CAPABILITY
STATEMENT

Avaya Business Simulations
Inspiring Excellence

AVAYA BUSINESS SIMULATIONS

2018

"*An organisation's ability to* **LEARN,** *and translate that learning into* **ACTION** *rapidly is the* ultimate **COMPETIVE ADVANTAGE**"

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1 Vision

To be the most innovative and solution provider in the training and development services

2 Mission

Our mission is to be eastern Africa's preferred provider of management and supervisory training and capability solutions

3 core values

- *Transparent communications*
- *Accountability and respect*
- *Innovative customer focus*
- *Learning culture through integrated diversity*
- *Shared vision through ethics and teamwork*

Avaya Business Simulations *Was founded and established in 2006 in Nairobi Kenya, to offer expertise in the fields of Management/Supervisory Training and Human Resource Consultancy to Corporate and Government sectors. Avaya Business Simulations invested across its product and service portfolio to leverage from the legacy and experience of its Management Consultants.*

Avaya BS *draws its operations from principles of western and eastern philosophy throughout the design, development and execution of professional training curriculums and Human Resource consultancy. The execution of meticulously engineered experiences are motivated by the objective of influencing perceptions in key topics through deliberate creases of knowledge, that reinforce structure for that realm of knowledge within each individual.*

Avaya BS *has proven that it can leverage from the knowledge gap prevalent across market verticals, through the provision of impeccable services and support. Our allegiance with the professional domain has proven successful, driven by a team of dedicated skill sets and competencies that suit the organic growth and development across the Organizations*

Avaya BS *prides itself on thorough diagnostic analysis with clients in the pre-sales phase, with prioritisation given to innovation. The capacity to execute training briefs to exceptional benchmarks encourages clients to compare Avaya BS service deliverables against other providers in the same space.*

At the foundation of all behavioural competency solutions are three core deliverables Assess, **Evaluate and Validate**. *The contexts of our course design are aligned strictly with organisational objectives and values, anchored firmly by these core deliverables.*

The Avaya BS *methodology utilises professional experience, creative skill and ingenuity to elevate and enhance individual understanding of course objectives in the training environment. Critical to the success of any engagement is the design and delivery of sustainable strategies that commit to Knowledge, Adoption and Retention.*

OUR PHILOSOPHY

At our core, we focus on behavioural competency development within the professional sphere, and provides our clientele with solutions that Assess, Evaluate and Validate . We utilise our management consultancy and training talent pool to bring out the inherent attributes of the competencies for up-skilling in organisations.

At Avaya BS, training is more than just an instructor led experience. It is the direct application of human creative skill, ingenuity and imagination facilitating the transformation of theory into practice through experiential learning.

Avaya BS approaches each engagement with its clientele akin to an artist. When starting with the raw malleable material, our highly experienced training consultants influence the sum and substance of the material through carefully orchestrated manoeuvres; bringing to the fore its true nature and ability, restructured to reveal that which was concealed before

OUR SERVICE PROFILE

Avaya BS values its relationship beyond that of a service provider. Each engagement is an agreement between partners working towards creating mutually beneficial and enduring relationships. As an organisation, we have successfully continued to adapt to the demands of the clients, and to the external factors that shape the clients expectations.

Exceeding customer expectations and building long-term partnerships are the cornerstones of our vibrant company that are complimented by unique skill sets of consultative, commercial and training teams. It is the organisation's cumulative expertise and insight that facilitates leverage for optimal learning conditions; to return significant value after investment.

METHODOLOGY OF TRAINING

The foundation of our training is anchored in activity-based experiential learning. This methodology takes into consideration different learning and communication styles, and more importantly language and cultural differences. Each experience with us is governed by the following parameters:

All delegates are fully engaged at all times.

