isolate where your organization is positioned within the cultural web:
  - Organizational Structure
  - Stories
  - Control Systems
  - Rituals and Routines
  - Power Structures
  - Symbols

- Appreciate structural perspectives on organizational culture.

- Understand the excellent organization and how to shape organizational culture

Organizational Issues

This organizational issues training courseware is designed to prepare managers and trainers to understand the key organizational issues that shape all organizations. It provides a strong foundation in organizational theory and how to apply this knowledge to develop a successful organization long after the course is over.

Course Description

Within this Training Pack participants will learn how to:

- Identify key organizational issues.
  - Enterprise Dynamics
  - Strategy
  - Culture
  - Change
  - Communication
  - Group Processes
  - Structure

- Understand the key dynamics that shape the organization.

- Implement strategic management best practices within the organization.

- Understand the importance of organizational culture.

- Appreciate the value of supportive organizational structures.

- Understand the role of groups within the organization.

- Understand the advantages and disadvantages of various types of communication.

- Understand an implement organizational change.

Organizational Structure

This training courseware is designed to prepare managers and trainers on how to introduce effective organizational structures within any orgaization. It provides a strong foundation in organizational theory and how to maximize organizational structure within their organization.

Course Description

Within this Training Pack participants will learn how to:

- Understand the key concepts organizational structure adopted by all organizations.
  - Division of Labor
  - Span of Control
  - Administrative Hierarchy
  - Configuration

- Identify the main dimensions of organizational structure.
  - Structuring of Activity
  - Concentration of Authority
  - Line Control of the Workforce
  - Supportive Component

- Appreciate the concepts of Force and Form as they relate to the organization

- Detail six models of organizational structure.

- Maximize organizational structure within their organization.

Performance Appraisal

Ineffective performance appraisals cost money.

This training courseware provides everything you need to professionally deliver Performance.

Detailed Learning Objectives

On completion of this training courseware your participants will:

- Why have Performance Appraisals?

- Overview of The Process
  - Appraisal Procedure

- Benefits of Appraisals
  - Management Role
  - Employee Role

- Communication Skills Required
  - Questioning
  - Listening
  - Language

- The Appraisal
  - Appraisal Areas
  - Preparation
  - Writing the Appraisal
  - Do's and Don'ts
  - Goals
  - Self Esteem
  - Structuring the Appraisal

- The Appraisal Discussion
  - Framing
  - Disagreement
  - Criticism
  - Feedback

- Problems with Appraisals
  - People
  - Process
  - Preparation

Presenting Skills

This presentation skills training courseware will help you train others on how to deliver an effective presentation.

Course Description

Within this Training Pack participants will learn about:

- Introduction To Presentation Skills
  - The Presenter
  - Preparation
  - Presenting
  - Visual Aids
  - Barriers to Effective Presenting

- The Presenter.
  - First Impressions
  - Non Verbal Communication
  - Voice
  - Face
  - Eyes
  - Gestures
  - Bad Habits

- Preparation
  - Structure
  - Information and Data
  - Environment
  - Audieance

- Presenting
  - Kicking Off
  - No-No's
  - Noise

- Visual Aids
  - Flip Chart
  - LCD Projector
  - Presentation Software

- Handling Transitions, Questions and Hecklers

- Presenter Notes and Handouts

Project Management

Detailed Learning Objectives

On completion of this training courseware participants will:

- Identify the main obstacles and consequences to effective project management.

- Understand the project management process.

  - Initiation

  - Planning

  - Execution

  - Control

  - Close

- Understand a range of tools and techniques for project management.

- Explain the benefits of a systematic approach to managing projects.

- Use these techniques to build an effective project management process

Quality Management System

How to implement a successful quality management process this training courseware will repeatedly deliver endless results .

Course Description

Within this Training Pack participants will learn about:

- Quality and The Organization
  - What is Quality?

- Where Does Quality Begin?

- Key Components of a Quality Management System
  - Quality Policy
  - Procedures
  - Specifications
  - Records
  - People
  - Documentation

- Quality Assurance and Control.

- Quality Tools.

- The Ultimate Aim Quality Management System.
  - Zero Defect

- Quality Checklist.
  - Quality Management Systems Requirements Checklist

Selling Professional Services

This selling professional services training courseware is designed to help you train others on how to introduce an effective sales management process within any organization.

How to implement a successful sales process this training pack will repeatedly deliver endless results.

