Pan Africa Skills & Consulting Ltd

Professional Skills Training

CATALOGUE 2020

Regulated by NITA
National Industrial Training Authority
Enhancing Skills.

Welcome to our 2020 Catalogue!

For organisations to grow so must their people. Commitment to continuing professional development and 21st century skills is the mark of those looking to the future realities of the local and globalised economy. We understand this.

Pan Africa Skills & Consulting Ltd has a rich experience in training. We develop cutting edge content to meet clients' aspirations and training needs.

Our unique training methodology puts learning and learners at the centre of everything we do. The approach is practical, experiential and highly enjoyable ensuring maximum benefit in the workplace.

Our personalised approach to partnership includes updating, refining and adapting our training programmes to ensure they are cutting edge and practical and above all meet the customer's expectations. Our interactive approach is highly regarded and feedback from participants is extremely positive. We are also very keen to listen to all suggestions that ensure we remain relevant and the partner of choice.

Our team is highly experienced. We look for, recruit and develop only the best practitioners available. As well as qualifications and accreditation they have expertise garnered from a rich variety of organisational backgrounds and roles.

We use a training methodology where learning and the learner, are at the centre of everything we do. Our experiential methods are informed by up to the minute research into learner-centred and interactive approaches. This means we take on-board differing learning styles, learners' expectations and the effectiveness of training room techniques on each.

Our overarching approach is based on a cycle of acknowledgment of current practice – reflection and critique – lessons learned – action. Participants are guided towards their own learning outcomes which fosters sustained behavioural impact and transferability of skills absorbed. The pre-course assignments orientate the learners towards meaningful engagement and our post-course follow through cements learning.

Join our public workshops, all listed in this catalogue, and benefit from valuable opportunities to share your training and network with learners from a wide range of insurance companies and sectors. Alternatively, have a workshop customised to your company's needs by our team of well-qualified and experienced trainers and then delivered in-house. This approach works well for organisations that want to train their people together with content tailored to meet their workplace or industry's specific needs.

We are a National Industrial Training Authority (NITA) Approved Training Provider Ref No. NITA/TRN/1015

Check out our courses this year and if you would like to talk to us about your training and development needs, please feel free to contact us.

Best Regards,

Elijah Mogere
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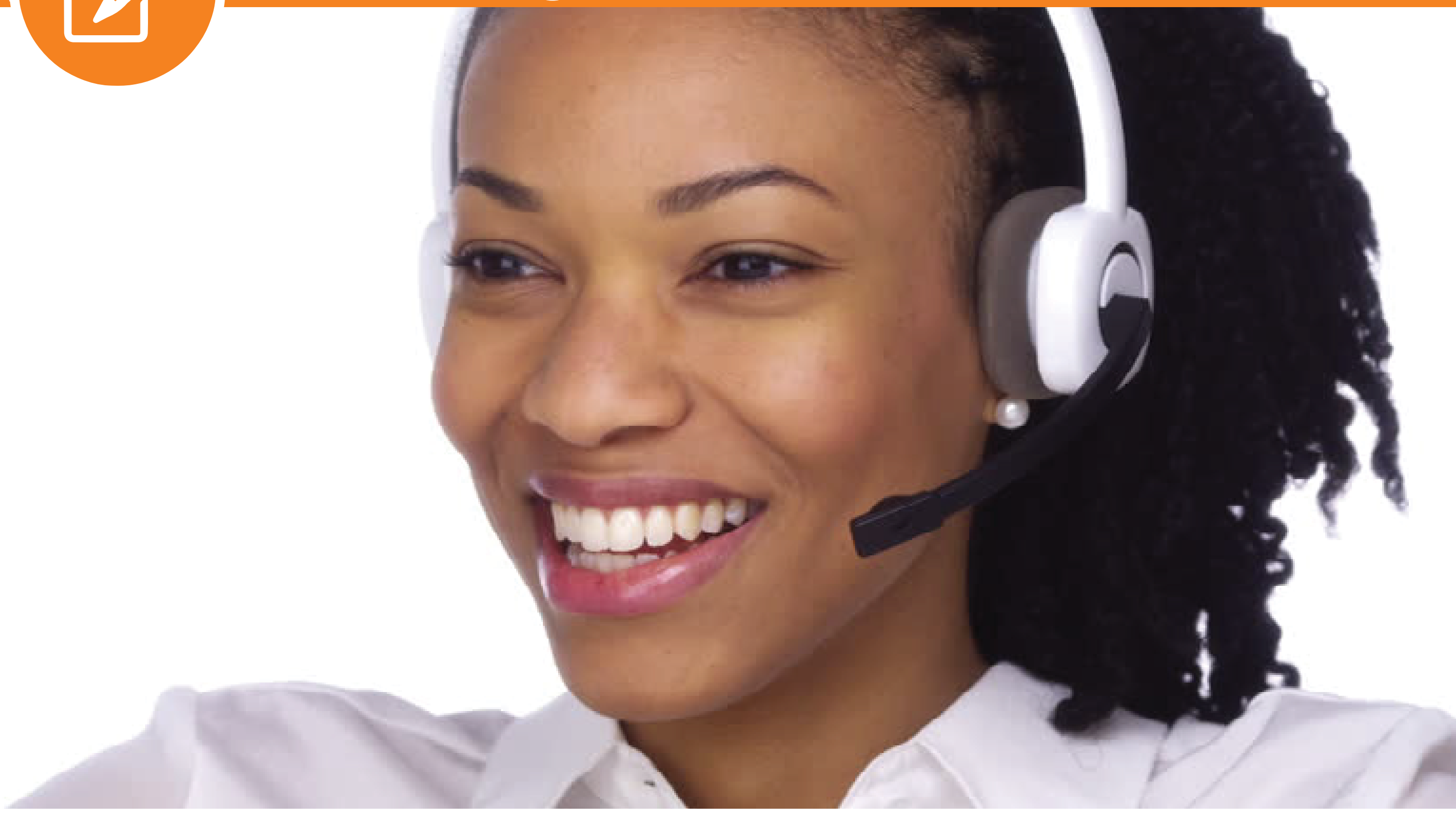
Call Center Agents: Sales and Customer Service



Duration: 2 Days

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centers are a business element that is here to stay. This course will help call center agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. Each phone interaction has elements of sales and customer service skills, which we will explore in detail throughout this energizing and practical three-day workshop.

This workshop will teach participants on the following:
- The nuances of body language and verbal skills
- Aspects of verbal communication such as tone, cadence, and pitch
- Questioning and listening skills
- How to deliver bad news and say "no"
- Effective ways to negotiate
- The importance of creating and delivering meaningful messages
- Tools to facilitate their communication
- The value of personalizing their interactions and developing relationships
- Vocal techniques that will enhance their speech and communication ability
- Personalized techniques for managing stress

Course Outline

What's Missing in Telephone Communication?

To begin, participants will explore Albert Mehrabian's study on communication and how it affects telephone communication. Participants will also learn the role that body language plays in telephone communication.

Verbal Communication Techniques
This session will cover the four E's of an effective telephone voice and how they can use them to promote a service image.

