

CORPORATE TRAINING DIRECTORY

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DIRECTOR'S WELCOME



David Neufeld
Director

Professional Development Centre

Welcome to our Corporate Training Directory

Over 700 organisations in Malaysia have chosen our corporate training services. We customise learning and development programmes to meet all your training needs.

From 1:1 coaching to working with you in developing and delivering long-term, sustainable solutions, we have a track record in providing tangible progress and results.

Alternatively, please join the public workshops at our centres in KL and at the Curve Damansara. These skills-focused, 1-2 day sessions are ideal for those short on time seeking high-impact training. Access our calendar here:

www.britishcouncil.my/events/publicworkshop

We are also excited to announce that we have been approved by the Chartered Institute of Personnel and Development (CIPD) to deliver their Level 3 Certificate and Diploma in HR Practice.

Our team of trainers is highly experienced both locally and internationally. We use learner-centred, interactive methodology to ensure sessions are engaging and impactful.

Training with us is also HRDF and STF claimable. If you would like to talk to us about your needs, please contact me or any member of the team.

Warm regards,

David

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OUR CLIENTS

Government-linked organisations | Ministries

- Attorney General's Chambers
 - Bank Negara Malaysia
 - Bursa Malaysia
 - DBKL
 - EPF
 - Felda Global Ventures Holdings
 - FSTEP (Financial Sector Talent Enrichment Programme)
 - HRDF
 - Khazanah Nasional
 - KWAP
 - Lembaga Hasil Dalam Negeri Malaysia (Inland Revenue)
 - Lembaga Pertubuhan Peladang Malaysian Airports
 - Malaysia Airlines
 - MARA
 - Perkeso
 - Petronas
 - Talentcorp
 - Tenaga Nasional Berhad
 - Institute for Health Systems Research
 - Ministry of Education
 - Ministry of Entrepreneurship & Co-operative Development
 - Ministry of Finance
 - Ministry of Foreign Affairs
 - Ministry of Human Resources
 - Ministry of Plantation Industries and Commodities
 - Ministry of Trade & Industry
 - Ministry of Works
-

Finance | Insurance

- Affin Hwang
 - AIA
 - AIG
 - Alliance Financial Group
 - Ambank
 - American Express
 - Aspora Capital
 - Bank Islam Malaysia
 - Bank Rakyat
 - BSN
 - Bursa Malaysia
 - CIMB
 - Citigroup
 - Deloitte
 - Great Eastern
 - Hong Leong Bank
 - iFast
 - MyCEB
 - PNB
 - Prudential
 - Royal Bank of Canada
 - Standard Chartered
 - Tokio Marine
 - WCT Berhad
-

Oil and Gas | Engineering | Property Development

- Arup Engineering
 - Boustead
 - BMT
 - BP
 - Dong Energy
 - Emerson
 - Exxon Mobil
 - EcoWorld
 - Linde
 - MRT
 - Petrofac
 - Ranhill
 - SBM Offshore
 - Shapadu
 - Shell
 - SP Setia
 - UEM
-

BPO | SSO | Tech

- Aegis
- AIA
- AIG
- Atos Origin Services
- BAE Systems
- Comptel
- CSG International
- Ecenta
- Hilti
- Infinite Data
- Maxis
- ORS Tech
- Schlumberger
- Technip
- Western Digital

OUR COURSES

OUR COURSES

Customised Business Communication Skills

Our bespoke training programmes are tailored to suit the needs of your organisation. We've developed a suggested learning path but you are free to pick and choose the modules most relevant to your team.

With sessions delivered extensively (over 2-4 months), learners can easily put the skills into action at work. We progressively build spoken and written proficiency with periodic assessment and pre- and post-course evaluation. Most importantly, you'll see measureable improvement and greater confidence amongst your staff.



Each level (Establish, Develop, Expand, Refine) comprises 40 hours of face-to-face training. Choose as many skills as you'd like for your course, bearing in mind each module (e.g. Business Writing Essentials) takes an average of 8-10 hours to complete. We also provide blended learning options, detailed post-course reports, and recommendations for participants to consolidate and extend the learning beyond the training room.

OUR COURSES

CIPD Level 3 Certificate and Diploma in HR Practice



Approved Centre

We are pleased to offer the CIPD Level 3 Certificate and Diploma in HR Practice. These internationally-recognised qualifications provide learners expert knowledge of HR, L&D and other specialist areas.

Our communicative and interactive methodology takes learning off the page, helping learners apply input in real world situations. Alongside being practical and relevant to today's business environment, CIPD qualifications are highly valued by employers around the world and are a pathway to CIPD professional membership.

If you want to stand out with a recognised professional qualification, contact us to find out more.

OUR COURSES

myClass English

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50450 Kuala Lumpur

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myClass flexi:

This flexible course is designed for busy professionals who wish to improve their English. Students can book and cancel classes online, choose lessons according to topic or time, and manage their own learning at their own pace. The 4-month membership includes 48 hours of 2 hour lessons, and students can start any week.

myClass pre-booked:

This more traditional 12 week course is designed for busy professionals who wish to come to a regular class twice a week. Students can cancel classes on their phone and rebook a class at another time when busy, whilst getting the benefit of having a regular class time and teacher. The 3-month course includes 48 hours of 2 hour lessons, and students can start any week.

A myClass student receives:

- Face-to-face academic counselling after every 10 lessons.
- Free myClub membership, which provides access to additional hour-long workshops across the week focused on different skills, such as vocabulary-building or speaking practice, as well as member event evenings and activities.

Be placed in the course best suited to your level. We offer:

- myClass Intermediate
- myClass Upper-Intermediate
- myClass Advanced

TOOLS

TOOLS

The questionnaire

- Contains 60 Items
- Takes approximately 15 minutes to complete
- Available electronically or paper based
- High face validity
- Reviewed by the British Psychological Society
- Written in straightforward, positive language

The Team Management Profile was adapted for the workplace from the original work of Carl Jung. Unlike other psychometric instruments, which look at an individual's total behaviour, including their home life, the Team Management Profile Questionnaire reflects research that shows people often behave very differently at work.

Benefits

- Provides a practical model for effective teamwork in any context
- Gives an overview of how balanced the team is
- Promotes mutual understanding and respect
- Provides an opportunity for more open communication
- Gives guidance for personal and career development
- Highlights the importance of understanding and managing diversity
- Gives insights into how to resolve conflict
- Provides a complete approach to building and maintaining balanced, high-energy teams differently at work

The Team Management Profile™

Assigning the wrong person to a task, ignoring important tasks or failing to resolve conflict can have costly consequences. The Team Management Profile is a personalised report, which gives individuals valuable insights into the way they prefer to work and their preferred role within a team. This feedback will help to improve team processes and performance, which will in turn improve motivation and job satisfaction.

The Team Management Profile highlights an individual's major and related areas of work preference, including information focused on:

- Work preferences
- Decision-making
- Leadership strengths
- Interpersonal skills
- Team-building
- Management style

Application

- Team-building and development
- Executive team coaching
- Conflict resolution
- Team analysis
- Improving team processes
- Leadership development programmes
- Graduate programmes

The Personal Discovery Workbook is a standard inclusion with every Team Management Profile.

Designed to take individuals through the concepts of TMS, the workbook contains theory, activities and a learning log to foster a greater understanding of work preferences and how they impact individuals and teams.



TOOLS

Benefits

- Straightforward model
- Created by experts in learning and teaching EQ
- Detailed reports with specific techniques, exercises and strategies
- Extensive range of proven curriculum and related tools that improve performance
- Embedded self-correcting indices increases objectivity
- Measures strong psychometric properties including over 100 items, 14 different norms used in each assessment

SEI Emotional Intelligence Assessment

The Six Seconds Emotional Intelligence Assessment (SEI) is a suite of effective tools that measure EQ and equip people with a framework for putting emotional intelligence into action. The tools are used for a broad range of training, coaching, selection, and development needs. SEI is best-in-class because of the blend of strong psychometrics, easy practicality, and global relevance.

Where several other tools provide meaningful feedback, the SEI is unique because it's not just feedback, it delivers a process framework that equips people to actually use emotional intelligence. The SEI also links EQ to real life; it includes two questionnaires, an assessment of current "success factors" (e.g. effectiveness and relationships) and the EQ measure. This puts EQ in the context of important work and life outcomes, providing the "so what?" to make EQ relevant.

Full range

- Complete range of assessment tools and reports
- Broad array of support materials and training modules
- Encourages professional and personal development
- Training and coaching (e.g. leadership, teamwork, performance management, stress, communication, people-skills for project management, etc)
- Selection, talent management
- Pre/Post assessment and research

TOOLS

The questionnaire

- Contains 50 items
- Takes approximately 15-20 minutes to complete
- Available electronically or paper based
- Rigorously researched and validated
- Written in straightforward, positive language

Benefits

- Helps people to see why they might be critical towards change
- Offers a measure of caution to those who are too eager to embrace change
- Helps overcome conflict between people with varying QO₂ scores
- Establishes confidence in the introduction of change
- Generates greater focus on the future of the organisation
- Helps people understand their own fears and motivation
- Creates a better understanding of what motivates others
- Helps prevent impulsive decisions resulting from ignoring potential obstacles
- Instills greater objectivity in risk taking

The QO₂ Profile™

At work, it is important to have ‘balance’ — people who focus on the opportunities without seeing potential obstacles can make hasty decisions, whereas those who focus too much on the obstacles may never give the go-ahead to new projects or ventures.