All engagements are lively and foster knowledge transfer and idea sharing

All engagements maintain a positive learning environment

All delegates receive one-to-one feedback through feedback reporting mechanisms

All delegates leave the course with a clear personal action plan

Our curriculums pay careful attention to Pedagogy and instructional design. It is the creative skill of our consultants that reveal to delegates that which was concealed before, and personalised guidance through an experience that aligns, reinforces perceptions and applications of fundamental competencies through (NLP). This is influenced by:

Group discussion

Case studies

Role plays

Training DVDs, Video evaluation

Group, Individual activities

Training games

Action planning

Experiential learning activities

Presentations

Course content below, will be 'tailored' to meet the exact requirements of the client.

MANAGEMENT **& LEADERSHIP**

Course OVERVIEW

This programme is a highly interactive designed for leaders/managers who want to develop their leadership/management skills to achieve success. The programme will explore how managers can maintain their technical expertise while demonstrating the right type of leadership. It will give them the personal, interpersonal and group skills to be influential , inspirational in maximising individual and group performance.

What will you gain from the course?

Effective communication and interpersonal skills

Knowledge and understanding of the different leadership and management traits

Skills in how to adapt leadership styles

Knowledge and understanding of the different personalities and how to lead them

Skills in managing and implementing change

Skills in motivating and inspiring employees

Skills in building effective teams

Skills in coaching, mentoring and developing staff

Skills in managing conflict and problem solving

Sample Course Content

New Approaches to Leadership and Management

Multipliers and Diminishers

Goal setting/ praising/ reprimanding

Transformational Leadership

Influencing Skills

Basic Principles of Influencing Others

SCARF Model

Influencing styles

Adapting your influencing style

Personality Profiling

Understanding the strengths and weaknesses of different personalities

Learning how to lead the different personalities

Change and Conflict Management

Causes and types of change

Managing change – the Transition Journey

Sources & stages of conflict

Conflict management strategies

Team Building

The stages of team formation & the role of the leader at each stage

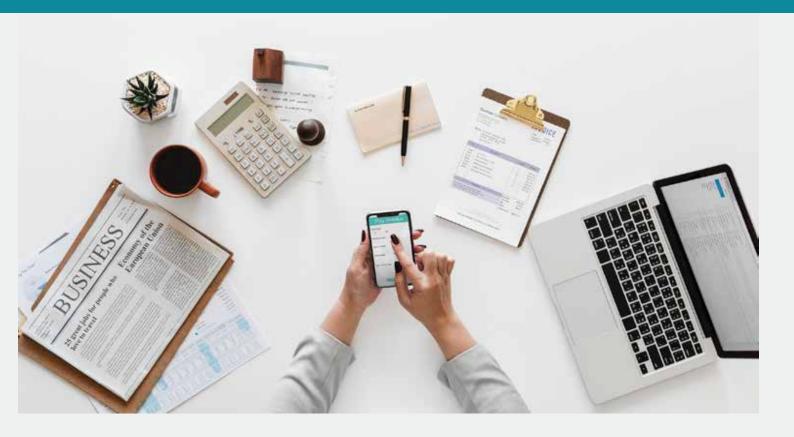Team-building activities for the workplace

08 MANAGEMENT SKILLS

Course OVERVIEW

Management is a complex art. There are many dimensions to management and many approaches to best practices. It is generally accepted that the traditional theories of management no longer apply in today's business world, and in recent years more innovating management techniques have been developed.

The programme will explore how managers can refresh their existing skills and gain more exposure to new, emerging ways to lead and manage. It will also help managers who are technical experts but who need to develop more effective management skills

What will you gain from the course?