Who are Their Customers?
In this session, participants will learn about what a customer is, and they will identify some of their own customers.

To Serve and Delight
This session will give participants an opportunity to develop strong, helpful phrases for assisting customers.

Did You Hear Me?
During this session, participants will learn techniques for active listening and staying focused.

Asking the Right Questions
In this session, participants will learn about open and closed questions, as well as probing techniques.

Saying No
Delivering bad news and saying "no" can be two of the most challenging aspects of a call center agent's job. This session will give participants techniques and practice in these two key skill areas.

Sales by Phone
This session will discuss how to use information delivery and rapport building to help participants sell over the phone.

Taking Messages
During this session, participants will look at some key elements of taking messages. Then, they will develop a quick reference sheet that they can keep by their desk.

Staying Out of Voice Mail Jail
Voice mail is a great tool, but it can also be frustrating. In this session, participants will discuss some tips for leaving messages. They will also have an opportunity to practice those techniques.

Closing Down the Voice
This session will give participants a chance to practice some vocal exercises.

Cold and Warm Calls
During this session, participants will learn about these two types of calls and how to maximize their efficiency in each.

Developing a Script
Scripts can be an effective tool, particularly for cold calls. This session will give participants a chance to lay out the framework for their script.

Perfecting the Script
Next, participants will learn ways to customize their scripts. We will also look at FAQ sheets and how they can help participants on a daily basis.

Going Above and Beyond
This session will give participants 15 techniques for success and some ways to customize their service.

Handling Objections
During this session, participants will learn different ways to address objections.

Closing the Sale

Next, participants will develop good questions that can help them close a sale.

Feelings

During this session, participants will work in pairs to rewrite dry and less than imaginative statements to show empathy for their customers.

Changes in the Customer

This session will explore some ways that customers have changed in the past twenty years.

Negotiation Techniques

Negotiation is a key skill for call center success. During this session, participants will learn four things that they can do to become better negotiators.

It's More Than Just a Phase

Next, participants will learn about the four phases of negotiation and some different types of negotiation.

High Impact Moments

This session will explore some situations where you come into contact with a client or customer at a time when you can have a huge impact on them.

Tips for Challenging Callers

During this session, participants will learn some ways to deal with different caller types.

Dealing with Difficult Customers

This session will give participants nine easy techniques for managing difficult customers. We will also look at how to deal with vulgarity.

Phone Tag and Getting the Call Back

While today's technology can make it hard to reach a decision maker, it also provides opportunities. This session will give participants some tools to deal with phone tag.

This is My Mentor

This case study will give participants a chance to practice some of the skills that they have learned so far.

Stress Busting

We all need techniques for managing the stress in our lives. This session will encourage participants to develop some personalized ways to manage stress.

News from Within

During this session, we will take brief look at the inside workings of a call center and how they are managed.

Wrapping Up

As the workshop comes to a close, participants will work in small groups to create a review activity for each other. We will also review vocal exercises.

Workshop Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group

- Call Centre Agents
- Customer Service

Business Process Management

Duration: 2 Days

Business process management helps organizations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated, and optimized to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs.

This course will introduce participants to business process management. Participants will learn how business processes can help improve their company's bottom line by providing a higher level of quality and consistency for customers.

This workshop will teach participants how to:

- Define business process management and related concepts
- Recognize the vital role processes play in a business
- Appreciate the role of technology in process management
- Develop a vision to guide process improvement
- Understand how to design or enhance an existing process using the business process life cycle
- Construct a process map
- Perform what-if analysis
- Implement and monitor process changes
- Identify how Lean and Six Sigma methods can assist in managing and improving processes
- Use a variety of tools and techniques to eliminate waste and redundancies

Course Outline

The Fundamentals of Business Process Management

To begin, participants will learn about three concepts that are closely tied to business process management: business analysis, enterprise content management, and business process re-engineering.

Defining Business Process Management
Next, participants will learn what business process management is, where it originated from, and what some of the benefits are.

Reflecting on Processes
In this session, participants will review their pre-assignment.

The Business Process Life Cycle
This session will introduce the business process life cycle, which will form the basis for the rest of the course.

The Vision Phase
The first phase of the business process life cycle is Vision. This session will cover ways to create and share a vision, and why it is important for process improvement.

The Design Phase
The second phase of the business process life cycle is Design. This session will explore how to gather information, define a problem, model as-is and to-be processes, and establish functions.

The Modeling Phase
The third phase of the business process life cycle is Modeling. In this session, participants will learn how to review and analyze process maps and use iterative testing.

The Execution Phase
The fourth phase of the business process life cycle is Execution. This session will take participants through all aspects of the Execution phase, including implementation, automation, business rules, and workflow engines.

The Monitoring Phase
The fifth phase of the business process life cycle is Monitoring. This session will share ways to monitor processes, including the balanced scorecard, business activity monitoring, and process mining.

The Optimizing Phase
The final phase of the business process life cycle is Optimizing. This session will cover ways to optimize processes, including the business process improvement cycle, Lean methodology, and Six Sigma theory.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- Process analysts, business analysts, project managers, business process owners, general business staff, and anyone who needs the skills to improve and/or manage business processes

Customer Service

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This two-day course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

Specific learning objectives include:

- Demonstrate a customer service approach
- Understand how their own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

Course Outline

What is Customer Service?

This session will define customer service and introduce the six elements of customer service which will form the basis of this workshop. Participants will also learn about the first element: a customer service focus.

Who Are Their Customers?

In most organizations and agencies, customers take two forms: internal and external. This session will look at both types of customers, as well as all customers' basic needs.

Meeting Expectations

This session will focus on the critical areas that customers have expectations for.

Pre-Assignment Review

Next, participants will review the answers to the pre-assignment, which asked questions about common customer service assumptions.

Setting Goals and Targets

During this session, we will look at setting long- and short-term goals and creating a personal vision.

The Second Critical Element – Defined in Their Organization
In this session, they will think about what their organization expects of the, and how to ensure that those standards line up with what customers expect.

The Third Critical Element – Given Life by the Employees
Next, participants will explore why customer service must be a philosophy that is practiced by all employees.

Communication Skills
This session will give participants an introduction to key communication skills, including empathy, body language, asking questions, and listening.

Telephone Techniques
This brief lecture will look at an ideal telephone call, from the greeting to the conclusion. We will also look at common situations, such as placing a caller on hold and taking a message.

Dealing with Difficult Callers
During this session, participants will work in small groups to complete a mix-and-match exercise on common types of difficult callers and appropriate responses.

Dealing with Challenges Assertively
There are many types of unexpected challenges that we encounter every day. Participants will work in small groups to develop responses to some of these issues.

Dealing with Difficult People
This session will give participants an opportunity to understand difficult behavior, identify some coping strategies, and discuss the difficult person they find most trying.

Dealing with Conflict
We will examine five ways to deal with conflict.

The Fourth Critical Element – Be a Problem Solver
We will look at a six step plan for solving problems. Then, participants will role play the plan.

Seven Steps to Customer Problem Solving
Next, we will look at a plan designed specifically for solving customer service problems. Then, participants will practice using the plan in a role play. We will also look at a six-step process that they can use to turn unhappy customers around.