The Profile provides personalised feedback on how an individual will see and respond to new situations and changes, solve problems, whether they sustain their focus on goals, how they handle risk and whether they take a broad view that encompasses past, present and future.

The Risk-Orientation model is the basis of the QO₂ concept and defines five subscales that are used to calculate the QO₂.

- MTG energy — how much energy you put into Moving Towards Goals
- Multi-pathways — the extent to which you find ways around obstacles
- Fault-finding — how good you are at seeing potential obstacles
- Optimism — the extent to which you expect positive outcomes
- Time-focus — a measure of your psychological time and your orientation to the past, the present or the future

Included with the QO₂ Profile is the QO₂ Development Guide, a workbook that summarises the theory and concepts behind the model. This can be used as a personal development tool to help the individual understand their behaviour at work and some of the problems they may face.



WRITTEN COMMUNICATION

Course outline

Introduction

- Developing a writing process — POWER
- Understanding email etiquette
- Managing your inbox

Getting started

- Having a clear purpose
- Adapting your writing to your audience
- Knowing what you want to achieve

Choosing a structure

- Deciding on BLADE or ODAC
- Aligning structure to purpose and audience

Making initial contact

- Using appropriate levels of formality
- Creating subject headings

Writing replies/ follow-up emails

- Getting the tone right
- Managing email threads
- Summarising information

Getting the action you want

- Writing persuasively
- Knowing the power of positive language

Editing

- Applying the 6Cs of email writing

Better Emails

This informative workshop develops the email writing skills you need to efficiently manage your day-to-day workload and achieve your long-term professional goals. Learn how to structure information and write concisely so you can get your message across first time.

You will participate in fun and informative learning activities. You will write emails and receive feedback from your trainer and other course participants on how to improve. You will learn techniques to help you write emails that people want to read.

Who should attend?

Anyone who wants to write emails more effectively and efficiently.



Benefits

- Feel more confident in your ability to write effective and professional emails
- Understand how to use emails to develop better working relationships
- Know your own strengths and weaknesses and have some specific strategies to improve



Learning objectives

- Adapt your emails and letters to different audiences and situations
- Plan and organise your writing to fit your purpose
- Write and edit your work to make it clear and concise



Course outline

Introduction

- The 5Cs of effective writing

Complete

- Understanding why you are writing
- Knowing your reader
- Being clear about what happens next
- Planning clearly

Clear

- Being specific
- Paragraphing and linking
- Structuring information logically
- Designing an attractive layout

Correct

- Identifying common language errors
- Understanding sentence structure

Courteous

- Building relationships
- Adopting a reader - friendly tone

Concise

- Using short, familiar words
- Avoiding repetition and redundancy

Summary

- Vetting your work

Business Writing Essentials

This comprehensive workshop provides you with an understanding of modern business writing. This will enable you to write all types of documents more effectively and professionally.

Through analysis and hands-on activities, you will learn how to plan, write and edit a variety of documents. You will write case studies and receive feedback from your trainer and other participants on your strengths and areas to improve.

Who should attend?

Anyone who wants to learn the fundamentals of modern business writing.



Benefits

- Feel more confident in your knowledge of modern business writing
- Communicate your ideas more effectively in writing
- Be ready to further develop your writing skills for more specialised documents



Learning objectives

- Learn to be more effective when you write
- Explore ways to be more easily understood by your readers
- Learn how to give a professional image



Copywriting Essentials

Course outline

Introduction

- Recognising the role and qualities of a copywriter
- Maximising the impact of the internet on copywriting

Planning

- Following the six basic rules of brainstorming
- Thinking creatively

Writing to communicate

- Using the 3 Ps of successful copy
- Articulating features and benefits
- Motivating your reader

Writing copy

- Understanding the AIDA formula
- Maximising the power of headlines
- Writing effective lead-ins

The words

- Writing clear copy
- Using emotion vs intellect
- Being specific and concise
- Creating visual appeal
- Designing effective logos, captions and in-text graphics/pictures

Writer's block

- Knowing the causes of writer's block
- Battling writer's block

This highly collaborative workshop will show you how to write copy that sells, whether it's an idea in a newsletter or a product in a flyer. It highlights the skills you need to create attention, interest, desire and action in your reader.

Working in small groups with plenty of discussion and practice, you will master the style and language you need to get a favourable response from your reader.

Who should attend?

Anyone who wants to improve their ability to sell their ideas in writing.



Benefits

- Produce text that suits your target audience
- Focus on your purpose, product and readers
- Implement techniques to overcome writer's block



Learning objectives

- Create text that sells
- Write more interesting and creative copy
- 'Get into the head' of your reader



Course outline**Introduction and overview**

- Editing more confidently and efficiently
- Making writing good
- Establishing an editing process

Edit for content

- Making writing reader-focused
- Deciding on the best structure
- Keeping a text on topic

Edit for language

- Selecting the right words
- Using the right tone
- Maintaining a consistent style

Edit for grammar

- Identifying common mistakes
- Following the relevant rules
- Choosing the right tense and mastering punctuation

Edit for appearance

- Perfecting the format
- Including headings
- Writing good headlines

Editor's toolkit

- Comparing style guides
- Discovering web-based resources
- Creating a personal toolkit

Editing Skills for Company Publications UPDATED

Editors are crucial to creating great writing. This practical workshop will show you easy-to-use tools and techniques to help you take ordinary writing to the next level. It will give you the ability to polish text until it shines, producing writing that is professional and meets your readers' needs.

You will work in groups and take part in discussions and interactive exercises. You will also edit texts and receive feedback from your trainer and other participants on your strengths and areas for improvement.

Who should attend?

Staff who are responsible for editing company documents and publications.

**Benefits**

- Edit more confidently and efficiently
- Produce higher quality writing
- Use tools to facilitate professional-quality editing

**Learning objectives**

- Use an editing process
- Edit documents for content, language and grammar
- Use a range of tools to create a personal editor's toolkit



Course outline

Introduction and overview

- Reflecting on your writing
- Using the POWER process when writing

Plan

- Identifying types of press releases
- Identifying the purpose of your press release
- Meeting your audience's needs

Organise

- Formatting a press release
- Maximising the power of headlines
- Identifying the essentials
- Establishing priorities
- Telling the story

Write

- Separating fact from fiction
- Using quotations

Edit

- Learning 6 editing techniques for press releases

Effective Press Releases

This hands-on workshop deals with the nuts and bolts of writing effective press releases. The course equips you with the knowledge and skills necessary to leave your press releases requiring minimal editorial input.

You will be constantly relating the concepts in this course to your company's press releases as well as your own writing. By following the concepts in this course, you will be better able to write clear, purposeful and effective press releases.

Who should attend?

Staff who need to write clear, purposeful and effective press releases.



Benefits

- Increase the quality of your press releases whilst decreasing time spent writing
- Engage your audience better
- Edit your own writing to professional standards to make your press release stand out



Learning objectives

- Understand the different types of press releases
- Discover how to format your press release
- Learn how to present facts in a way that is meaningful to the reader



Course outline

Introduction and parts of speech

- Knowing grammar
- Introducing the parts of speech

Questions

- Recognising question forms
- Using questions to network and interview in a business context

Verbs

- Knowing when to use the present perfect or past simple
- Making questions about the past

Nouns, quantifiers and articles

- Recognising countable and uncountable nouns
- Understanding quantifiers
- Using articles correctly

Prepositions and collocations

- Being accurate with prepositions
- Speaking Manglish or standard English?

Grammar Foundations

The key principles of English, focusing on the specific needs of Malaysians, are incorporated into this introductory workshop. Your experienced trainer will take you through a series of interactive, hands-on activities to help you avoid grammatical errors. You will learn to edit your writing to make it more accurate and will gain confidence in your everyday use of grammar.

During this course you will look at grammar from a functional perspective and practise your grammar through communicative activities and using online resources.

Who should attend?

Those who need to gain more confidence in the basics of English grammar.

**Benefits**

- Avoid common grammatical mistakes
- Feel more confident in your knowledge of the basics of English grammar
- Be able to edit yours and others' writing to make it more accurate

**Learning objectives**

- Revise parts of speech as a framework for discussing language
- Revisit question forms, their structure and uses
- Develop your understanding of past tense verbs, nouns, prepositions and articles



Course outline**Principles and terminology**

- Carrying out a grammar self-assessment
- Knowing key grammar terminology

Will or would?

- Using the right modal verb

Simple and complex sentences

- Using linking words, conjunctions and connectors

Conditionals and relative clauses

- Using conditionals
- Using relative clauses

Reported speech

- Changing tenses and back-shifting
- Using reporting verbs

Taking Your Grammar to the Next Level

This higher-level workshop introduces advanced grammar concepts which will enhance your written communication in the workplace.