Knowledge and understanding of the limitations of the traditional management

Understanding of your current approach to management – your strengths and development needs

Understanding of Emotional Intelligence & skills required to lead through EQ

Knowledge and understanding of Multipliers and Diminishers

Skills in eliminating negativity in the team

Knowledge and understanding of Transformational Leadership

Leadership and influencing skills

Creating vision, mission and core values

Skills for decision-making and problem solving

Change and conflict management skills

Sample Course Content

Leading through Emotional Intelligence

The 5 Domains

SCARF Model

Influencing styles

Adapting your influencing style

Multipliers and One Minute Managing

Multipliers and Diminishers

One Minute Goal Setting

One Minute Praises

One Minute Reprimands

Transformational Leadership

Individualised consideration

Intellectual stimulation

Inspirational motivation

Idealised influence

Creating vision, mission and core values

Creating a vision and mission for your team/ department

Setting core values

Communicating vision, mission and values to the team/ department

Change and Conflict Management

Causes of change

The Transition Journey

Managing change

Sources and stages of conflict

Conflict management strategies

MANAGING **CHANGE**

Course OVERVIEW

Change is inevitable and unavoidable. To some, change is the single most important element of successful business management. To remain competitive and keep performance levels high, organisations and individuals need to understand and manage change effectively.

This programme will equip you with all the tools necessary to enable you to successfully manage change. Participants will learn to have a positive attitude to change and will gain skills in planning and implementing change through effective communication and leadership.

What will you gain from the course?

A knowledge and understanding of why change is necessary

Skills in assessing the causes of change in your organisation

Skills in recognising the sources of change

Knowledge and understanding of the types of change

Skills in planning for change and being proactive

Skills in communicating with and involving people to gain commitment

Skills in managing resistance to change

Skills in monitoring progress and evaluating the change process

Sample Course Content

Understanding Change

Why is change necessary?

The benefits of change

The potential problems with change

The sources and causes of change

Understanding different types of change

Planning Change

Setting SMART objectives

Deciding on time frames

Deciding who to involve, when and at what level of involvement

Developing an action plan

Anticipating resistance to change

Implementing Change

Communicating change

Assigning responsibility and accountability

Motivating people & gaining buy-in and commitment

Helping people through the Transition Journey

Developing a culture open to change, monitoring progress

Evaluating the Change Process

Maintaining drive and momentum

Review the process – what went well and what didn't

Learning from experience - Stop, Start, Continue

Course OVERVIEW

Project management is the skill of moving from ideas to results. Project Management is a competency made up of many practical skills and tools that can be used across a wide range of leadership and management functions.

This programme will provide participants with tools and techniques for effective project management. They will learn how to plan and organise resources and to utilise them for optimal results.

What will you gain from the course?

Knowledge and understanding of what a project is

Understanding of each phase of the project life cycle

Planning and organising skills & understanding of roles and responsibilities

Skills in documenting the project & using project management tools and techniques

Knowledge and understanding of the stakeholders

Leadership, management, conflict and prioritising skills

Awareness of the financial aspects of project management and managing resources

Risk assessment and response

Sample Course Content

Understanding Project Management

The functions of management/Leadership styles

What is a 'project'?

Project phases

The role of a project manager

Action planning

Setting up a Project

Initiation

Building the team

Stakeholder analysis – needs, wants and influences

Using the 6Ws to clarify details

Risk Management

Understanding the nature of risk

The relationship between hazard and risk

Risk assessment – probability and impact ratings

Risk response options

Project Management Tools

Brainstorming

Gantt Charts

Fishbone/ Ishikawa diagram

Critical path analysis

Managing Work in Progress

Monitoring progress – setting milestones

Communicating with the team

Managing conflict and change

Time management

Delegating and motivating the team

Working within the budget

Course OVERVIEW

Risk in business exists in every task, in every operational unit. Successful risk management involves creative and proactive thinking, and is a critical part of business success through the achievement of goals and objectives. Risk management is the process of identifying, assessing, and prioritising risks of different kinds. Once the risks are identified, the risk manager can create a plan to minimise or eliminate the impact of negative events.

This programme will train participants how to proactively identify hazards and risk, plan effectively to manage the risk. They will learn new tools/techniques and enhance their knowledge and understanding of risk.

What will you gain from the course?