The Fifth Critical Element – Measure It
The only way to know what's really going right and wrong is to measure regularly. This session will give participants some ideas for measuring customer service.

The Sixth Critical Element – Reinforce it
Next, participants will learn some ways to keep a customer service focus strong. We'll also share some powerful phrases that can help them build a positive image.

Dealing with Stress
This session will offer some quick, easy ways to destress in any place, at any time.

Workshop Wrap-Up
At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- This course targets the following persons: customer services representatives, supervisors, marketing and sales representatives, persons aspiring to work in the customer service industry, and all employees employed in the roles that require direct customer interaction.

Inventory Management: The Nuts and Bolts

Duration: 1 Day

No business can survive very long without an effective program of controls over the parts and materials that are used in producing or distributing goods and services of the firm. Like many other things that depend on human interpretation, "control" means different things to different individuals.

This is an introductory workshop for you, the warehouse or stockroom manager, the person in charge of what comes in and goes out of their company. You want a smooth and cost-effective operation, with enough products on hand to satisfy needs without stockpiling too much.

This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.

This workshop will teach participants how to:

- Understand terms that are frequently used in warehouse management
- Identify the goals and objectives of inventory management and measure their process against these goals
- Calculate safety stock, reorder points, and order quantities
- Evaluate inventory management systems
- Identify the parts of the inventory cycle
- Better maintain inventory accuracy

Course Outline

What is Inventory?

To begin, participants will explore what inventory is and what key concepts (including LIFO, FIFO, backorders, and lead time) mean. Participants will also look at the goals and objectives of inventory management and analyze where their system can improve.

Types of Inventory

This session will explore anticipation, fluctuation, lot size, and transportation inventories.

Key Players
Next, participants will discuss what roles customers, top management, and employees play in the inventory management system.

Setting up the Warehouse
This session will discuss the objectives of a warehouse and ways to maintain location accuracy.

What Makes a Good Inventory Management System?
Next, participants will discuss types of inventory management systems and criteria for a good system.

The Warehouse Inventory Cycle
This session will introduce the warehouse inventory cycle of demand, receiving, validation, and put-away.

Identifying Demand
In this session, participants will learn how to determine order quantities, re-order points, and safety stock through discussion and a case study.

The Receiving Process
Next, participants will learn what should happen when materials are received into inventory.

Validating Inventory
This session will explore ways to validate the quality of merchandise.

The Put-Away Process
Participants will discuss the five goals of the put-away process.

Maintaining Inventory Accuracy
Next, participants will learn ways to keep their inventory organized and controlled.

The Outbound Process
This session will look at the phases of the outbound process: picking, packing, loading, and shipping.

Industry Trends
To conclude the workshop, we will explore some of the latest inventory management trends, including online systems and just-in-time principles.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- Stores and Warehouse teams

Lean Process Improvement

Duration: 2 Days

Lean principles have come a long way over the past 300 years. From Benjamin Franklin's early ideas, to Henry Ford's work in the 1920's and the Toyoda precepts in the 1930's, to Jeffery Liker's publication of The Toyota Way in 2004, Lean processes have evolved from a simple concept to a set of widely used best practices.

The course will give participants the foundation to begin implementing Lean process improvement tools in their workplace. The first day will explore the foundations of Lean through the Toyota precepts and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). The second day will give participants tools to perform continuous improvement in their organization, including 5S, 5W-2H, PDSA, DMAIC, Kaizen, Genchi Genbutsu, and various Lean data mapping methods.

This workshop will teach participants how to:

- Define Lean and its key terms
- Describe the Toyota Production System and the TPS house
- Describe the five critical improvement concepts
- Use the Kano model to understand, describe, analyze, and improve value
- Identify and reduce various types of waste
- Create a plan for a more environmentally Lean organization
- Use the PDSA and R-DMAIC-S models to plan, execute, and evaluate Lean changes
- Use Lean thinking frameworks, including 5W-2H, Genchi Genbutsu and Gemba
- Prepare for and complete a basic 5-S
- Describe the key elements of Kaizen events, particularly a Kaizen blitz
- Gather, analyze, and interpret data using flow charts, Ishikawa (fishbone) diagrams, SIPOC diagrams, and value stream maps
- Go back to their organization with a plan to begin incorporating Lean into their corporate culture

Course Outline

Understanding Lean
To start, participants will learn what Lean is and what its origins are. Participants will also learn about the Toyoda Precepts, how Lean differs from Six Sigma, and some common Lean terms.

The Toyota Production System
Next, participants will learn about the Toyota Production System as presented by Jeffery Liker.

The Toyota Production System House
In this session, participants will learn about another representation of the Toyota Production System.

The Five Critical Improvement Concepts
Then, you will discuss five key ideas supporting Lean process improvement: value, waste, variation, complexity, and continuous improvement.

Understanding Value with the Kano Model
This session will explore value with the Kano model, which divides product or system characteristics into three groups: basic, performance, and value added.

Types of Waste
In this session, participants will learn about the three main wastes (muda, muri, and mura) as well as some new types.

Creating a Lean Enterprise
Next, participants will explore some ways to create an environmentally friendly organization with Lean. They will also learn about John Bicheno's 20 keys to a Lean organization.

The Plan, Do, Study, Act (PDSA) Cycle
The first session of Day Two will cover the PDSA cycle, which should be used to plan and implement organizational changes.

Using the R-DMAIC-S Model
This session will cover the Recognize – Define – Measure – Analyze – Improve – Control – Sustain model, an advanced version of PDSA primarily used in Six Sigma.

Lean Thinking Tools
Next, participants will learn about some Lean thinking tools, including 5W-2H, Genchi Genbutsu, Gemba, and 5-S.

Kaizen Events
This session will cover the five levels of Kaizen events, with a focus on Level 3 (the Kaizen blitz).

Data Gathering and Mapping
Most of the second afternoon will be spent learning about and practicing various Lean data tools, including flow charts, Ishikawa (cause and effect or fishbone) diagrams, SIPOC charts, and value stream maps. We will also share some tips for effective data analysis.

A Plan to Take Home
The final session will challenge participants to think about roadblocks and pitfalls to Lean implementation and how to bring those lessons to their organization. Participants will also begiven some ideas for Lean projects and a framework for a successful Lean approach.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- New to Quality
- Practitioner

Logistics and Supply Chain Management

Duration: 2 Days

The supply chain is a crucial part of any business' success. Optimizing the flow of products and services as they are planned, sourced, made, delivered, and returned can give their business an extra competitive edge.

This course will introduce participants to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking their supply chain to the next level.

This course will teach participants to:
- Define supply chain management and logistics
- Explain the vertical integration and virtual integration models
- Understand the stages in the basic supply chain flow
- Identify participants in the supply chain
- Recognize supply chain drivers and ways to optimize them
- Align supply chain strategy with business strategy
- Determine what metrics to track and how to benchmark the related data
- Troubleshoot basic supply chain problems
- Identify ways to develop their supply chain, such as using third-party logistics providers (3PL's), insourcing processes, developing sustainable and eco-friendly strategies, leveraging process improvement strategies, and adopting new techniques

Course Outline

Getting Started

The beginning is always a good place to start. Right here participants will learn about the terms that arise from a definition of logistics and supply chain management. Also covered here are related regulations and resources.