Course Description

Within this Training Pack participants will learn about:

- What is Selling?
  - Sales as a Process
  - The Selling Equation
  - Partnering
  - Leverage

- Image
  - Managing First Impressions
  - Influencing the Buying Decision

- The Sales Process

- Traits and Trust

- Communication Skills in Sales

- Questioning Skills
  - Open
  - Probing
  - Reflective
  - Hypothetical
  - Closed
  - The Funnel Technique

- Listening Skills

- Expectations, Features and Benefits

- How To Handle Objections

- Documents

- How To Recognize Buying Signals and Closing

- Losing The Sale

Strategic Decision Making

This training courseware will help you train others on how to make better decisions.

Course Description

Within this Training Pack participants will learn about:

- Decision Making and The Organization
  - What is Decision Making?
  - Fundamental Assumptions
  - Decision Making as an Organizational Issue
  - Factors that Influence Decision Making
  - Types of Decision Making

- An Effective Decision Making Process.

- Decision Making Techniques.
  - PMI
  - Decision Trees
  - Fault Trees
  - Disconfirming Questions
  - Prospective Hindsight
  - Body Frame

- Uncertainty and Risk
  - Uncertainty and The Organization
  - Managing Risk
  - Linked Decisions
  - Even Swap Method

- Overcoming Barriers To Effective Decision Making

Strategic Management And Measurement

'If you can't measure it – you can't manage it' – this saying is the fundamental basis for measuring and managing the implementation of strategic management.

Course Description

Within this Training Pack participants will learn about:

- The Five Tasks of Strategic Management

- Challenges to Implementating Strategy

- Strategic Instrumentation

- Strategic Objectives
  - Setting
  - Types
  - What Do We Need To Guide The Business?
  - Strategic Enterprise Management

- Guiding Your Company
  - What Guides Your Company?

- Strategic Measurement Systems
  - Common Types
  - Setting Metrics
  - Characteristics of Metrics
  - Visability

- Introducing The Balanced Scorecard
  - Traditional Versus Balanced Scorecard Approaches
  - The Balanced Scorecard Value Chain
  - Perspectives
  - Cause and Effect Relationships
  - Balanced Scorecard Basics
  - Strategic Enterprise Management
  - Strategic Themes
  - The Cascade

- Communication and The Strategic Team

Leadership & Culture

How does the culture and leadership that exists in your organization impact your bottom-line results?

Culture and leadership are the heart of any effective organizational strategy.

This comprehensive strategy, culture and leadership training pack will instruct participants on the complex relationship that exists in all organizations and identifies practical avenues whereby participants can shape an organizational culture and understand how leadership can be integrated to deliver organizational objectives.

Course Description

Within this Training Pack participants will learn about:

- Key Attributes of an Effective Organization.

- Strategy and The Organization.
  - What is Strategy?
  - Five Stage Model

- Strategy and Organizational Culture.
  - What is Organizational Culture?
  - Culture versus Climate
  - Characteristics of Organizational Culture

- Eight Images of Organizations.

- The Cultural Web

- Shaping an Appropriate Organizational Culture
  - Five Step Model

- Strategy and The Leadership.
  - Traits Perspective
  - Behavioral
  - Leadership Styles
  - Contingency
  - Transactional and Transformational
  - Charismatic

- Autocratic versus Participative Leaders

Strategy Management

How to implement a successful strategic management process this training courseware will repeatedly deliver endless results for you.

Course Description

Within this Training Pack participants will learn about:

- What is Strategy?
  - Sets Direction
  - Focuses Effort
  - Defines the Organization
  - Provides Consistency

- Do We Need Strategy?
  - Characteristics of Effective Strategy Managers

- The Ten Main Strategy Schools.
  - Design
  - Planning
  - Positioning
  - Entrepreneurial
  - Cognitive
  - Learning
  - Power
  - Cultural
  - Environmental
  - Configurational

- How To Employ A Five Step Strategy Model.
  - Develop Vision and Mission
  - Setting Financial and Strategic Objectives
  - Creating a Strategy to Achieve Objectives
  - Implementing and Executing Strategy
  - Evaluating and Correcting

Stress Management

This practical stress management training courseware will allow train others on how to understand and manag stress both within the workplace and within their everyday lives.

This stress management course is designed to prepare individuals and trainers on how to understand stress in the workplace. It provides a strong foundation in stress management and how to implement a stress management programme within any organization.