Skills in analysing the work environment

Skills in identifying potential risk and proactive thinking

Skills in trouble shooting

Knowledge and understanding of management principles related to risk management

Knowledge and understanding of tools and techniques used for risk management

Understanding of how to measure risk

Understanding of risk response methods & when to use them

Sample Course Content

Analysing the Work Environment to Identify Risk

SWOT, PEST, HSE – health/ safety/ environment

Danger zones - Internal and external risks

Identify the risk

Categorise, Prioritise the risk

Proactive vs Reactive thinking

Trouble shooting

Opportunity costs

Risk Management Principles

Researching information

Objectivity, Transparency

Creating value – value engineering

Decision making

The Risk Management Process

Identify, categorise, and prioritise the risk

Estimate the risk – probability and impact rating

Map the process – scope/ stakeholders

Define the framework and plan/ agenda

Analysis – set categories and measurement systems

Solution – options/ alternatives

Implementation of the solution

Review of the process

Measuring Risk

Probability of the risk occurring – Impact rating – high to low using the RAM

Risk Response

Risk avoidance – change the project to eliminate the risk

Risk transference – shift the negative aspect to a third party

Risk mitigation – reduce the probability/ impact

Risk acceptance – do nothing and accept the possibility of the risk

STRATEGY PLANNING **AND IMPLEMENTATION**

Course OVERVIEW

To be strategic is to be well prepared ahead of time for different eventualities. Strategic planning requires a state of mind that has space for the future, is versatile enough to perceive different possible scenarios, and creative to think out new solutions for possible problems and issues that may arise.

At all levels, strategic thinking has become necessary for both short and long-term success. The key lies not just in individual skills, but also in the ability to engage others in an on-going strategy process.

This workshop will get your team, department or organisation where it needs to be. Starting with the bigger picture and moving onto the practical implementation issues. This course takes you right through the strategic planning process with helpful tools, techniques and ideas at every stage.

What will you gain from the course?

Knowledge and understanding of strategy and strategic planning

Knowledge and understanding of the fundamentals of strategic planning

Appreciation of the importance of vision, mission and core values

Skills in setting vision, mission and core values statements

Skills in analysing the internal and external environment

Skills to convert a strategic plan to an operating plan

Skills in setting goals, objectives and targets

Learn a step-by-step model for planning the journey from current position to the future

Learn when to use action plans to implement strategy

Sample Course Content

Vision, Mission and Core Values Statements

The purpose and benefits of writing vision
and mission statements

Communicating the vision and mission

Creating a shared vision

Strategic Planning Basics

Format and content for the agenda document

Understanding strategy, 7 Principles of strategic thinking

Visual thinking - Insight, forecasting and foresight

The distinction between strategy, goals and objectives

Goal development - Writing SMART objectives

Setting Key Performance Indicators and use of Key Result Areas

Identify Strategic Direction

Identifying the key strategic issues for your organisation

SWOT and PESTLE analysis

Competitor analysis

Implementing the Strategy

Understanding the key factors involved in implementing strategy

Using action planning tools such as LFW, action planning grids
and planning wheels

Communicating your strategic plan

Developing Control Systems and Performance Measures

Approaches to measuring performance excellence

How does excellence relate to performance (SKEA, ISO?)

Setting targets

The Balanced Scorecard

14 SUPERVISORY SKILLS

Course OVERVIEW

Building effective supervisory skills can help you and your organisation succeed, even in challenging economic times. It is widely recognised that people are a business 'most important asset, therefore their management and supervision has a direct impact on performance.

This programme offers you the opportunity to develop and refine the skills you need to supervise people more effectively. The course explores topics critical to developing effective supervisory skills such as performance management, motivation, team development, communication skills and time management skills – everything you need to manage people effectively.

What will you gain from the course?