Encompassing a range of technically tricky grammatical areas, concepts from this course can be readily applied to numerous business situations. Your trainer will guide you through a range of practical activities to fine-tune your existing grammar skills.

It is important that the fundamental aspects of your grammar are accurate before you attend this workshop. We recommend attending the “Grammar Foundations” workshop before joining this course.

Who should attend?

Those who already have a good grasp of the fundamentals and would like to increase their knowledge of the finer points of grammar.

**Benefits**

- Have a clearer understanding of advanced English grammar and its practical usage
- Present a more polished professional image
- Positively influence your audience through your choice of language during negotiations, meetings, and strategy or brainstorming sessions

**Learning objectives**

- Use conditionals, relative clauses, linkers or conjunctions and modals more accurately
- Apply this new knowledge to common business writing tasks
- Speak more appropriately during key business interactions (negotiations, meetings, brainstorming or strategy sessions)



Minutes of Meetings ^{UPDATED}

Course outline

Openers

- Knowing which competencies minute-takers need
- Understanding the purpose of minutes
- Overcoming difficulties

Preparing to take the minutes

- Being aware of the minute-taker's responsibilities
- Being assertive
- Knowing types of minutes and their formats

Language

- Selecting the right level of formality
- Using reported speech
- Getting your grammar right

Summarising

- Reporting the outcome of meetings
- Using diplomatic language

Just do it!

- Participating in video meetings
- Roleplaying meetings
- Reviewing your minutes

This essential workshop is designed to increase your confidence with note-taking and minute-writing by introducing approaches to writing clearer and more accurate minutes. You will also learn how to communicate in ways that help improve the accuracy and effectiveness of your minutes.

As well as discussions and games, you will watch video meetings and take real minutes. There will be role-play meetings and you will also receive feedback from your trainer on what you need to do to improve your minutes.

Who should attend?

Staff who take notes in briefings, or who write the minutes of meetings.



Benefits

- Feel more confident during meetings and take better notes
- Be able to report discussions and actions using correct grammar and tone
- Know how to select the right content for different types of minutes



Learning objectives

- Overcome difficulties in note-taking and minute-writing
- Identify the conventions and formats for different types of meetings
- Improve the accuracy of your language



Course outline**Introduction**

- Proofreading vs editing
- Recognising importance of proofreading

Understanding reading

- Understanding how and why we read
- Noticing word shapes
- Reading and expectations

Phase 1: Style

- Proofreading techniques
- Determining layout

Phase 2: Grammar

- Correcting tenses, nouns and articles

Phase 3: Typing

- Using punctuation
- Checking spelling
- Spotting typos

Phase 4: English usage

- Removing ambiguity
- Improving consistency
- Ensuring factual accuracy

Proof-read to Perfection^{UPDATED}

This highly practical workshop uses a proven proofreading process to raise accuracy and readability to new heights. You will learn the key proofreading skills necessary to consistently remove errors and improve writing quality.

Working in small groups, you will take part in a variety of accuracy-based exercises, which will build your confidence and effectiveness in proofreading.

Who should attend?

Anyone who needs to improve the accuracy of their and others' written communication.

**Benefits**

- Improve the speed of your proofreading
- Be able to improve your and others' writing
- Project a more professional image

**Learning objectives**

- Proof-read systematically
- Find and correct common errors
- Improve your written accuracy



Course outline

Introduction

- Recognising the difference between a report and a proposal
- Knowing your purpose

The structure and organisation of a proposal

- Meeting your readers' expectations
- Structuring your proposal

Making proposals persuasive

- Meeting the organisation's evaluation criteria
- Countering objections
- Adapting to different readers' styles and concerns
- Using themes to unify your proposal

Making it readable

- Making your methods section more persuasive
- Writing effective headings and subheadings
- Using powerful language

Proposals that Work

This is the workshop for you if you need to sell your ideas in writing. You will develop your persuasive writing skills to produce proposals that address your readers' needs, flow logically and use language that convinces those who matter.

You will work in groups and take part in discussions, exercises and interactive tasks. You will also work on a written case study and receive feedback from your trainer and other participants on your strengths and the areas you need to improve.

Who should attend?

Managers, senior officers and executives who want to have their ideas accepted.

 Benefits

- Feel more confident in your ability to write persuasively
- Understand your readers and their expectations better
- Sell your ideas to the people who matter

 Learning objectives

- Adapt your writing to fit different readers
- Structure your proposals so they are easy to follow
- Write using persuasive language



Course outline

Introduction

- Recognising what a report is
- Differentiating between routine and non-routine reports
- Knowing the different types of non-routine reports

The structure and organisation of a report

- Structuring reports
- Deciding what to include in each section

Writing a report

- Including a table of contents
- Describing data
- Coming to the correct conclusions
- Making recommendations
- Writing a summary

Making it readable

- Introducing the 5Cs of good writing
- Avoiding common problems
- Using plain English
- Writing concisely and coherently

Presenting data

- Presenting information clearly
- Using and selecting diagrams

Reports that Work

This effective workshop gives you a thorough understanding of the fundamental skills needed for planning, structuring, writing and checking your reports.

You will work in groups, on discussions, exercises and interactive games. Throughout the course you will work on a case study, immediately putting the skills you acquire into practice.

Who should attend?

Staff who need to report important ideas and information in writing.



Benefits

- Write reports which are clear, logical and convincing
- Be able to edit your own reports and save time
- Project a more professional image through your report writing



Learning objectives

- Organise material into well-structured reports
- Produce accurate sections of a report
- Write in easy-to-read language



Course outline

Introduction and overview

- Analysing what makes a document effective
- Introducing the 5Cs of business writing

Language: Clarity

- Writing in plain English
- Using effective bullet pointing
- Making your writing flow
- Writing concisely

Language: Tone

- Making your writing more reader-focused
- Writing positive messages
- Using a polite and sincere tone

Correspondence

- Saying no effectively
- Responding to complaints
- Giving bad news
- Adjusting your tone

Reports and organisation

- Structuring reports
- Making sure your logic is complete
- Using linking words to logically connect information

Grammar

- Recognising common errors
- Using verbs correctly

Vetting

- Giving feedback sensitively
- Using readability statistics
- Summarising texts

Fine-tuning: Writing Skills for Managers

This reflective workshop helps managers perfect their writing skills and become a helpful resource for their staff.

Through discussions, group work and hands-on practise you will explore the principles of modern business writing. You will then be able to apply what you've learnt to your own documents and advise others on how they can improve.

Who should attend?

Both experienced and new managers will benefit.

**Benefits**

- Improve the style and accuracy of your own writing
- Be better equipped to review your staff's writing
- Become a guide for team members and colleagues

**Learning objectives**

- Practise writing more effective documents
- Identify the strengths and weaknesses of your staff's writing
- Learn to edit other people's writing



Course outline

Understanding your reader

- Differentiating audiences
- Building information about your readers
- Focusing on your readers' needs
- Generating content

Processes and instructions

- Giving instructions
- Describing a piece of equipment
- Describing a process

Test and lab reports

- Establishing purpose and structure
- Writing titles and abstracts
- Making introductions clear
- Describing methods and results
- Writing clear discussions

Reviewing

- Being clear and concise
- Using and avoiding technical language
- Giving definitions
- Using the editing process

Technical Writing

This unique workshop concentrates on the special skills needed by technical people to ensure their writing has a positive impact on their readers.

You will write a set of instructions, describe processes, write a short report and edit documents based around an activity.

Who should attend?

Anyone in a technical profession who needs to write documents, including IT staff and engineers.

 **Benefits**

- Translate complex and innovative ideas into clear, logical and technically accurate documents
- Produce technical information for non-specialist audiences
- Help your readers to take action or make decisions effectively

 **Learning objectives**

- Learn techniques to tailor information to your reader
- Identify the features of and differences between various types of technical documents
- Become a more critical editor of technical documents



Course outline

The web as a communication medium

- Understanding characteristics of different media
- Recognising characteristics of the web

Web user behaviour

- Understanding how web users read
- Understanding how web users think
- Understanding how web users behave
- Following web conventions

Micro-content

- Navigating and orienting yourself
- Creating links
- Writing effective headings and page titles
- Using keywords

Your language on the web

- Using the 5Cs for the web
- Improving usability and simplicity
- Being concise, objective and scannable
- Controlling tone

Macro-content

- Structuring content
- Paragraphing
- Writing leads

Facebook and Twitter both capitalised?

- Establishing voice and tone on Facebook
- Crafting
- Writing blogs

Writing for Social Media

Do you need to write digital content? This course explains how. Rather than teaching you how to create a website, this course addresses the next step – how to use language and text effectively in order to create impact, interest and understanding.

During the training, you will be working on a real-life web writing project that gives you the opportunity to practise the skills you learn on this course.

You will also have the chance to apply these new techniques to social media sites.

Who should attend?

Staff who need help choosing appropriate language, text structure and layout for their website.