The Evolution of the Supply Chain
This session gives participants a look at the vertical and virtual integration models for supply chains. The focus then shifts to anticipated changes in supply chains.

The Basic Supply Chain Structure
This session delves into the structure of supply chains. Participants are shown the links in a chain, participants in a supply chain, how to design a supply chain, and it wraps up with a look at the bullwhip effect.

Supply Chain Drivers
This is where participants will learn about some key drivers that impact the efficiency and effectiveness of supply chains. Also covered in this session is a discussion of transportation methods.

Aligning Their Supply Chain with Business Strategy
Covered in this session are ways to identify their market and how to look at their role in a supply chain. Also touched upon is how to analyze the data you've uncovered and the next steps to identify where you want to be.

Managing Supply Chain Risks
This session gives participants a chance to consider supply chain risks and ways to manage them.

Tracking and Evaluating Supply Chain Data
This session tackles data head-on and looks at ratios and formulas, benchmarking, the SCOR model, the Balanced Scorecard, and supply chain management dashboards.

Troubleshooting Supply Chain Problems
Here, participants are given tips and methods on how to pick up on signs of trouble in a supply chain and supply chain best practices.

Sharing Supply Chain Activities
This is the session that addresses outsourcing, insourcing, offshoring, and reshoring. It also covers third- and fourth-party logistics providers, as well as ways to build partnerships within a supply chain.

Sustainable Supply Chain Strategies
Participants are introduced to sustainability as it relates to supply chains in this session and how to reduce their supply chain's impact on the environment.

Applying Lean Techniques to the Supply Chain
Lean techniques are useful for a supply chain and participants are given a grounding in this topic here as well as how to apply Lean practices to a supply chain.

The Future of Supply Chain Management
It's always good to consider the future of any industry their participants are involved in and this session looks at the top trends in supply chain management.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group:
- This course is designed for those working in logistics, supply chain and operations management who want to improve and broaden their scope of knowledge on the subject.
- It is also designed for seasoned professionals looking for a quick refresher and test their knowledge and application of logistics and supply chain management

Managing Customer Service

Duration: 1 Day

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This one-day workshop will provide participants with opportunities to explore their responsibilities within their role as a leader (supervisor or manager) in a customer service environment.

This workshop will teach participants to:

- Identify ways to establish links between excellence in customer service and their business practices and policies.
- Develop the skills and practices that are essential elements of a customer service-focused manager.
- Recognize what employees are looking for to be truly engaged.
- Recognize who the customers are and what they are looking for.
- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

Course Outline

Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

The Six Critical Elements of Customer Service

The morning of the course will be spent exploring the six critical elements of customer service:

- A customer service focus
- Defined in their organization
- Given life by the employees
- Problem solving
- Measure it
- Reinforce it

Understanding Leadership

Next, participants will explore what leadership is all about. Paul Hersey and Ken Blanchard's Situational Leadership II® model will be discussed, as well as Robert Greenleaf's concept of servant leadership. Techniques for managing performance and conducting onboarding and orientation will also be discussed.

Five Practices of Leadership

This session explores the five leadership practices developed by James Kouzes and Barry Posner in The Leadership Challenge.

Workshop Wrap-Up

At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group

- Team leaders and managers in sales, customer service and call centres.

Managing Employee Performance

Duration: 1 Day

Inspiring someone to be their best is no easy task. Just how do you manage for optimum performance? How do you create a motivating environment that encourages people to go beyond their best? This one-day workshop will teach participants some ways of achieving those tasks, including:

- Tools to help employees set and achieve goals.
- A three-phase model that will help participants prepare employees for peak performance, activate their inner motivation, and evaluate their skills.
- Motivational tools and techniques.
- Coaching methods and skills.

Course Outline

The Shared Management Model
To begin, participants will learn about the three-phase model that will be the focus of this course. Participants will also learn about making the employee their own internal manager.

Setting Goals
Next, participants will use a goal setting tool to set some goals for the workshop. Then, they will learn how to use this tool in the performance management process.

Phase I (Preparation)
During this session, participants will explore how to prepare the employee to go beyond their best using coaching and training. We will also talk about choosing the right person for the job and setting standards.

Phase II (Activation)

Participants will learn what the activation phase is all about. They will also learn ways to turn employees into self-motivators.

Phase III, Part A (Ongoing Evaluation)

Evaluation is a key component of managing for performance. This session will look at ongoing evaluation, particularly constructive feedback.

Phase III, Part B (Formal Evaluation)

Next, participants will learn about formal types of evaluations, including performance reviews.

Workshop Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group

- This course is aimed at line managers who have a responsibility for managing the performance and conduct of staff

Six Sigma: Entering the Dojo

Six Sigma is a set of qualitative and quantitative quality tools that can help a business improve their processes. The efficiency built into the business processes brings about improved profits, confidence and quality. Ultimately this effort is there to ensure customer satisfaction.

The term Six Sigma comes from statistics to indicate that the process outputs fall within three standard deviations from the center (expected value) giving a range of six standard deviations (or 6 sigma- 6 σ). As a result, in terms of individual outputs it means you would have 3.4 defects per million items.

This course is designed to introduce participants to basic concepts of Six Sigma particularly in continuous process improvement. Various quality tools used in process improvements will be explored as well as the importance of customer relationships. Courses in Lean, quality and teams will provide knowledge on the other aspects of how Six Sigma works. It is a predecessor to studies in Six Sigma Yellow, Green and Black Belt.

This workshop will teach participants to:

- Understand the Basics of Six Sigma.
- Describe the seven quality tools to solve process problems.
- Describe the various quality management tools.
- Describe incremental and breakthrough improvements and understand the methodologies of continuous improvement projects.
- Describe the importance of customer relationships in a quality organization.

Course Outline

Six Sigma Basics
This session delves into first things first as participants will get an introduction to what Six Sigma is and then take a look at the frameworks used for Six Sigma projects.

Improvement Tools
Here, the participants will get a look at seven tools that are used in data collection and interpretation for decision making in Six Sigma.

Management Tools for Generating Ideas
This session discusses tools that can be used for the generation of ideas, which are vital to the Six Sigma process. Also included are consensus building tools.

Continuous Improvement
In this session, participants will learn how to carry out a Six Sigma continuous improvement project.

Customer Relationships
Without customers any business will fail, therefore you need to have solid well maintained relationships with their customers. This session will look at customer satisfaction and all the participants will be required to develop a customer satisfaction questionnaire.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- Operations Managers
- Production Managers
- Material Planners
- Supply Chain Managers
- Project Managers
- Human Resources Managers
- Quality Control Managers
- Financial Managers
- Customer Service Managers,
- Productivity & Quality Managers

Skills for the Administrative Assistant

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others.

Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This two-day workshop is about working to the best of their abilities, and encouraging the best in those who work with you, or for you.