Knowledge and understanding of the roles and responsibilities of a supervisor

Knowledge and understanding of leadership styles

Skills in planning and organising people and resources

Skills in setting goals and objectives

Skills in measuring individual and team performance

Understanding of the organisation's culture and hierarchy

Understanding of the different communication styles and preferences

Skills in getting the best out of people - Motivation

Sample Course Content

Role of the Supervisor

Understanding the roles and responsibilities

Identify your organisational chart – understanding company culture

Making the transition to supervisor

Setting goals and objectives

Planning, organising and executing various activities

Understanding your personal management style

Leadership Styles

Identify the way people prefer to interact

Your natural leadership style - strengths and weaknesses

Exercising authority effectively

The delegation process

Motivating others and building the team

Organisational Skills

Managing your time effectively, managing time of others

Self-management and discipline

Barriers to time management

Managing interruptions, paperwork and meetings

Problem Solving

Dealing with difficult people

Managing your own emotions when solving problems

Building positive relationships

Identifying the 'root cause' of the problem

Practical problem solving models

Brainstorming, putting your creative ideas to work

Group creativity, problem solving and decision making

CCourse OVERVIEW

The ability to understand and analyse financial data is essential for successful management. For managers, the company's financial statements remain a mystery. However, a basic understanding of both costing and financial statements is a necessity in order to make rational decisions and contribute to discussions intelligently.

This programme is designed to help managers come to grips with the fundamentals of finance and accounting. Participants return to their jobs equipped to apply the fundamentals of finance to influence business decisions, improve profits, sell new business plans, manage budgets and communicate more confidently with finance-based colleagues.

What will you gain from the course?

Knowledge of financial terminology

Knowledge and understanding of costing for a business

Understanding of break-even and skills in calculating break-even

Skills in using cost and profit data to make business decisions

Knowledge and understanding of the nature and structure of financial statements

Skills in analysing financial statements to aid decision making

Understanding of how budgets can be used to monitor and control a business

Skills in setting a budget and analysing variances

Knowledge and understanding of cash flow forecasting

Knowledge of the techniques for appraising investment opportunities

Sample Course Content

Break-even

The different types of cost – fixed and variable

Calculating costs and profit

Understanding the concept of break-even – Break – even calculation

Break-even graphs – construction and analysis

Using break-even for problem solving and decision making

Financial Statements

The parts of the profit and loss account

The parts of a balance sheet

Uses of the financial statements

Limitations of the financial statements

Investigating the Accounts

Understanding the ratios – performance, liquidity and gearing

Calculating ratios

Using the ratios for problem solving and decision making

Cash Flow Forecasting

Understanding the difference between cash and profit

Understanding the importance of cash

Interpreting the forecast and using it for planning and decision making

Budgeting

The importance of budgeting

The types of budget

The budgeting process

Calculating variances

Using budgets for planning and decision making

Investment Appraisal

Understanding the nature of investment

Types of investment appraisals

Calculations and analysis

16 SUCCESSFUL **SELLING SKILLS**

Course OVERVIEW

This programme focuses on helping participants to develop sales strategies, techniques and gain the skills required to be successful at selling. It illustrates how to sell on benefits, not just features and how to close the sale skilfully and adeptly and in such a manner as to leave the customer satisfied with the whole process.

This course will encourage participants to 'think outside the box' and overcome challenges; e.g. communication, conflict resolution, understanding the needs of different personalities, motivating people to succeed, exercising authority and working with difficult people. Delegates will return to their job focused and confident in their ability to sell effectively.

What will you gain from the course?

Greater knowledge and understanding of your market

Knowledge and understanding of different techniques for different markets and clients

Skills in how to work with different people and personalities

Skills in highlighting FABs to meet client needs

Questioning skills and techniques.