**Benefits**

- Write digital content that creates better impact
- Know how to make your website more reader-friendly
- Create more attractive content

**Learning objectives**

- Learn how to create impact through language, layout and structure
- Use web-writing conventions that will help your reader
- Produce useful social media content





INTERPERSONAL COMMUNICATION

Course outline

Communicating with impact

- Understanding the nature of communication
- Communicating a positive image
- Creating clear messages

Communicating styles

- Understanding your communication style
- Recognising different communication styles
- Communicating effectively with others

Barriers to communication

- Identifying common barriers
- Overcoming communication barriers
- Responding to people under pressure

Listening

- Listening actively
- Being empathetic
- Clarifying information

You and your voice

- Understanding elements of voice
- Controlling volume, pace, pausing and emphasis

Communicate with Confidence

This highly interactive workshop helps develop skills and strategies for successful communication in the modern business environment.

Through case study scenarios, role plays, personality tests and mini-presentations you will learn how to communicate better with others.

Who should attend?

Anyone who wants to improve their interpersonal communication skills.



Benefits

- Communicate with greater confidence with a range of different people
- Be able to better overcome barriers to communication
- Know how to demonstrate active listening skills to build better relationships



Learning objectives

- Learn strategies for communicating your message clearly
- Understand the different communication styles and learn how to adapt to others
- Receive feedback on your communication approach



Course outline

Introduction

- Understanding negotiation
- Knowing when to negotiate
- Using the four elements of an effective negotiation

Element 1: Interests

- Recognising the difference between positions and interests
- Identifying and prioritising your interests
- Avoiding common mistakes when handling interests

Element 2: Options

- Generating and evaluating possible options
- Identifying your ideal outcome
- Avoiding common errors when generating options

Element 3: Criteria for fairness

- Establishing and agreeing on criteria
- Avoiding common pitfalls when evaluating fairness

Element4: Commitment

- Closing a deal
- Being successful in closing

Effective Negotiation Skills

This engaging workshop introduces the skills required to take part in successful negotiations. It introduces a systematic approach to preparing and conducting negotiations at all levels.


On this course you will analyse case studies, discuss real life experience and take part in simulations.

Who should attend?

Managers, executives, buyers, procurement officers and other staff who negotiate.

 **Benefits**

- Feel more confident when negotiating
- Influence the outcomes of your negotiations positively
- Achieve win-win outcomes in negotiations

 **Learning objectives**

- Apply a systematic approach to preparing for a negotiation
- Learn how to avoid common negotiating mistakes
- Practice putting your views across in non-confrontational ways



Course outline

Why public speaking matters

- Speaking in public
- Knowing the difference between speeches and presentations
- Following the elements of a good speech

Planning and preparing

- Researching your topic
- Planning what to say and how to say it
- Preparing yourself

Delivering a speech

- Projecting a confident, credible image
- Keeping your audience engaged
- Delivering a speech written by someone else

Expecting the unexpected

- Giving impromptu talks
- Managing your emotions
- Handling questions

Effective Public Speaking

This insightful workshop will help you develop your confidence and skills in giving speeches. You will explore techniques for preparing and delivering talks, as well as exploring ways to engage your audience in a range of public speaking situations.

Over the two days, you will develop and deliver a speech based around a subject of your choice. You will receive detailed feedback on your performance from the other participants and your trainer.

Who should attend?

Anyone who would like to build confidence and skills as a speaker.



Benefits

- Feel more confident when speaking in public
- Know strategies for planning and structuring your points
- Deliver your speeches in a more engaging way



Learning objectives

- Apply techniques for a variety of public speaking situations
- Plan, structure and deliver short speeches
- Understand your strengths and weaknesses as a speaker



Course outline

Understanding the nature of conflict

- Identifying your difficult situations and people
- Defining conflict
- Understanding different types of conflict
- Focusing on behaviour

Understanding yourself and others

- Reacting to difficult situations
- Recognising hot buttons
- Adapting to different communication preferences
- Accepting diversity

Managing yourself and others

- Dealing with stress
- Helping others calm down
- Making decisions
- Reacting to criticism

Communication skills

- Listening actively
- Using questions with difficult people
- Showing empathy
- Adapting your communication style
- Adapting your language

Conflict management

- Managing conflict
- Controlling your reaction
- Collaborating

Handling Difficult Colleagues and Customers ^{UPDATED}

This vital workshop helps you deal with challenging colleagues and customers in an assertive, constructive manner. It provides a set of tools and techniques to help you feel more confident in managing difficult situations at work. Activities include questionnaires, role plays and case studies as well as discussing how to handle real-life situations you are facing.

Who should attend?

Executives and managers who deal with many colleagues and clients.



Benefits

- Feel more confident about handling difficult people in your work life
- Understand the root causes of difficulties better
- Know how best to react in a range of difficult situations



Learning objectives

- Reflect on why people behave the way they do in difficult situations
- Adapt the way you react in different contexts
- Discover strategies to build better relationships with difficult people



Course outline

Fundamentals

- Using phonics
- Being confident with vowel sounds
- Mastering consonant sounds

Sounding natural

- Controlling stress patterns
- Sounding polite
- Linking words and phrases naturally

Delivery

- Controlling your voice
- Projecting your voice
- Developing clearer speech

Say it Clearly!

This enlightening workshop highlights common problems in spoken English, and will help you to improve all aspects of your pronunciation.

You will play a variety of pronunciation games, use the British Council's interactive phonemic chart and make recordings of your voice.

Feedback on your strengths and areas for development will ensure that you immediately improve your pronunciation.

Who should attend?

Anyone who wants to speak more clearly.



Benefits

- Know the correct pronunciation of commonly mispronounced words
- Improve the clarity of your speech
- Increase the impact of your voice



Learning objectives

- Pronounce the sounds of English accurately
- Apply the right stress to commonly used words
- Use pace, pausing and intonation effectively



Course outline

Everyone loves a good story

- Making stories matter
- Reviewing a video story
- Knowing fabulous fables

Making sense of our business world

- Recognising the power of stories
- Crafting a strategic business story

Storytelling techniques

- Structuring a good story
- Storytelling techniques
- Choosing the right story

Good storytelling

- Using your voice
- Maximising body language and facial expressions
- Pacing speech

Your story

- Defining feedback criteria
- Telling your story

Strategic Business Storytelling

This compelling workshop will demonstrate the profound impact of storytelling on others and the uses and benefits of storytelling in the corporate environment. You will learn about different types of stories and how you can match your strategic purpose to a specific storytelling technique.

A good story deserves a good story teller. You will practise how to structure and deliver your story to communicate your main message clearly and with impact.

All participants will prepare and tell stories and receive feedback on their strengths and areas for development as a storyteller.

Who should attend?

Anyone who wants to communicate their messages in the corporate environment more effectively and inspire and influence people while doing so.

 **Benefits**

- Influence team and culture and enhance employee engagement
- Inspire and motivate others
- Highlight, emphasise and promote key messages and best practices

 **Learning objectives**

- Identify a suitable story type to match your purpose
- Structure and deliver an effective business story
- Identify your storytelling strengths and areas to continue developing



Course outline

Purpose

- Defining your purpose
- Measuring success
- Making it relevant

Your material

- Structuring a presentation logically
- Brainstorming content
- Opening effectively
- Closing memorably

Visual delivery

- Using PowerPoint effectively
- Projecting a positive image

Vocal delivery

- Using pace and pausing
- Controlling intonation, pitch and volume
- Emphasising key words
- Matching voice with body language

Fine-tuning your language

- Signalling transitions
- Asking questions
- Packaging information into threes
- Emphasising contrasts
- Handling interruptions



Success with Presentations

This highly practical workshop provides you with a full understanding of how to prepare, organise and deliver presentations. It demonstrates techniques for creating interest and impact that reflect the positive style and personality of the speaker.

You will work on your own case study presentation which will be recorded so that you are better able to identify how to improve your performance. You will receive feedback from the other participants as well as from your trainer.

Who should attend?

Anyone who would like to build confidence and skills as a presenter.

 Benefits	 Learning objectives
<ul style="list-style-type: none"> • Plan and deliver presentations with more confidence • Communicate your messages more clearly to the audience • Present with greater impact 	<ul style="list-style-type: none"> • Apply the key principles of presentations • Identify your strengths and weaknesses as a presenter • Learn techniques to structure and communicate your messages



Course outline

Make it memorable

- Knowing your purpose and outcome
- Making it meaningful
- Structuring presentations
- Choosing the best mode and software

Slide design

- Structuring slides
- Making bullet points effective
- Highlighting key words
- Refining the look
- Creating contrast

Diagrams and data

- Displaying data
- Designing graphs and tables
- Communicating large amounts of data

Images and animation

- Using images and animation
- Animating text
- Animating objects

Presentation Slide Essentials ^{UPDATED}

Creating excellent slides is essential in any good presentation. This workshop focuses on techniques to prepare memorable, understandable and attractive slides that add depth to the message of your presentation.

You will use the workshop concepts to create a set of your own slides. At the end of the workshop you will present your slides to the workshop group.