This workshop will help participants:
- Understand the importance of professional presence on the job.
- Learn how to self-manage to become more effective and efficient.
- Improve their communications skills, including listening, questioning, and being more assertive.
- Increase their effectiveness in recognizing and managing conflict, and dealing with difficult people.
- Influence others even without authority over them.
- Make their style work to their favour.
- Use a five step model for getting things done with less stress.
- Apply easy-to-use templates and tools to successfully deliver projects.
- Implement practical approaches to juggle competing priorities.

Course Outline

Personal Best, Professional Best
To begin, participants will discuss what affects a first impression, and how they can improve their first impression.

Putting Others at Ease
One part of making a good impression is to become so comfortable with who you are that you can forget about you and concentrate on the other person. During this session, participants will explore ways to do this.

Distorted Thinking
Participants will explore types of distorted thinking through a case study and large group discussion.

The Steps to Feeling Good
This session will give participants a three-step process to turn negative thinking and emotions around.

Understanding Assertiveness
Assertiveness is a word we tend to use without really understanding what it means. This session will get participants thinking about what assertiveness is, and what their style is.

Improving Their Assertiveness Skills
Next, participants will explore how they can become more assertive in difficult situations.

Communication Skills
In this session, participants will discuss different forms of communication and common barriers to understanding.

Asking and Listening
During this session, participants will learn about two key elements to verbal communication: asking questions and listening.

Non-Verbal Messages
Next, participants will learn about various types of non-verbal communication and their possible interpretations.

Writing Skills
This session will look at how to improve written communication, including using the four C's, punctuating properly, editing, and proofreading.

Getting Ahead
Two main components of getting ahead in the workplace are identifying what you want, and helping others to get what they want. This session will look at both of those concepts.

Self-Management
This session will give participants some tools to help them improve themselves, including establishing rituals, time management, organization, and planning.

Setting Goals
Next, participants will set some goals using the SPIRIT format.

Working as a Team
Administrative assistants are often a key part of a workplace team. This session will explore some of the benefits and challenges of working as a team.

Working with Difficult People
This session will give participants two tools to deal with difficult people: blending and redirecting.

Learning to Say No

Next, participants will learn about some formulas for saying no. They will then have an opportunity to practice these formulas in a role play and case study.

Dealing with Stress

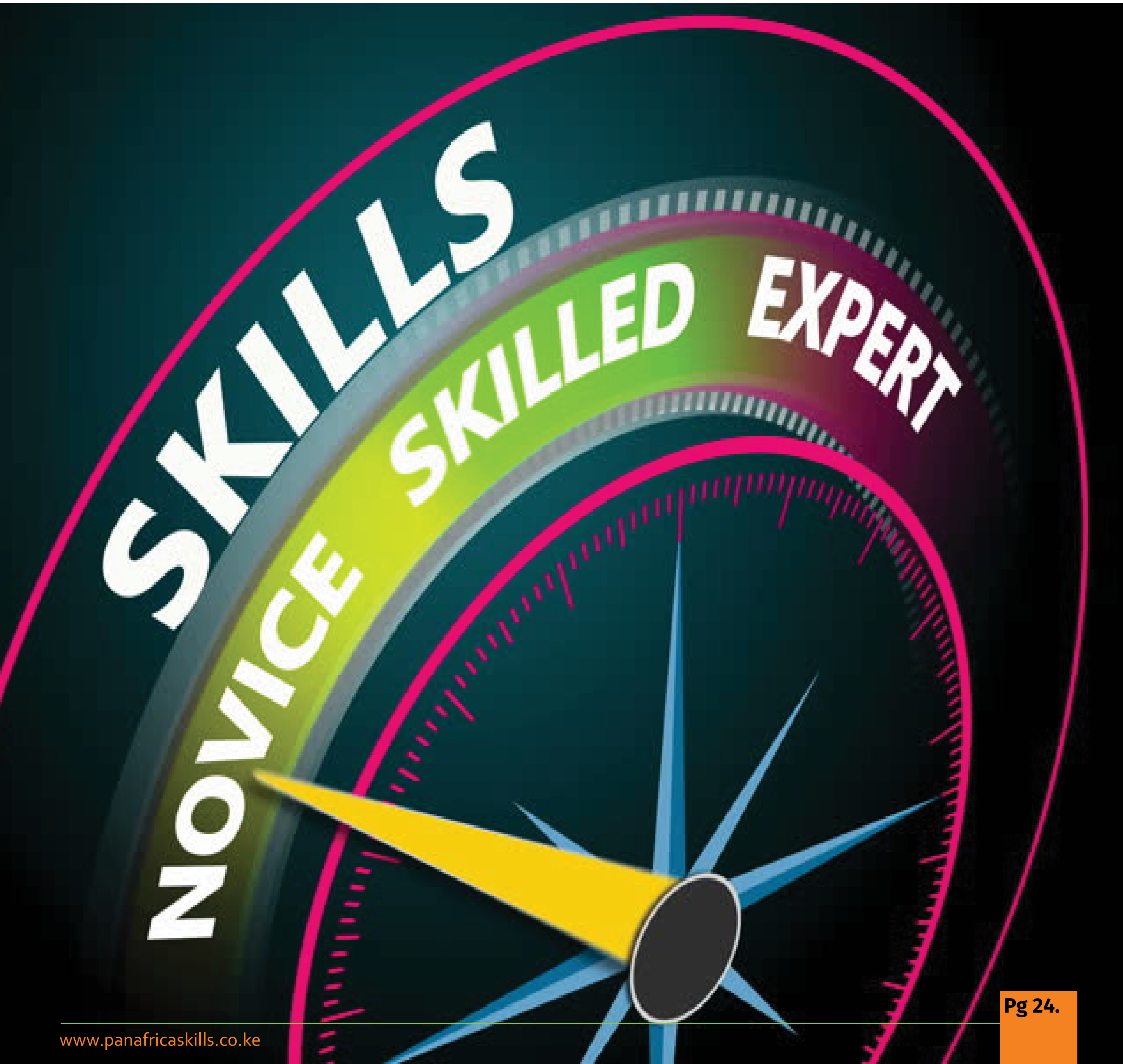
To conclude the workshop, participants will learn some easy relaxation techniques.

Workshop Wrap-Up

At the end of the course, participants will have an opportunity to ask questions and discuss key points learned.

Target Group

- Administrative Assistants



Strategic Planning

If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and actually prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organization's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This two-day course will help you describe what you want to do and get people where you want to go.

This workshop will teach participants how to:

- Identify the values that support their company
- Define the vision for their company
- Write a mission statement that explains what the company's purpose is
- Complete meaningful SWOT analyses
- Apply tools and techniques to create a strategic plan that directs the organization from the executive to the front line
- Implement, evaluate, and review a strategic plan
- Identify how related tools, such as the strategy map and balanced scorecard, can help them develop a strategic plan

The benefits of this course are:

- The leadership team having a strategic planning process they can replicate each year thereby making their plans more compelling and rigorous with less effort than ad hoc planning efforts
- An efficient means of gathering and processing key inputs for strategic planning
- Better strategic alignment, prioritization, and resource allocation
- Clarity and focus which eliminates low value initiatives and drives critical ones

Course Outline

Understanding Strategic Planning
Then, participants will explore what strategic planning is. They will also be introduced to the pyramid strategic plan structure that will form the basis of the rest of the course.