Stronger and more effective communication and listening skills

Skills in setting objectives and KPIs

Greater understanding of the Selling process

Sample Course Content

Understanding your Market and Customers

Developing client profiles

Knowing your clients' needs (direct/ indirect) and expectations

SWOT/PESTLE analysis

Customer Relationship Management

Developing your Sales Knowledge – The Six Cylinders

Business , Industry, Company, Product and

Selling knowledge skills and techniques

Attitude – creating a desire to win and a

positive mental attitude

Basic Techniques to Add Imp act

FABs – features/ advantages/ benefits

USPs – unique selling points

AIDA – attention/ interest/ desire/ action

Modern Sales Techniques

Relationship marketing, Consultative selling

SPIN – situation/ problem/ implication/ need

Problem Solving

Dealing with difficult people

Managing your own emotions when solving problems

Building positive relationships

Identifying the 'root cause' of the problem

Practical problem solving models

Brainstorming, putting your creative ideas to work

Group creativity, problem solving and decision making

CUSTOMER **SERVICE**

Course OVERVIEW

Management need to embed customer focus and customer service into every part of the organisation's operations. Employees should then have customer service at the forefront of every decision made and every interaction, whether with internal or external customers. This programme will help participants identify and understand who their customers are. They will gain an in-depth knowledge of their customers and how to exceed expectations at every level. In addition, they will gain skills in how to transfer their knowledge back into the workplace to develop a culture of service excellence.

What will you gain from the course?

Knowledge and understanding of who your customers are

Skills in identifying perception points

Skills in identifying needs and exceeding customers' expectations

Skills in changing and developing organisational culture of customer focus

Skills in empowering and motivating staff to be customer centric

Sample Course Content

Knowing your Customers

Internal and external customers – who are they?

Gathering data on customer satisfaction

Defining and segmenting customers

Why do you lose/ retain customers?

How to create positive first impressions

Key Customer Relationship Management principles

Perception Points

Knowing where the perception points are

What are the requirements at each point

Setting benchmarks for each point

Needs, Wants and Expectations

Developing customer profiles

Improving the customer experience

Creating 'Wow' factors

Creating USP and perceived benefits

Handling Difficult Situations

Owning the problem

Handling difficult situations

Dealing with difficult people

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18 PUBLIC SPEAKING AND PR SKILLS

Course OVERVIEW

We present ourselves as representatives of our company in every interaction; internally and externally. Presentations in business are a critical part of the communication process as they provide an opportunity to inform, inspire and influence an audience. Developing highly effective presentation skills enable the presenter to get his message across with clarity, conciseness and high impact. As brand ambassadors we need to have excellent communication skills to present ourselves in a professional manner. This programme will provide delegates with advanced skills in communication, presentation and public speaking.

What will you gain from the course?

Knowledge and understanding of the different communication styles

Knowledge and understanding of the different methods of structuring a presentation

Skills in managing body language

Skills in tailoring the speech/ presentation to meet the needs of the audience

Skills in handling difficult and challenging questions

Confidence building skills

Skills in dealing with the media

Skills in how to communicate the brand, vision and values

Skills in creating healthy creative competition in the team

Influencing and negotiating skills

Sample Course Content

Communication Styles

Communication styles – visual/ auditory/ kinaesthetic

How to communicate with the different behaviours – assertive/ aggressive/ passive

Cultural communication barriers and how to overcome them

Making your POINT

Using rhetorical devices to add impact to your speech/ presentation Planning and Structuring the

Presentation

Documentation Triangle – purpose/ audience/ content

Understanding the 3 Es – explain/ educate/ entertain

Methods of structuring the speech/ presentation

Body Language

Reading the body language of the audience and tailoring the presentation as needed

Developing effective body language to present for success

Handling Questions

Predicting questions, How to handle difficult questions

Building Confidence and Overcoming Nerves

Relaxation techniques

Planning and practicing to reduce nerves

Visualisation

Relationship -Building Strategies

Building long-term relationships with customers

Effective communication, Using your voice and positive body language

Knowing which words to use and why

Staying effective on the telephone

Using the resources available to create a rapport with your Customers

MANAGING **EMPLOYEE RELATIONS**

Employee Relations involves the body of work concerned with maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, and morale. Essentially, Employee Relations is concerned with preventing and resolving problems involving individuals which arise out of or affect work situations. Effective relationships are built on an understanding of what is expected of each party and what can happen when one party or both parties don't live up to the other's expectations. Employees and managers need a practical understanding of what is expected in today's workplace so that organisations can attract, retain and develop the best talent in order to be successful. This programme will provide the delegates with an understanding of each topic area and incorporates the client organisations' unique policies and practices for successful employee relations

What will you gain from the course?