The workshop focuses on the design of slides, not the technicalities of using presentation software. Your workbook will however, show you 'how to guides' which demonstrate various PowerPoint software tools.

Who should attend?

Anyone who prepares presentation slides or gives presentations.



Benefits

- Create slides with increased visual impact
- Communicate your message more clearly
- Transform dry data into meaningful images



Learning objectives

- Apply the principles of slide design
- Edit your slides for relevant content
- Learn how to use text, images and animation effectively



Course outline

Introduction

- Making presentations powerful
- Assessing presenters in action
- Setting personal goals

Becoming a powerful presenter

- Overcoming nerves
- Building confidence
- Creating a connection

Planning your message

- Identifying your theme
- Organising your ideas
- Storyboarding your content

Engaging your audience

- Storytelling effectively
- Communicating with impact
- Harnessing the right media

Staying flexible but focused

- Reacting to problems
- Handling interruptions
- Handling difficult questions

Advanced Presentation Skills ^{UPDATED}

Aimed at experienced presenters, this advanced workshop will help you create and deliver more powerful presentations to increase your influence and impact with stakeholders. You will explore techniques to fine-tune your skills as a speaker and will receive comprehensive feedback to help you take your presentations from good to great.

Who should attend?

Experienced presenters who want to take their skills to the next level or participants who have previously attended our Success with Presentations course.



Benefits

- Feel more credible, confident and connected to your audience when presenting
- Know different ways to structure your presentation according to audience needs
- Deliver more powerful presentations



Learning objectives

- Tailor your presentations for different audiences
- Handle Q & A sessions with flair
- Explore advanced techniques to increase engagement and gain deeper connections with your audience



Course outline

Introduction and openings

- Using ice breaker activities
- Organising pre-course tasks and self-evaluations
- Structuring the start of a training session

Planning and preparation

- Understanding the needs of students, sponsors and stakeholders
- Writing SMART training objectives

Method

- Structuring a training session
- Adopting a learner-centred approach
- Getting participation in the training room

Activities

- Using sensory learning preferences
- Making it fun and interactive
- Giving clear instructions
- Eliciting answers

Feedback and endings

- Giving constructive feedback
- Delivering your training session
- Reviewing the training session
- Ending a workshop

Train the Trainer: Essential Skills

This hands-on workshop provides trainers, managers, supervisors and HR staff with invaluable facilitation techniques used by top training professionals.

Through a series of learner-centred activities, you will learn how to plan, prepare and deliver training sessions that meet the needs of your participants and engage them from start to finish. On the final day, you will work in teams to prepare and deliver a training activity. You will receive constructive feedback throughout the workshop as well as practical tips on how you can continue to improve.

Who should attend?

For trainers, those moving into training, HR professionals and managers.



Benefits

- Communicate more effectively with your course participants
- Be able to select the best methods and activities for your group
- Know how to engage learners and keep them focused



Learning objectives

- Plan and prepare relevant learner-centred activities for your learners
- Deliver a well-structured training session that achieves its aims
- Reflect on the outcomes of training sessions and make revisions where necessary



Course outline

Introduction

- Having influence
- Choosing when to influence
- Knowing who to influence

Principles

- Defining positive influencing skills
- Understanding and using the 4 influencing styles

Influencing techniques

- Understanding vs listening
- Persuading vs manipulating
- Building working relationships
- Pulling vs pushing

Relationship skills

- Building trust and rapport
- Developing assertiveness
- Dealing with different characteristics

Influencing outcomes

- Listening and probing techniques
- Using persuasive language
- Involving people

Positive Influencing Skills

This enriching workshop introduces positive techniques to influence others in a range of situations such as selling new ideas, winning resources and negotiating outcomes at work.

Through interactive scenarios, self-reflection and a range of practical activities, you will explore ways to influence and communicate with others, even in challenging situations.

Who should attend?

Anyone who has to influence or persuade others at work.



Benefits

- Influence colleagues around you to get the results you want
- Use the key communication skills involved in influencing others better
- Be able to build persuasive arguments



Learning objectives

- Explore the four influencing styles and apply them to different scenarios
- Learn how to build trust and increase influence with others
- Apply a framework for communicating requests in a persuasive way



Course outline

Introduction

- Preparing yourself for the role
- Defining the skills you need to be an interviewer

Preparing for the interview

- Establishing the interviewing panel
- Knowing your responsibilities before the interview
- Knowing your responsibilities during the interview process

The interview

- Using the STAR approach in competency-based interviews
- Building rapport with the interviewee
- Asking the right questions
- Being fair and transparent

Practising and decision-making

- Controlling your body language
- Communicating effectively using the 3 Vs
- Listening actively

After the interview

- Making the right decision

Interviewing Skills ^{NEW} for Managers

This exciting workshop focuses on developing your skills and knowledge around the interview process. The course provides a useful framework for managers and people who are going to recruit staff. The workshop is highly practical and contains tips and techniques for how to go about the process of recruiting using a competency based approach. This will help you to choose the best candidate for the job.

Who should attend?

Anyone who conducts interviews.



Benefits

- Interview people with confidence
- Manage the recruitment process effectively
- Know the right questions to ask



Learning objectives

- Use the competency based approach to interviewing
- Follow the process of recruitment and fulfil your responsibilities
- Learn how to promote a favourable impression of yourself and your organisation





CUSTOMER MANAGEMENT

Course outline

Introduction

- Defining excellent customer service
- Recognising WOW brands and their features

The customer journey

- Defining customer journey mapping
- Analysing your customer journey
- Improving your customer journey

Consistent customer service

- Communicating your mission and values
- Meeting your customers' needs and expectations
- Consequences of dissatisfied customers

Communicating with your customers

- Using the 3Vs of communication
- Listening actively
- Maximising facial expressions and body language
- Responding to common complaints and appropriate service recovery
- Handling a complaint

Customer service language and stress

- Dealing with stressful customer interactions
- Using appropriate customer service language
- Saying no in a friendly way

Bringing it all together

- Challenging customer interactions

Delivering Service Excellence

This workshop is suitable for those who deal with internal or external customers. It focuses on the communication skills needed to achieve excellent customer service.

Who should attend?

This course is designed for staff who are new to a customer service role.



Benefits

- Gain more confidence in your customer handling skills
- Communicate more effectively with your customers
- Deal with stressful customer interactions, such as handling complaints



Learning objectives

- Define what excellent customer service is
- Map, analyse and improve your customers' journeys
- Learn techniques to handle complaints and find appropriate service recovery



Course outline

Introduction

- Defining the customer experience at your organisation
- Identifying barriers to achieving service excellence

The customer journey

- Defining and mapping customer service journeys
- Analysing and enhancing a typical customer journey

Communicating with your customer

- Reviewing the 3Vs of communication
- Developing rapport through facial expressions and body language
- Using your voice to create a connection

Advanced communication techniques

- Pacifying angry customers
- Selling the APPLE way
- Using positive words to win customers

Empathy

- Discovering how to show empathy effectively
- Dealing with complaints using LEAP
- Devising creative solutions to routine problems

Delight your internal customers

- Focusing on your colleagues
- Elevating your emails
- Showing your qualities

Bringing it all together

- Creating a Delivering Service Excellence PowerPoint

Delivering Service Excellence – Advanced

This workshop focuses on the theory and skills needed to consistently deliver service excellence for both external and internal customers.

Who should attend?

Frontline employees with several years, of customer service experience.

 **Benefits**

- Exceed your customers' expectations
- Think of new ways to respond to routine situations
- Provide a model of best practice for less experienced colleagues

 **Learning objectives**

- Define service excellence at your organisation and align your procedures with this
- Explore how to respond to customers with empathy, imagination and creativity
- Provide a model of best practice for your team (video project)



Course outline

Introduction

- Building a culture of service excellence
- Creating a customer-focused culture using the 6Ds
- Defining service vision

Managing the customer experience

- Managing customer emotions
- Establishing your emotional signature
- Creating a customer-centric company

Managing the service team

- Finding the best staff
- Developing engaged and empowered employees

Evaluating service performance

- Measuring types of service performance and their benefits
- Understanding performance measures
- Using data to improve service

Managing Service Excellence

This course workshop will help you lead your customer service teams to success.

Who should attend?

Managers of service delivery teams



Benefits

- Establish better-motivated, happier customer service teams
- Learn from other high-performing managers and organisations
- Learn how data can be used effectively to improve service



Learning objectives

- Understand how to build a culture of service excellence
- Learn to manage the customer experience by focusing on customers' emotions
- Evaluate service performance and improve it



Course outline

Understanding yourself and others

- Exploring the different stages of anger
- Being on the anger escalator
- Building empathy using case studies

Managing yourself and others

- Dealing with stress
- Discovering the root causes of anger
- Calming angry and agitated customers

Assertiveness

- Refusing requests and offering alternatives
- Explaining policy using assertive techniques
- Varying your tone

Handling challenging customer complaints

- Knowing what not to say
- Structuring a reply
- Using roleplays

Dealing with hostile and abusive customers

- Identifying hostile and abusive customers
- Using questions to re-focus
- Handling personal criticism

Handling Angry, Hostile and Abusive Customers

This helpful workshop gives you practical tips and techniques to deal with these situations in a calm, assertive way.