Identifying Our Values
Next, participants will work through the foundation of a strategic plan: value identification and writing values statements.

Designing Our Vision
The next step in a strategic plan is to identify their vision. In this session, participants will think about where they want their company to be in several years' time.

On a Mission
The next part of the strategic plan is to write a mission statement. That's what participants will focus on in this session.

Performing a SWOT Analysis
In this session, participants will learn how to use a SWOT analysis to identify where they currently are and what they need to do to get where they want to go.

Setting Goals
Next, participants will learn how to use the SPIRIT model to frame goals and objectives.

Assigning Roles, Responsibilities, and Accountabilities
The final piece of the strategic plan gets at the heart of getting the work done by assigning who will address each role and what they are accountable for. This session will give participants some ways to perform this step. They will also get hands-on problem solving practice through a case study.

The Full Picture
Participants will begin the second day with a snapshot of the strategic planning cycle and a review activity.

Gathering Support
In this session, participants will look at gathering support for a plan, creating a review process, and obtaining buy-in.

Making the Change
Strategic plans naturally become harbingers of change. This session will give participants some ways to help people transition through that change.

How Does It Look?
Next, participants will look at some different ways to present their strategic plan. Infographics, reports, and presentations will all be discussed.

Getting There
This session will explore what problems can occur during the strategic planning process and how to deal with them. Security considerations will also be discussed. The session will wrap up with an introduction to strategy maps and balanced scorecards.

Mocking Up the Process
The course will conclude with an in-depth capping exercise to help participants apply what they have learned to either their organization or a fictional company.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group:
- The target audience for this course is the leadership team of a business, business unit, or organization. Putting an existing leadership team through this program enhances both their strategic planning skills as well as the quality of their actual strategic plan.

Success as a manager is heavily influenced by how well their team operates and what kind of results they achieve. Is their team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together? This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

This workshop will teach participants how to:

- Identify different types of teams.
- Build teamwork by recognizing and tapping into the twelve characteristics of an effective team.
- Promote trust and rapport by exploring their team player style and how it impacts group dynamics.
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to their team.
- Develop strategies for dealing with team conflict and common problems.
- Understand how action planning and analysis tools can help their team perform better.

Course Outline

Organizations Today

To begin the day, we will look at how changes in organizations have affected teams.

Types of Teams

During this session, we will define the word "team." We will also look at some different team models, including traditional teams, task forces, and virtual teams.

Team Norms

In this session, participants will establish some team norms: ground rules that a team can use to help them work together.

The TORI Team Building Model

One way of looking at team development is the TORI model. Participants will experience this model through a fun exercise.

Beckhart's Activities

In 1972, Richard Beckhart said that there are four activities a group should perform on a regular basis if they desire to grow into a team. Since researchers today still agree on these four activities, we will spend some time exploring each activity.

The Four Stages of Team Development

Every group of people, whether they are a team or just a group working together, grows and evolves. We will spend this session looking at Bruce Tuckman's five stages of team development: forming, storming, norming, performing, and adjourning.

Characteristics of Great Teams

The 12 characteristics of effective teams were developed by Glenn Parker, who has devoted his whole life's work to studying teams. We will discuss the first four characteristics in this session.

Civilized Disagreements and Consensus

This session will focus on the next two characteristics: civilized disagreements and consensus decisions.

Open Communication

Next, participants will learn tips for open team communication, Parker's seventh characteristic of effective teams.

Clear Roles and Assignments

This session is all about Parker's eighth characteristic.

Shared Leadership

This session is all about Parker's ninth characteristic. Participants will also explore shared leadership through a fun activity.

Team Player Types

During this session, participants will score their pre-assignment. Participants will then work in small groups to discuss the strengths and weaknesses of their team player style. This will address the final three characteristics of effective teams.

The Trust/Relationship Model

In this session, participants will look at how trust impacts relationships through a lecture and small group work.

Lateral and Vertical Thinking

This session will examine two types of thinking: lateral and vertical. We will also look at how these thinking models affect creativity.

Creative Team Thinking

During this session, participants will discuss various creative thinking methods, including brainstorming and brainwriting. They will also discuss Edward De Bono's six thinking hats.

Team Shaping Factors

First, participants will discuss the four factors that shape a team during a lecture. Then, participants will apply the knowledge to a case study.

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Solving Problems
Team problem solving needs a three-phase approach: problem identification, decision making, and planning and organizing. We will look at this model through a combination of lectures and group work.

Interventions for Team Leaders
This session will look at some common problems that teams face and some recommended solutions.

Resolving Conflict
Solving conflict in a positive way is key for building a strong team. This session will look at tips for resolving conflict. Participants will also take part in a role play to demonstrate the concepts learned.

SWOT Analysis
Performing an analysis of the team's strengths, weaknesses, opportunities, and threats can be a great tool for development. We will discuss how to perform such an analysis, and then participants will work in small groups to complete a case study.

Developing Team Action Plans
To wrap up the course, we will look at some planning tools that teams can use to help them grow and improve, including improvement plans and action plans.

Workshop Wrap-Up
At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Audience:
- Departmental or companywide teams

Telemarketing

Virtually everybody in sales today sells over the phone at least part of the time. Perhaps it is time for you to evaluate how you use the telephone and where it fits into their sales and marketing mix.

This workshop will show the participants how the telephone can supplement, enhance, and sometimes replace other means of marketing and selling, and how this personal approach can dramatically increase their sales success. We will also talk about how to hone their communication skills, their ability to persuade, and techniques to personalize each sales call.

Specific learning objectives include developing the ability to:
- Build trust and respect with customers and colleagues.
- Warm up their sales approach to improve success with cold calling.
- Identify ways to make a positive impression.
- Identify negotiation strategies that will make you a stronger seller.
- Create a script to maximize their efficiency on the phone.
- Learn what to say and what to ask to create interest, handle objections, and close the sale.

Course Outline

Pre-Assignment Review
To start the day, participants will discuss the answers to their pre-assignment.

Verbal Communication
This session will explore the components of a good sales voice and how participants can sound their best on the telephone. Participants will also think about what customers hear when they place a phone call to their organization, and how they can create a service image.

To Serve and Delight

In this session, participants will look at other facets of language and how they can be better salespeople by choosing positive language.

Exceptional Things about Selling by Phone

This session will help participants put a different spin on selling by phone. Topics will include maintaining a positive outlook, building rapport, and remembering names.

Building Trust

Next, participants will discuss ways to build trust and respect.

It's More Than Just a Phase

A good understanding of the phases of negotiation is a great asset to a sales professional. This session will explore the phases of negotiation and introduce participants to some of the most common types of negotiation.

Communication Essentials

During this session, participants will work on their listening and questioning skills.

Developing Their Script

Now that participants have some fundamental tools, they will develop a script that can be used for any sales call.

Pre-Call Planning

We do not believe in a canned call, but we do believe in a planned call. This session will highlight the important steps in call planning.

Phone Tag and Call Backs

Next, participants will discuss some ways to make the most of voice mail.