Skills in communicating effectively to build relationships

Knowledge and understanding of the different communication and learning styles

Motivational skills to improve individual, team, and organisational performance

New leadership skills to influence others effectively

Conflict management skills

Teambuilding skills, creating a positive work environment

Knowledge and understanding of the needs and expectations of others

Skills in retaining and developing people

Sample Course Content

Knowing your Customers

Internal and external customers – who are they?

Gathering data on customer satisfaction

Defining and segmenting customers

Why do you lose/ retain customers?

How to create positive first impressions

Key Customer Relationship Management principles

Perception Points

Knowing where the perception points are

What are the requirements at each point

Setting benchmarks for each point

Needs, Wants and Expectations

Developing customer profiles

Improving the customer experience

Creating 'Wow' factors

Creating USP and perceived benefits

Handling Difficult Situations

Owning the problem

Handling difficult situations

Dealing with difficult people

Knowing your Customers

Internal and external customers – who are they?

Relationship -Building Strategies

Building long-term relationships with customers

Effective communication, Using your voice and positive body language

Knowing which words to use and why

Staying effective on the telephone

Using the resources available to create a rapport with your Customers

PERFORMANCE MANAGEMENT

Course OVERVIEW

Managing employee performance is critical to business success. Effective managers understand the personal and professional objectives of the employees and are able to align these with department and corporate objectives. Performance review is the opportunity to provide feedback on performance, fill competency gaps, and decide on future courses of action. This programme explores the role of managers and HR staff in performance reviews. Participants will learn more about the system within their organisation and how to prepare, deliver and evaluate performance appraisals successfully.

What will you gain from the course?

Knowledge and understanding of the purpose of performance management

Understanding the roles and responsibilities of different people involved in the PMP

Understanding of the existing framework and competency ratings

Skills in gathering evidence for the performance review

Skills in planning for and structuring the performance review meeting

Skills in explaining the system and process to the employee - giving effective feedback

Skills in effective questioning techniques

Skills in dealing with objections and disagreements

Skills in setting SMART objectives as part of action planning

Sample Course Content

Understanding Performance Management

Why performance management is important – individual and organisational benefits

Misunderstandings and barriers to effective performance management

Roles and responsibilities

The Five Key Elements of Performance Management

Measurement – the competency framework/ ratings and indicators

Feedback – supportive and corrective/ how to give feedback effectively

Positive reinforcement – feedback not criticism

Exchange of views – questioning techniques and listening skills

Agreement – action planning and SMART objectives and **KPIs**

Gathering Evidence

Hard and soft evidence

Objective production

Behavioural, Judgement

Measurement pitfalls and how to avoid them

How to ensure fairness and validity

TRAIN THE **TRAINER (TOT)**

Course OVERVIEW

Employee Relations involves the body of work concerned with maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, and morale. Essentially, Employee Relations is concerned with preventing and resolving problems involving individuals which arise out of or affect work situations. Effective relationships are built on an understanding of what is expected of each party and what can happen when one party or both parties don't live up to the other's expectations. Employees and managers need a practical understanding of what is expected in today's workplace so that organisations can attract, retain and develop the best talent in order to be successful. This programme will provide the delegates with an understanding of each topic area and incorporates the client organisations' unique policies and practices for successful employee relations.

What will you gain from the course?