Through discussions, case studies and role plays, you will learn why people react in anger, how to manage your own reactions, and how to handle those of your customers.

Who should attend?

Customer service professionals, executives and managers who want to build confidence in dealing with extremely challenging customers.



Benefits

- Better understand your customers' anger and your own reactions
- Know how to diffuse angry confrontations
- Feel more confident in dealing with extremely challenging customers



Learning objectives

- Analyse difficult situations to handle them more appropriately
- Learn ways to calm down and think straight
- Use a range of strategies to be more assertive with extremely challenging customers



Course outline

Service excellence on the telephone

- Using your voice
- Making a positive first impression
- Connecting with your customer

Handling customer requests

- Using appropriate customer service language
- Making the most of your voice
- Listening actively
- Leaving a lasting impression

Declining customer requests

- Using the LEAP technique
- Saying no in a positive and friendly way
- Pacifying angry customers

Service Excellence on the Telephone^{NEW}

This workshop is highly interactive with lots of opportunity to practise and receive feedback. Participants will learn a range of strategies to manage different customer interactions and project a professional, positive image.

Who should attend?

Frontline staff who deal with internal or external customers over the telephone.



Benefits

- Feel more confident handling customers over the telephone
- Know how to make a positive impression on your customers
- Have techniques to deal with challenging situations on the telephone



Learning objectives

- Explore how to create a positive first impression
- Practise methods to communicate with customers
- Learn strategies for handling a range of customer requests



Course outline

Customer service operations and business strategy

- Meeting common challenges
- Knowing four things a business must get right
- Knowing what is business critical

Customer experience and business performance

- Defining and measuring customer experience
- Getting buy-in

Managing customer contact

- Using multichannel strategies
- Getting it right first time
- Analysing cost vs risk

Leading a service operation

- Using the 4Vs of operations management
- Formulating strategy and performance
- Setting priorities and trade-offs
- Forecasting demand and calculating staffing levels

Resourcing strategies

- Levelling
- Chasing
- Smoothing

Measuring customer operations performance

- Setting key performance indicators
- Crafting a customer flight deck
- Diagnosing performance issues

Profiting from customer insight

- Defining insight
- Maximising customer relationship management

Leading service excellence - strategy into action

- Designing service strategies to fulfil your organisation's brand promise
- Planning for action

Leading Service Excellence

This workshop will help you to deliver challenging business objectives and change programmes by establishing the context and constraints for your customer management operation.

Who should attend?

The programme is aimed at customer service leaders, business directors and strategists including senior managers from marketing, customer service and sales functions.



Benefits

- Drive business through a service-led operation
- Address specific challenges faced by your organisation and consider possible solutions
- Build relationships with inspired customers that trust your operation and find it easy to do business with you



Learning objectives

- Align your service operation to your organisation's business strategy
- Discover how customer experience drives business and how to measure it
- Learn how to get buy-in to your customer experience strategy





PRODUCTIVITY AND PERFORMANCE

Course outline

Introduction and overview

- Knowing what assertiveness is
- Evaluating your assertiveness
- Understanding what motivates us

Examining wants and needs

- Underlying reasons for conflict
- Analysing wants and needs
- Evaluating a difficult situation from your workplace

Influencing

- Understanding the nature of communication
- Using visual, vocal and verbal communication
- Giving negative feedback in an assertive way

Neutralising

- Controlling your emotions
- Dealing with criticism

Achieving win-win

- Dealing with negative feedback
- Managing a difficult situation from your workplace

Assertiveness: Achieving Win-Win

This important workshop helps build the skills you need to deal with challenging people and situations in the workplace.

You will discover techniques and strategies to achieve this through group discussion and interactive exercises. You will work on two case studies related to situations from your workplace to better understand the people involved. You will receive feedback from your trainer and other participants on what you can do to create more positive results for yourself and others.

Who should attend?

Any individual who wants to learn how to communicate with confidence and build strong, amicable relationships with others.



Benefits

- Understand others' motivations better
- Feel more comfortable in dealing with challenging situations at work
- Handle criticism in a more confident way



Learning objectives

- Identify the differences between aggressive, assertive and passive behaviour
- Explore ways to influence people, especially when raising issues
- Discover methods to deal with criticism effectively



Course outline

Building good foundations and rapport across cultures

- Understanding culture

Culture and you

- Defining your own culture
- Analysing your preferences
- Being aware of organisational culture
- Recognising levels of culture

Building rapport across cultures

- Recognising the difference between insight and stereotype
- Understanding four behaviours and rapport
- Observing and being responsive

Multicultural meetings

- Recognising cultural moments in meetings

Communicating with style

- Utilising four communication styles
- Meeting communication challenges
- Knowing your own communication style
- Adapting your style
- Responding to the context

Multilingual situations

- Working in multilingual contexts
- Avoiding miscommunication

Intercultural Fluency Essentials ^{UPDATED}

This practical workshop asks participants to reflect on their own values and behaviours, and consider how these may impact their working relationships in multicultural environments. It also introduces a range of tools and techniques to enable participants to understand better how people from other cultural backgrounds prefer to work.

Your trainer will take you through a range of strategies you can immediately use to enhance relationships, build rapport and communicate with confidence across cultures.

Who should attend?

Anyone who needs to anticipate and better understand intercultural situations.



Benefits

- Build relationships and overcome differences in multicultural and global situations
- Respond more flexibly to new and complex cultural contexts
- Feel comfortable and at ease in unfamiliar cultural settings



Learning objectives

- Understand the complex influences that make up cultural identity
- Identify how your behaviour may help or hinder you in building rapport in multicultural and global contexts
- Use a range of observation and active listening strategies to make effective connections with others in new multicultural situations



Course outline

Differences

- Identifying similarity
- Identifying differences
- Maximising diversity and today's workplace

Understanding perspectives

- Identifying the fundamental problem
- Seeing a way forward
- Mapping a path forward

Shifting emotions and attitudes

- Recognising characteristics of the generations
- Understanding other generations' views

Shifting action

- Acknowledging feelings and doing something different
- Connecting with the individual
- Building relationships
- Communicating together

Multi-generational Working

This compelling workshop will challenge your assumptions, encourage you to inspect your feelings, help you adapt to others, and take personal responsibility for managing diversity in the workplace.

The fundamental challenge for people working effectively in diverse teams and work places is difference. Much has been discussed about the challenge of working with people from different generations. One point of agreement is that training helps us recognise and move away from negative judgements and conflicts towards respect and cooperation.

Who should attend?

Teams who are committed to developing an innovative mindset to achieve business objectives.



Benefits

- Communicate better with your colleagues from different generations
- Work more effectively together
- Enjoy better quality of relationships at work



Learning objectives

- Describe your assumptions and feelings towards people born in different generations from your own
- Apply your learning from the course so that you act on the principle of valuing the person
- Adapt your communication and behaviour to the individuals you work with



Course outline

Introduction and overview

- Understanding networking
- Understanding your networking needs
- Examining your existing network

Ever ready

- Striking up a conversation
- Continuing the conversation
- Asking good questions
- Remembering people we meet

The networking event

- Following the etiquette of networking events
- Dealing with nerves
- Ending the conversation

Relationship-building

- Connecting with your contacts
- Adding value to your contacts
- Using the power of social media
- Building long-term relationships

Networking and Relationship Building for Success

This enriching workshop develops your ability to network with anyone, anywhere and at any time. Your trainer will introduce techniques and tips that will increase your confidence so that you can enjoy networking and do it more successfully. You will also learn how to build relationships with your contacts, both in the short and long term.

You will take part in discussions, interactive tasks and role plays to put into practice the techniques and strategies introduced.

Who should attend?

Anyone who needs to gain confidence in making and developing contacts and fostering long-term relationships.

 Benefits

- Feel more confident in a variety of networking situations
- Connect better with others
- Be able to build a mutually beneficial network of contacts

 Learning objectives

- Learn how to build rapport in business and social situations
- Develop specific skills to enable you to make and develop new contacts
- Discover how to turn new acquaintances into long-term relationships



Course outline

Introduction

- Problem-solving and decision-making styles
- Identifying your style
- Working with the different styles
- Solving problems with ADAPT

A - Analysis

- Understanding changes, deviations and problems
- Identifying the symptoms of problems
- Identifying root causes of problems

D - Decision making

- Generating creative solutions to a problem
- Making decisions
- Identifying the best solution
- Building consensus

A - Analyse the risk

- Identifying strengths, weaknesses, opportunities, threats

P - Planning

- Using project planning tools

T - Transition

- Selecting the best approach to implementation
- Communicating your decision
- Reviewing the success of a solution

Problem Solving and Decision Making

This action-packed workshop covers techniques used in solving workplace problems, including identifying root causes, generating and evaluating alternative solutions and making appropriate decisions.

You will apply a variety of problem-solving tools to a case study from your workplace.

Who should attend?

Anyone who wants to understand how to identify problems, generate solutions and implement them successfully.