Following Up

During this session, participants will identify ways to avoid missed opportunities by tracking their calls and following up.

Closing the Sale

This final session will give participants some ways to ask for and close the sale.

Workshop Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group:

- Telemarketers and ca ll center staff
- Salespeople
- Freelance Telereps

The Professional Supervisor

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise their new employees on a trial and error basis can lead to discouragement. This three-day workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in their working life!

At the end of this workshop, participants will be able to:

- Clarify the scope and nature of a supervisory position.
- Learn some ways to deal with the challenges of the role.
- Recognize the responsibilities you have as a supervisor, to theirself, their team, and their organization.
- Learn key techniques to help you plan and prioritize effectively.
- Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
- Develop strategies for motivating their team, giving feedback, and resolving conflict.

Course Outline

Adjusting to Their Role

This session shares methods to help participants deal with the transition to a supervisory role. They will also review the pre-assignment.

A Supervisor's Responsibilities

A supervisor has responsibilities to employees, management, and themselves. This session discusses those areas of a supervisor's role.

Action-Centered Leadership

This session deals with how to balance priorities in a supervisory role using the action-centered model developed by John Adair.

Making Plans

Planning is a vital part of a successful supervisor's role. Rather than being adrift on a sea of indecision, planning can help a supervisor to success. This session looks at ideas regarding plans, how to use the Urgent-Important Matrix to help develop a plan, a planning case study, the elements of planning, and planning tools.

Setting Goals

We all have dreams but turning those dreams into reality takes more than just hoping and wishing. You need to use a goal setting method to realize those dreams. This session looks at goal setting and using SPIRIT.

Defining Leadership

This session looks at different facets of leadership through a history of various leadership studies. Then, participants will explore the theory of leadership styles. The session wraps up with a look at some case studies and a debrief.

The Situational Leadership Model

The second day of this workshop kicks off with a continuing look at Situational Leadership and styles of leadership. It also checks into our comfort zones as leaders.

What's Their Type? How About Mine?

In this session, participants will complete a self-assessment to help them identify their leadership style.

Team Building Tips

In this session, participants will complete an exercise to show synergy in practice in a team situation. Then, they will explore what a team is and the advantages and disadvantages of teams. To wrap up the session, they will complete the Square Rope exercise to illustrate the aspects of a team in action.

Developing a High-Performing Team

This session includes a look at the stages of team development, moving a team through those stages, team problem solving, and team leadership.

Communication Skills

Communication skills are important for any successful supervisor. In this session, participants will define communication and communication barriers. They will also learn about listening and questioning skills. The session wraps up with information on probing techniques and the communication process itself.

Motivating Employees

Motivating employees often falls upon on the shoulders of their supervisor. This session discusses different motivation techniques that participants may apply in their workplace.

Orientation and Onboarding

This session looks at orientation and onboarding and the differences between the two. This session also asks participants to consider the orientation they received on their jobs and takes them through a rating exercise on that orientation.

Training Tips and Tricks

Supervisors often are tasked with training new employees in their roles. The skills needed by a supervisor who has to act as a trainer are discussed here. Participants are also given some successful training guidelines.

Providing Feedback

One of the jobs of a professional supervisor is giving feedback to employees. This session covers the six characteristics of effective feedback and gives participants an opportunity to role play this skill. The session concludes with the topic of receiving feedback.

Doing Delegation Right

Delegation is more than just unloading tasks you don't want to do as a supervisor. In this session, participants will define what delegation is and complete a delegation role play.

Dealing with Conflict

This session looks at the conflict resolution process and the problem-solving process. The Conference exercise provides a chance for participants to resolve conflict and debrief in a controlled setting.

Managing Disciplinary Issues

The workshop concludes with a study of disciplinary issues from a supervisor's point of view, including what is discipline, meeting with an employee for a disciplinary purpose, and a sample discipline checklist.

Workshop Wrap-Up

At the end of the course, participants will have an opportunity to ask questions and fill out an action plan.

Target Group:

- Supervisors and Managers

Selling Smarter

It's no secret that the sales industry continues to change and evolve rapidly. This is an exciting and dynamic profession, although it is often underrated and misunderstood. The back-slapping, high pressure, joke-telling sales person has disappeared. In his place is a new generation of sales professionals: highly trained and well groomed, with the characteristics of honesty, trustworthiness, and competence.

This one-day workshop will help you teach participants how to be one of those smart sales professionals.

Specific learning objectives include:
- Explain and apply concepts of customer focused selling.
- Use goal-setting techniques as a way to focus on what you want to accomplish and develop strategies for getting there.
- Apply success techniques to get the most out of their work.
- Understand productivity techniques to maximize their use of time.
- Identify ways to find new clients and network effectively.

Course Outline

Selling Skills
To begin, participants will explore consultative selling and the efforts-result matrix. Participants will also discuss how to build trust and credibility with their clients.

The Sales Cycle
During this session, participants will look at the steps of the basic sales cycle: initiate, build, manage, and optimize.

Framing Success
In this session, participants will learn about the power of the mind and how to use that to build a professional, confident image.

Setting Goals with SPIRIT!
Next, participants will use the SPIRIT acronym to create positive, achievable goals.

The Path to Efficiency
During this session, participants will share their time management tips, and we will offer some ways of maximizing time time.

Customer Service
This session will look at the four needs of customers and how we can use them to sell smarter.

Selling More
Next, participants will explore the three types of selling. Participants will also discuss the importance of perceived value.

Ten Major Mistakes
This session will look at the ten biggest mistakes salespeople make. Participants will then brainstorm ways to avoid or rectify these mistakes.

Finding New Clients
During this session, participants will discuss how to find new clients and how to network.

Selling Price
To wrap up the day, participants will look at the advantages and disadvantages of selling price.

Workshop Wrap-Up
At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- Business Development teams including managers

Dynamite Sales Presentations

A great sales presentation does not demand that you have all the bells and whistles to impress the client with their technical skills. Rather, try impressing their clients with their knowledge of the products and services you sell and their understanding of their problems and the solutions they need.

This workshop will teach participants how to create a winning proposal and how to turn it into a dynamite sales presentation.

Specific learning objectives will include:

- Identify the key elements of a quality proposal
- Perfect their first impression, including their dress and their handshake
- Feel more comfortable and professional in face-to-face presentations
- Write a winning proposal
- Feel more comfortable and professional in face-to-face presentations

Course Outline

Getting Down to Business

To get started, we will look at some basic ways that business writing is different from literary writing. Participants will also explore the two major types of proposals: formal and informal.

Writing Their Proposal

During this session, participants will learn what background information to gather and how to organize it. Participants will also learn about using drafts and versions, and some terminology that they can use to label their proposals.

Getting Thoughts on Paper
There are three easy steps to get started on writing a proposal. We will present each of them in a lecture. Participants will then apply these techniques to a case study.

Basic Proposal Formats
During this lecture, we will look at indirect and direct proposals. Participants will then turn a direct proposal into an indirect proposal.

Expert Editing Tips
This session will explore some basic editing techniques, including the readability index.

The Handshake
Often, you will need to greet people before and/or after their presentation. This session will offer participants some tips on a key element of their greeting: the handshake.