Skills in communicating effectively to build relationships

Knowledge and understanding of the different communication and learning styles

Motivational skills to improve individual, team, and organisational performance

New leadership skills to influence others effectively

Conflict management skills

Teambuilding skills, creating a positive work environment

Knowledge and understanding of the needs and expectations of others

Skills in retaining and developing people

Sample Course Content

Communication and Learning Styles

The different learning styles - visual, auditory and kinaesthetic learners

VAK principle - training strategies for each type

How to reach all learning modalities when conducting training

Identify the styles of the different types of adult learners

Strategies for Enhanced Learning

Keeping your participants alert, engaged, open and relaxed

Using rapport-building techniques with success

Using activities and games to reinforce the learning

Implementing a variety of learning exercises

Key Presentation and Delivery Strategies

Opening a course – introductions, using ice-breakers

How to 'chunk' information to peak learning

'Signal phrases' and how to use them

How to revisit content in multiple ways

Increase alertness and attention

How to debrief an activity

Handling 'difficult' participants

Effective visual aids

Listening skills and questioning techniques

Managing and reading body language

Closing a course, getting feedback and evaluating the success of the training programme

ESSENTIALS FOR TEAM SUCCESS

Course OVERVIEW

This interactive program gives participant's a strong working knowledge of personality profiles and thinking patterns that affect the dynamics of a team's performance and problem solving abilities. Engaging and interactive, this learning experience will help you discover ways to work together more effectively, utilize certain styles to achieve desired outcomes and create your very own 'dream team'.

You will find out why new insights to communicate more effectively minimize conflicts and work together much more effectively. The workshop employs experiential team exercises and professionally facilitated discussions to help your team discover common roadblocks and how they can easily be avoided. The result is improved team cohesion, role clarity, enhanced team effectiveness and long term productivity

What will you gain from the course?

Improve communication by identifying how team members use different communication behaviours to achieve results

Enhance cooperation by creating awareness of different ways in which team members choose to make decisions and organize projects

Increase management effectiveness by revealing team dynamics

Delivers results by offering suggestions on how the team can tap its new understanding of communication and cooperation to achieve desired outcomes.

Sample Course Content

Team Work

Contribution to teamwork

Life cycle of a team

Ingredients of effective team

Importance/significance of teamwork

Potential team problems

Getting started on Team building

Define teambuilding

Adopt a model for team building

Development of the team building in organizations

The process of team building

The skills useful in team building

Development of group/team objectives and roles and responsibilities

Team Life Cycles and Communication Patterns

Define the difference between process and task in teams

Recognize the stages of team development as they occur within the team

Perform an analysis of team communication patterns

Team Creation

Identify the success factors for effective teams

Complete and analyze a team building assessment instrument

Create a team name, logo and mission statement

OTHER COURSES ON OFFER

Governance

Business Etiquette

Coaching and Mentoring

Conflict Management

Building Teams

Managing Meetings

Report Writing and Minutes taking

Emotional Intelligence

Stress Manageme

1.   OPERATIONS CONSULTANCY

- The operational process of a business are what drives the business itself.

- Businesses are always looking to better optimise their operational processes in a variety of ways, like increasing efficiency, cutting costs, Improvement quality, etc.

- We will look closely with senior business executives to extract the most value from your business operations.

We will ask;
- ✓ How do we reduce costs I this operation?
- ✓ How do we increase efficiency in this organisation?
- ✓ How can we reduce bottlenecks in this (e.g supply chain?)

Areas covered include
a)   Process Management
b)   Procurement
c)   Outsourcing
d)   Supply Chain Management

2.   HUMAN RESOURCES CONSULTANCY

- Are the policies and procedures in-line with government/regulatory laws and regulations?
- How can we best implement these policies and procedures?
- Do we need to create and implement training sessions related to the HR programs?
- How can we improve employee satisfaction and effectiveness?

3.   RISK AND COMPLIANCE CONSULTANCY

- All organisations need to adhere to laws, regulations, standards and ethical practices
- Enforcing compliance using company policies helps to detect and prevent any violation of governance, such as fraud, abuse, or discrimination.

We will ask;
- ✓ How can we conduct an in-depth analysis of this organisation's compliance programs, in relation to applicable regulations and ethical standards?
- ✓ In order to minimise exposure, what are the business or industry-specific risks that we need to establish internal controls for?
- ✓ How can we improve this compliance program and integrate it into the company?

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