Decisions benefits

- Use a range of problem-solving tools
- Confidently solve problems
- Improve processes in your workplace



Learning objectives

- Anticipate and identify problems
- Generate and evaluate alternative solutions to a problem
- Make and take responsibility for them



Course outline

Communication – The 3Vs

- Communicating visually, vocally and verbally
- Understanding others better
- Creating the best impression of yourself

Listening

- Listening actively
- Questioning techniques
- Paraphrasing and echoing
- Empathising

Confidence

- Making sense of your work
- Identifying your strengths
- Making the most of your talents

Being assertive

- Understanding assertiveness
- Evaluating your assertiveness
- Managing difficult situations

Success for Support Staff

This multi-faceted, fast paced workshop will help you manage your work, time, colleagues, customers and bosses with skill and confidence.

Working together in small groups, you will use video clips, role plays and case studies to improve both your interpersonal and communication skills.

Who should attend?

All support staff, whether just starting work or with many years of experience.



Benefits

- Communicate effectively in person, on the phone and in writing
- Better manage multiple priorities
- Interact confidently with clients and colleagues



Learning objectives

- Understand the changing role of the secretary and administrative professional in the modern working environment
- Learn techniques to promote a favourable impression of yourself and your organisation
- Use strategies to manage your time efficiently

Course outline

Introduction

- Analysing your typical day
- Evaluating your strengths and weaknesses as a time manager

Managing your tasks

- Listing your tasks
- Prioritising your tasks
- Planning your day

Managing yourself

- Managing your workspace
- Managing your inbox
- Managing your work pattern

Managing others

- Handling interruptions
- Saying yes
- Saying no
- Delegating tasks

Time Management

This helpful workshop gives you the tools to overcome barriers to working efficiently and effectively. You will discover a range of techniques for prioritising tasks, dealing with time wasters and managing yourself and others.

You will participate in a series of questionnaires, games, discussions and hands-on activities that relate time management techniques to your daily life. You will also watch a video that will give you useful tips to save time everyday.

Who should attend?

Anyone who wants to manage their time better.



Benefits

- Schedule your work day more effectively
- Save time by working smarter
- Focus better and avoid distractions



Learning objectives

- Examine the way you currently use time
- Analyse and prioritise your workload
- Discover how to manage yourself and others



Course outline

Introduction and overview

- Defining unconscious bias
- Understanding the origins of bias
- Analysis of fast vs slow thinking

How biases are formed

- Forming quick thinking pathways
- Making decisions based on quick thinking
- Recognising the ladder of inference

Unconscious bias in action

- Recognising bias in the workplace
- Testing for bias
- Managing bias

Unconscious Bias

This fascinating workshop will help you uncover the biases logged in your unconscious mind, discover how they affect your performance, leadership and decision making styles, and help you develop strategies to manage them for personal success.

Who should attend?

Anyone who wants to learn more about how biases affect processes, outcomes and the bottom line in business.



Benefits

- Understand how biases are formed
- Discover how bias affects business
- Know how to identify and manage bias at work



Learning objectives

- Become more aware of your biases
- Consider how bias can influence your decision making, leadership and communication at work
- Develop strategies to actively manage your biases



Course outline

What is EQ and why it matters

- Just understanding emotional intelligence
- Comparing EQ and IQ
- Working with EQ at work

The core competencies of EQ

- Examining a model for EQ in action
- Knowing the 8 competencies of EQ
- Analysing your personal profile

Know yourself

- Enhancing emotional literacy
- Recognising patterns
- Controlling emotion

Choose yourself

- Applying consequential thinking
- Navigating emotions
- Engaging intrinsic motivation
- Exercising optimism

Give yourself

- Increasing empathy
- Pursuing noble goals
- Writing your EQ action plan

Working with EQ

This workshop will help you learn about EQ and how it can help you at work and home. You will become more aware of how your emotions affect your behaviour and explore techniques to gain greater choice over how you respond to challenges.

You will receive a personal EQ report giving you an in-depth analysis of your strengths and areas for development, as well as strategies to enhance your EQ.

Who should attend?

Anyone who wants to build stronger relationships and deliver better outcomes at work.

 Benefits

- Understand and be equipped to develop the competencies that drive EQ
- Recognise how pressure and stress affect you, and learn some techniques to manage challenging situations
- Build better relationships and deliver better outcomes in the workplace

 Learning objectives

- Gain knowledge of your own EQ
- Learn strategies to understand and manage your emotions
- Discover techniques to connect better with others





LEADERSHIP

Course outline

Understanding types of work

- Recognising the 8 essential work functions
- Analysing you and the work functions
- Analysing your team and the work functions

Understanding preferences

- Understanding the 4 types of work preferences
- Recognising your work preferences
- Creating your team management profile

Analysing your team

- Identifying their work preferences and strengths
- Dealing with skills gaps
- Allocating the right work to the right people

Leading your team

- Assessing relationships within your team
- Developing your team members
- Identifying what motivates your team

Advanced Team Leader

This motivating workshop provides you with a better understanding of yourself and your team members. You will learn techniques to improve relationships, motivate your team and lead more effectively.

As part of this workshop, you will receive a personalised 4,000-word Team Management Profile (TMS®). This powerful psychometric profiling tool highlights your work preferences and the implications of this when working with others. You will use your profile to reflect on your strengths and identify opportunities to improve the way you lead your team.

Who should attend?

Managers and team leaders who want insight into their personal style of behaviour at work so that they can understand others and develop their leadership skills.



Benefits

- Understand why people behave in certain ways at work
- Have an in-depth awareness of your leadership strengths and opportunities for improvement
- Be able to increase the level of worker engagement in your team



Learning objectives

- Gain a detailed understanding of how you and others behave at work
- Analyse the strengths and weaknesses of your team
- Identify how to help your team to better achieve its potential



Course outline**Making a start**

- Recognising the benefits of coaching and creating a coaching culture
- Defining coaching
- Coaching ethics and boundaries
- Building the qualities of a successful coach
- Recognising what you can offer
- Pre-coaching conversation

The coaching conversation

- Establishing rapport
- Building coaching presence
- Listening actively
- Exploring coaching frameworks
- Asking the right questions
- Establishing clear goals

Motivating the coachee

- Examining empathy vs sympathy
- Encouraging growth and development
- Challenging perceptions and assumptions
- Managing challenging emotions

Moving forward

- Recapping the key points
- Promoting reflection
- Moving forward

Coaching for Growth and Performance

This interactive workshop focuses on providing skills for managers to support, challenge and motivate their team members through coaching.

Coaching develops strong relationships with colleagues, promotes a strategic, action-based approach and encourages reflection and growth for both the coachee and the coach.

This course aims to build confidence in coaching through creating effective presence, strong questioning skills and an open, flexible style. There will be tips, techniques and feedback on practical coaching sessions.

Who should attend?

Managers who want to support and develop their staff through coaching.

**Benefits**

- Build and promote presence when coaching and leading team members
- Use powerful questions to help colleagues with their creative thinking and motivation
- Be able to take colleagues through a complete coaching conversation

**Learning objectives**

- Learn the techniques for enrolling a coachee
- Practise powerful questions for different coaching situations
- Apply a range of coaching frameworks



Course outline

What is executive presence?

- Recognising presence
- Enhancing your executive presence
- Using the 3Cs of executive presence

Establishing credibility

- Designing your personal brand
- Maximising you and your legacy
- Telling your story

Building confidence

- Maintaining poise under pressure
- Increasing presence in meetings
- Communicating your message clearly
- Navigating difficult conversations

Creating connection

- Being mindful
- Recognising the empathy effect
- Spreading your mood

Creating Executive Presence

This workshop is ideal for those new to leadership positions who want to craft their personal leadership style. It is also recommended for experienced leaders who want to enhance their level of influence and personal reputation.

Who should attend?

New and experienced managers who want to learn how to communicate their personal brand with impact and convey presence at work.



Benefits

- Have a clear understanding of the key characteristics of executive presence
- Project a more confident image in the workplace
- Strengthen your ability to connect and establish rapport



Learning objectives

- Decide what kind of leader you want to be known as
- Learn how to communicate your personal brand to others
- Practise techniques for thinking on your feet and responding confidently under pressure



Course outline

Preparing yourself for the role of mentor

- Understanding mentoring
- Examining impulses behind mentoring
- Analysing mentoring skills
- Knowing the stages of the mentoring process

First meeting

- Being aware of a mentee's background
- Establishing rapport
- Knowing what to do in the first meeting
- Establishing a mentoring contract
- Holding the first meeting

Moving forward

- Dealing with mentoring issues
- Keeping the momentum
- Mentoring techniques
- Overcoming barriers to successful mentoring

Effective Mentoring

This important workshop explores the core skills and attitudes needed by managers to help their staff grow and achieve their full potential. It explores the structures needed to build an effective mentoring relationship, as well as the issues that can arise during the process.

This workshop is highly interactive and practises some of the key discussions through roleplays, case studies and simulations. There are also plenty of tips on techniques for successful mentoring.

Who should attend?

Managers, office managers, supervisors and team leaders.