Getting Ready for Their Presentation
We will offer participants some preparation tips. Then, participants will learn how to pump up their language to be persuasive without being pushy.

Elements of a Successful Presentation
During this session, participants will explore five keys to success through a lecture and small group work.

Dressing Appropriately
This session will help participants dress for success.

Presentations
To wrap up the day, each participant will give a two to three-minute presentation.

Workshop Wrap-Up
At the end of the workshop, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- Business Development teams including managers

Stress Management

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle.

This workshop explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

This workshop will teach participants how to:

- Understand that stress is an unavoidable part of everybody's life
- Recognize the symptoms that tell you when you have chronic stress overload
- Change the situations and actions that can be changed
- Deal better with situations and actions that can't be changed
- Create an action plan for work, home, and play to help reduce and manage stress

Course Outline

Defining Stress and How It Affects Us

To begin, participants will explore what stress is and the effects it can have. They will also work on identifying their stressors.

What Is Stress About?

This session will explore some of the things that stress is about. Participants will also learn about the positive effects of stress and what eustress is.

Building a Solid Foundation

Next, participants will learn about the four pillars of stress management. Special focus will be given to relaxation techniques.

Mental Strategies

This session will give participants two mental strategies to manage stress. They will also learn about the Triple A approach: alter, avoid, and accept.

Stress at Work

During this session, participants will complete a stress inventory to help them identify areas of stress at work. Participants will also identify some solutions for work-related stress.

Time Management Tips

A little bit of planning can go a long way towards reducing stress. Participants will work in small groups to brainstorm ways of managing time.

Stress at Home

Next, participants will get some tips on running their household in a way that reduces stress, including budgeting, planning meals, general organization, and chores.

Drainers and Fillers

To wrap things up, participants will identify the things that drain and energize them.

Workshop Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group:

This is especially usefully for people who have difficulty managing stress, such as those who have become less productive and less happy with themselves due to stress.

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CRM: An Introduction to Customer Relationship Management

This course introduces the different facets of Customer Relationship Management (CRM) to participants. It will also teach them how to identify who their customers really are, analyze the key components of CRM, and understand how it integrates within an organization.

This course will teach participants how to:

- Demonstrate an understanding of the terms and benefits of CRM on a company's bottom line
- Analyze the different components of a CRM plan
- Develop a checklist for readiness and success in CRM
- Describe how CRM creates value for organizations and customers
- Consider developmental roles that have the greatest impact on CRM

Course Outline

Customer Relationship Management

To begin, participants will look at what CRM programs they are involved in and how these programs have affected their lives. Participants will also explore the meaning of CRM and its potential value.

What CRM Is and Who It Serves

Next, participants will look at different types of CRM programs and the needs they can serve.

Checklist for Success

This session will explore evaluation metrics and privacy issues.

Requirement Driven Product Selection

During this session, participants will look at the Requirement Driven Product Selection process. This process requires defining the business need (or pain or problem, depending on the issue), deciding which functions are needed to meet the requirements, and then defining the products that support the selection.

Considerations in Tool Selection
This session will look at ways to narrow the scope of their field and to get the right people to move their CRM program along.

Strategies for Customer Retention
Next, participants will explore ways to retain customers through a large group discussion.

Building the Future
During this session, participants will explore the four pillars of CRM and how they can use them to help others embrace the CRM plan.

Homegrown vs. Application Service Provider
Participants will look at the advantages and disadvantages of developing a program in-house versus using an Application Service Provider.

The Development Team
This session will give participants the framework for building a stellar CRM team.

Evaluating and Reviewing Their Program
To conclude the day, participants will look at some evaluation tools, including customer profiles and life cycles.

Workshop Wrap-Up
At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.

Target Group
- Marketing & Sales Professionals
- Corporate Planners & Strategists
- Small/Medium Business Owners

Time Management

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done.

In this workshop, participants will learn how to make the most of time time by getting a grip on their workflow and office space, using their planner effectively, and delegating some of their work to other people.

Specific learning objectives include:

- Better organize theirself and their workspace for peak efficiency.
- Understand the importance of, and the most useful techniques for, setting and achieving goals.
- Identify the right things to be doing and develop plans for doing them.
- Learn what to delegate and how to delegate well.
- Take control of things that can derail their workplace productivity.

Course Outline

The Power of a Change

To begin, participants will use their pre-assignment to identify areas where they want to change their time management approach. They will also have an opportunity to write out a bucket list, which will help them identify long-term goals.

Changing Our Perspective

Next, participants will explore four priorities that we find to be most neglected: connecting with people, paperwork, reading, and exercise. Then, participants will apply their knowledge to a case study.

Setting Goals
During this session, participants will learn how to set goals with SPIRIT to help them manage their time better.

Planning Tips and Tricks
This session will explore different planning tools and their uses.

Setting up a Routine
To wrap up the morning, participants will discuss how routines can help them manage their time.

Doing it Right
Sometimes we need to approach things with a bit of attitude in order to get things done, and do them well. We're recommending to be a bit playful with this, and to be BOLD.

Putting an End to Procrastination
This session will give participants some ways to tackle those tasks that they have been putting off.

Getting Organized
This session will give participants a plan to organize their work area.

Organizing Their Files
During this session, participants will explore ways to manage paper and electronic files, including e-mail.

Managing Their Workload
To wrap up the day, participants will help Mary Marvelous manage her workload. Then, they will complete a 168-hour plan to see where their time is being used up.

Workshop Wrap-Up
At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

Target Group:
Individuals who want to develop or refresh their time management skills

Professional Qualifications

Besides the skills programs we also offer professional qualifications across the various functional areas of business. You can use these programs for professional staff development. The programs include but not limited to:-

International Diplomas

- Human Resource Management-Approved by IHRM
- Training and Development Management
- Supervisory Management
- Purchasing and Resourcing (Procurement)Management
- Logistics, Materials and Supply Chain Management
- Office Management and Administration
- Health and Safety in the Workplace
- Leadership and Management
- Sales Management and Marketing
- International Business and Trade (Import and Export)
- Asset and Investment Management
- Project Management

Mastery of Management Diplomas (For Senior Management)

- Corporate Strategy and Planning
- Organizational Management
- Operations and Quality Management
- Organizational Understanding and Development
- Business Finance and Investment

The training is offered by distance learning. Study materials and a comprehensive study guide are provided.

- Business Ethics for the Office
- Selling Smarter
- Customer Services
- Call Centre Agents Training - Sales and Customer Service
- Managing Employee Performance
- Skills for the administrative Assistant
- Team Building
- Stress Management

The above courses are offered In-House (on site) only

Training Price List

	Day 1	Day 2	Day 3
Public Courses	Ksh.22,500 per delegate inclusive of catering	Kshs. 40,000 per delegate inclusive of catering	Kshs. 58,000 per delegate inclusive of catering
Private (In-House Courses)	Ksh. 240,000 per group	Ksh. 420,000 per group	Kshs. 560,000 per group
Training Outside Nairobi	The client is responsible for or charged for the travel, accommodation and meals of the trainer(s) during the course		

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