Course Description

Within this Training Pack participants will learn about:

- Stress in the Workplace.
  - What is Stress?
  - Impact on the Organization
  - Measuring Absence and Turnover

- Organizational Influence on Stress.
  - Organizational Factors

- Stress and The Individual.
  - Stress and Personality Types

- The General Adaptive Syndrome.
  - What is the General Adaptive Syndrome?
  - Physical Symptoms
  - Behavioral Symptoms
  - Eustress

- Managing Stress in the Workplace.
  - Role of Management
  - Role of the Individual
  - Support Programs
  - Personal Coping Strategies

Technical Report Writing

Now you can train others on how to effectively write technical reports.

Detailed Learning Objectives

On completion of this training courseware participants will:

- Technical Report Writing in the Organization
  - Quality
  - Data and Information
  - Information Uses
  - Information Mapping

- Written Communication Media
  - Advantages and Disadvantages
  - Regulatory Implications
  - Common Problems

- Preparing To Write
  - Who, What and Why?
  - Structuring the Report
  - Layout
  - Style and Tone

- Guidelines
  - Express Not Impress
  - Jargon
  - Be Specific
  - Plain English
  - Conciseness
  - Double Meanings
  - Active Voice
  - Numbers
  - Abbreviations and Acronyms
  - Graphics
  - Tables
  - Spelling

- Writing, Editing and Reviewing The Report
  - Writing The Report
  - SPP Tool
  - Drafting The Report

Telesales - Selling More Over The Phone

This telesales training courseware is designed to develop an effective telesales process capable of delivering excellent results.

Course Description

Within this Training Pack participants will learn about:

- What is Telesales?
  - Seven Deadly Sins

- Sales and The Telephone
  - The Selling Equation
  - The Telesales Process
  - Various Telephone Techniques
  - How To Manage First Impressions
  - Managing the Actual Call
  - Voice and Attitude

- The Sales Process.
  - Stages of the Call
  - The AIDA Formula
  - Using a Script
  - Believability

- Buying.
  - Why People Buy?
  - Why People Don't Buy?
  - Features and Benefits

- How To Handle Objections and Manage Transitions

- Identifying Buying Signals and Closing The Sale

Customer Driven Organization

Now you can help your staff to appreciate the true value of the saying "The Customer is King" and turn your organization into a truly excellent organization.

Now you can instruct your staff on how to shape an organizational driven organization this training pack will repeatedly deliver endless results for you.

Course Description

Within this Training Pack participants will learn about:

- What is a Customer Driven Organization?
  - Benefits and Components

- Why do we need Customers
  - The Traditional Value Chain
  - The Modern Value Chain

- Identifying Customers
  - The Pareto Principle Applied To The Customer Driven Organization
  - Internal and External Customers
  - Effects of Poor Internal Customer Service

- Knowing Your Customers
  - What Do Customers Want?
  - Features and Benefits
  - Customer Expectations

- Losing Customers.
  - Hierarchy of Service
  - Loyalty and Switching Costs
  - Why Do Customers Leave
  - Obstacles to Customer Service
  - Continuous Improvement

- Culture and Standards
  - The Customer Service Culture
  - Innovation and Customer Service
  - Excellent Customer Service
  - The Cycle of Service

- Communication with Customers.
  - Listening
  - Communication

- Customer Styles
  - Demanding
  - Influential
  - Steady
  - Compliant
  - The Angry Customer
  - The Complaining Customer

- Handling Complaints Effectively.

The Excellent Organization

By taking a practical look at the current criteria for excellence as defined by the European Foundation for Quality Management in Europe and the Baldrige Award in the US this training courseware offers immediate application opportunities to any organization.

Course Description

Within this Training Pack participants will learn about:

- The Excellent Organization
  - What is Excellence?
  - Why Do We Need Excellence?
  - Who Is Responsible For Excellence?

- Quality Versus Excellence

- Criteria For Excellence
  - EFQM Business Excellentce Model
  - Baldridge National Quality Award
  - Assessing Excellence

- Benefits of Excellence

- Excellence and Strategic Management

Change Leadership

Change Leadership skills are always in demand - especially at the moment!

Detailed Learning Objectives

On completion of this training courseware your participants will:

- Change and the Organization
  – Recognize the Need for Change
  – 20th V's 21st Century Organizations
  – What is Change?
  – Rebalancing the Equilibrium

- The New Change Leader

- Visioning
  – Formalize the need for change
  – Identify issues and potential consequences
  – Develop alternative solutions
  – Choose the appropriate vision
  – Formalize the vision

- Obtaining Participation

- Lead the Change Process
  – Facilitate Teams
  – Balance Power

The New Manager

Moving into the role of a new manager can be a particularly daunting task for even the most seasoned professional.