Benefits

- Understand your role as mentor
- Be able to better develop potential in others
- Use your communication skills to make the relationship more successful



Learning objectives

- Use mentoring tools to build performance
- Recognise mentoring boundaries and pitfalls
- Develop discussions through the mentoring cycle



Course outline

Team Management Profile overview

- Understanding the 8 critical work functions
- Recognising different work preferences
- Analysing your TMS profile

Leadership

- Comparing leadership and management
- Identifying when to use each style
- Understanding your team

Interpersonal skills

- Giving feedback
- Improving communication skills
- Building relationships

Team-building

- Selecting a team
- Knowing the stages of team development
- Assessing team performance

Decision-making

- Utilising divergent and convergent thinking
- Using different decision making tools
- Encouraging creativity and decision-making

Essential Skills for Managers

This absorbing workshop gives you an in-depth insight into your managerial style. It concentrates on developing your skills through an experiential approach that will enable you to better understand, communicate with and lead your team.

You will receive a personalised 4,000-word Team Management Profile based on your answers to a powerful psychometric profiling tool (by Team Management Systems™), highlighting your work preferences. You will reflect on your profile and take part in a series of case studies, discussions and hands-on activities designed to help you maximise your strengths as a manager.

Who should attend?

New managers, managers who want an opportunity to develop themselves further and aspiring employees with management potential.



Benefits

- Have an in-depth self-awareness and understanding of your team's strengths and areas for development
- Be equipped to manage both people and tasks better
- Manage more effectively by adapting your style to different people and situations



Learning objectives

- Analyse your managerial style, contribution and strengths
- Analyse the team you manage
- Develop skills and techniques in the key areas of leadership, interpersonal skills, team-building and decision-making



Course outline

Introduction

- Understanding EQ
- Recognising the relationship between EQ and leadership
- Understanding the power of disclosure, feedback and reflection

Expanding your conversation tool-kit

- Analysing difficult conversations
- Understanding fears, blocks and overused strengths

The de-brief conversation

- Structuring a learning conversation
- Asking powerful questions
- Using techniques for empathetic listening

The Six Seconds® EQ model

- Knowing the three domains of EQ
- Maximising the eight Competencies of EQ
- Analysing your personal EQ profile

Know yourself – what we do

- Developing self-awareness
- A case study example
- Pair learning conversation

Choose yourself

– how we do it

- Coping under stress
- Cause and effect
- Knowing what drives us

Give yourself – why we do it

- Connecting with others
- Recognising what truly matters
- Exploring your EQ journey

Leading with EQ

This compelling workshop provides you with a deeper understanding of your personal EQ in relation to your leadership role. It will enable you to facilitate deeper learning conversations and lead with awareness and choice.

You will receive an SEI Emotional Intelligence Assessment by Six Seconds® which delivers a powerful process framework that will equip you with tools in how to use EQ. Your accredited trainer will then use the results of your assessment to determine your current 'success factors' and how you can use them to develop your work and life outcomes.

Who should attend?

Managers, office managers, supervisors and team leaders.



Benefits

- Be able to apply the International 6 Seconds EQ model to be a more effective leader
- Feel more confident in developing others through powerful conversations
- Have strategies for handling challenging conversations



Learning objectives

- Gain knowledge of your own EQ competencies in relation to your role as a leader through the SEI profiling tool
- Conduct learning conversations at a deeper level through empathetic listening and powerful use of questions
- Apply learning conversation techniques to different situations in the workplace



Course outline

The role of leader

- Being a leader vs a manager
- Knowing what it means to be an effective leader
- Engaging employees

Creating a climate of trust

- Recognising trust
- Enhancing trust
- Trusting in your team

Delivering through others

- Creating teams that thrive
- Maximising team performance
- Articulating your vision
- Motivating your team

Facilitating change

- Seeing the impact of change
- Managing change
- Executing change for success

Learning to Lead^{NEW}

This workshop equips aspiring and newly appointed leaders with the necessary skills to lead and motivate teams to deliver powerful results. Focusing on the essential skills of leadership, the course provides tools and techniques to create trust, deliver through others and facilitate change in teams.

Who should attend?

Aspiring and existing leaders.



Benefits

- Know the essential skills of effective leaders
- Enhance employee engagement in your teams
- Lead with credibility and confidence



Learning objectives

- Reflect on your strengths and areas for development as a leader
- Develop strategies to maximise team performance and deliver results
- Learn how to lead change with confidence



Course outline

Culture and you

- Knowing your approach to leadership
- Recognising the 8 features of culture
- Understanding different levels of culture
- Analysing your preferences and views

Leading multicultural teams

- Leading inclusively
- Maximising multi-cultural teams and context

Effective interventions

- Managing challenging situations

Bringing it all together

- Analysing cultural leadership competencies
- Preparing your learning journey

Leading Across Cultures^{NEW}

This vital workshop helps participants to examine their leadership style and its effectiveness in complex, diverse contexts. It also explores strategies for intervening effectively when cross-cultural challenges arise.

Based on current academic thinking, this highly practical course builds on the British Council's unrivalled experience of cultural relations and daily intercultural engagement.

Who should attend?

Leaders working in multi-cultural environments or with multi-cultural teams.



Benefits

- Understand, engage and retain diverse staff members
- Feel confident and resourceful to take action, even when faced with conflicting or uncertain information
- Build and maintain a high-performing team by enhancing individual achievement, reaching ambitious goals and driving results



Learning objectives

- Examine how cultural and other influences impact your leadership style and how others may respond to this
- Adapt your leadership style to earn and build trust, motivate team members and create optimum conditions for team performance in a range of situations
- React flexibly to effectively resolve common challenges in complex, diverse contexts



Course outline**Introduction**

- Understanding attitudes toward change
- Overcoming obstacles to change
- Managing change in your workplace
- Analysing your QO₂ Profile

Moving towards goals energy

- Improving the focus of your team
- Using the Behavioural Communication Model
- Communicating change to your team

Fault-finding

- Analysing potential obstacles
- Helping your team find faults

Multi-pathways thinking

- Using right brain creative thinking tools
- Using left brain logical thinking tools
- Helping your team overcome obstacles

Optimism

- Using strategies to manage emotions
- Helping your team to counter negativity

Time focus

- Focusing on past, present and future
- Helping your team be more future-focussed

Manage and Communicate Change

This engaging workshop examines how leaders can help their teams deal successfully with change. People must be able to take advantage of the opportunities and overcome the obstacles that change presents. This workshop shows leaders how to enable their staff to do this.

You will receive your own personal QO₂ profile. It will give you valuable information about how you are likely to respond to change and how you can help your staff.

Who should attend?

Senior managers, office managers and team leaders at departmental or divisional level.

**Benefits**

- Understand your personal attitude towards change
- Help staff to grasp opportunities and overcome obstacles
- Better lead your team through times of change

**Learning objectives**

- Communicate the goals of change and encourage your staff to achieve them
- Identify obstacles to change and help your team to overcome them
- Learn ways to keep your team optimistic and focused on the future benefits of change



Course outline

Introduction

- Defining stakeholder engagement
- Separating it from stakeholder and change management

Making stakeholder engagement matter

- Making the business case for stakeholder engagement
- Recognising the advantages of global engagement
- Analysing the business risks of not engaging

Engaging stakeholders

- Defining and understanding SWANS and OWANS
- Analysing the characteristics of a successful “engager”
- Preparing and aligning with stakeholders
- Building trust with stakeholders
- Leveraging and communicating with stakeholders
- Crafting a stakeholder communication plan

Stakeholder Engagement

This workshop will help you understand how to plan and implement a large scale project successfully so that the organisation reaps the benefits and emerges stronger and more resilient.

Who should attend?

This workshop is ideal for those new to stakeholder management and established managers who wish to strengthen their stakeholder engagement skills.



Benefits

- Have a clear understanding of the key characteristics of Stakeholder Engagement
- Strengthen your ability to connect and influence a wide range of stakeholders
- Learn how to plan and manage a successful, high profile engagement



Learning objectives

- Define and analyse the business case for Stakeholder Engagement
- Map the key areas in the successful engagement cycle
- Understand and develop your characteristics to achieve successful projects



Aims

- Ensuring long-term excellence
- Improving your ability to self-correct
- Self-generating competence

Please contact us if you would like to discuss our coaching programme further.

Coaching 1:1

What is involved in the coaching programme?

- 1.Introductory meeting - building rapport, explaining the coaching methodology, programme outline and starting discussion on the possible area of coaching
- 2.Intake session - exploring the issue or area of development through a range of questions covering 4 domains
- 3.The coach will make an assessment of the client and design an individual coaching programme, including a range of exercises, reading and practical work to assist with embodying the change
- 4.First coaching session - presenting and explaining the assessment and design to the client and discussing the issue or developmental area
- 5.Ongoing sessions with the client will check-in on the development of the practices and discussions on their issue or area of development

Who should attend?

Managers, supervisors, team leaders, executives – anyone with an area they would like to develop.





The British Council has been in Malaysia for

Around the world...



over 80 years.



...have chosen to work with us.

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