This comprehensive new manager training courseware provides invaluable information for not only the new manager but also for existing manager's wishing to refresh their knowledge and skills.

Course Description

Within this Training Pack participants will learn about:
- Management and The Organization
  - What is an Organization?
  - What is Management?
- Key Organizational Concepts
  - Division of Labor
  - Span of Control
  - Configuration
  - Administrative Hierarchy
  - Organizational Chart
- Four Underlying Dimensions
  - Structuring of Activities
  - Concentration of Authority
  - Line Control of the Workforce
  - Supportive Component
- Evolution of Management Thought
  - Scientific Management
  - Classical Organizational Theory
  - Hawthorne Studies
  - Human Relations
  - Organizational Behavior
- Management Functions and Roles
  - Planning
  - Organizing
  - Leading
  - Controling
  - Interpersonal
  - Decisional
  - Informational
- The New Manager
  - Drivers For Change
  - 20th Versus 21st Century Organizations
  - Drivers For Change
  - Strategist
  - Organizational Ambassador
  - Change Leader
  - Team Player
  - Problem Solver
- High Performance Competencies

Work Organizations Work!

This work organization training pack challenges participants to see how the organization as a series of environments each influencing the strategy adopted by the organization in its continuing search for competitive advantage.

Course Description

Within this Training Pack participants will learn about:

- What is an Organization?

- The External Environment

- The Internal Environment

- The Competitive Environment
  - Product Life Cycle
  - Competitive Advantage
  - Five Forces Model of Competition

- Strategy in the Workplace
  - What is Strategy?
  - Assessing Competitor Conditions
  - Key Success Factors

- Implementing Five Generic Competitive Strategies

Time Management

Increased productivity, improved efficiency and reduced stress – all great reasons to learn how you can manage your time better.

This time management learning pack is designed to prepare individuals and trainers on how to introduce effective time management within any organization. It provides a strong foundation in time management and outlines key tools and techniques that can be immediately implemented.

Course Description

Within this Learning Pack participants will learn about:
- What is Time Management?
  - Time as a Commodity
  - Essential Habits
  - Types of Time
  - Over and Under Estimation of Time
- Time Management Principles.
  - Time Management
  - Spent Time Matrix
  - Quadrant 2
  - Time Based Management
- Productive Work.
  - Busy versus Productive
  - Indecision and Delay
  - Overwork
  - Urgency versus Importance
  - Prioritization
- Crisis Management.
  - Proactive Versus Reactive
  - Why Crises Occur?
  - Anticipation and Prevention
- Planning.
  - What is a Plan?
  - Information and Planning
  - Time Management Systems
  - Goals and Time Spans
  - Cascading
  - The Daily Plan
- Tips and Techniques.
  - Time Logs
  - Quality Time
  - Managing Documents
  - Managing Interruptions
  - Managing the Workplace
  - Managing the Phone

Training Needs Analysis

This courseware is designed to allow you train others on how to introduce an effective training needs analysis system within any organization. It provides a strong foundation in training and development and details how to perform an effective training needs analysis, using templates provided, after the course is over.

Course Description

Within this Training Pack participants will learn about:

- Training and the Organization
  - What is Training?
  - Knowledge, Skills and Abilities

- Training and Development Perspectives
  - Fragmented Model
  - Formalized Model
  - Focused Model

- The Training Cycle

- Training Needs Analysis
  - What is a Training Needs Analysis?
  - What are Training Needs?

- Not Everything is a Training Need
  - Training Needs
  - Work Environment Needs
  - Performance Needs
  - Business Needs

- Performing a Training Needs Analysis (using templates provided)
  - SWOT Analysis
  - Performance Gap Analysis
  - Employee/Team Performance Gap Analysis
  - Prioritizing Training Needs

Personal Productivity

This personal productivity training courseware is ideal for individual learners interested in broadening their knowledge-base or for those seeking to instruct others on how to maximize their personal productivity.

Course Description

Within this Training Pack participants will learn how to:

- Identify the main obstacles to maximizing personal productivity.

- Understand the components of productivity and their interdependencies

- Understand the importance of proper planning.

- Explain the benefits of an effective and proactive approach to personal productivity.

- Use time management techniques to improve your productivity