

Main Content

- | | | | |
|----|-------------------------------|----|--------------------------------|
| 01 | Winning Attitude | 37 | Positive Mental Attitude |
| 02 | Accelerated Learning | 38 | Handling Discipline |
| 03 | Write Effortlessly | 39 | Work-Life Balance |
| 04 | Manage Time | 40 | Screening Resumes |
| 05 | Getting Organized | 41 | Behavioral Interviewing Skills |
| 06 | Effective Meeting | 42 | Culture Of Empowerment |
| 07 | Communicate Clearly | 43 | Selecting Candidates |
| 08 | Active Listening | 44 | Performance Review |
| 09 | Business Etiquette | 45 | Managing Performance |
| 10 | Managing Boss | 46 | Building Competencies |
| 11 | Minimizing Workstress | 47 | Planning Training |
| 12 | Dealing With Change | 48 | Induction And Orientation |
| 13 | Speak With Power | 49 | Managing Vision And Purpose |
| 14 | Creative Thinking | 50 | Strategic Agility |
| 15 | Decision Making | 51 | Dealing With Ambiguity |
| 16 | Motivating Others | 52 | Action Oriented |
| 17 | Delegating Effectively | 53 | Customer Focus |
| 18 | Getting Results | 54 | Managing Through Systems |
| 19 | Building Team | 55 | Teamwork |
| 20 | Constructive Feedback | 56 | Accountability |
| 21 | Coaching Dance | 57 | Assertiveness |
| 22 | Executing Change | 58 | Perseverance |
| 23 | Dealing With Difficult People | 59 | Ethics And Values |
| 24 | Art Of Negotiation | 60 | Integrity And Trust |
| 25 | Mastering Success | 61 | Sales Mindset |
| 26 | State Management | 62 | Generating Leads |
| 27 | Congruency | 63 | Cold Calling |
| 28 | Sensory Acuity | 64 | Power Intro |
| 29 | Building Rapport | 65 | Telemarketing |
| 30 | The Art Of Questions | 66 | Email Selling |
| 31 | Figuring Out People | 67 | Probing Skills |
| 32 | Perceptual Flexibility | 68 | Handling Objections |
| 33 | The Framing Games | 69 | Relationship Selling |
| 34 | Power Persuasion | 70 | Networking Skills |
| 35 | Problem Solving With SCORE | 71 | Nurturing After Sales |
| 36 | Imagineering | 72 | Sales Closing Techniques |

ABOUT LEARNING TRACKS

Essential Skills In Action. Essential Skills are the skills needed to excel at work and life. Suitable for everyone, this track provides the foundation for all other skills; enabling people to evolve and adapt to their surroundings. Skills like how to Manage your Boss, Minimize Stress, Manage Time and even Business Etiquette are important to build your competency.

Managers In Action. Managers In Action is dedicated to the leaders of tomorrow. In this Track, explore various topics related to the development of an effective manager, such as Speak with Power, Motivating Otrs and Building Team for interpersonal and communication improvement skills needed to manage people effectively.

NLP In Action. NLP is the leading technology of excellence, particularly powerful in the areas of communication, influence and change. You may be aware of some of the astonishing results that NLP can deliver. Possessing NLP skills are highly recommended for those who require effective communication in order to be successful.

HR In Action. A common component of managerial training program is a section on human resource as it plays an important role to align human capital with business strategies and philosophies. Managers who focus more on the numbers and less on managing talent tend to let HR responsibilities slip. Talent needs to be optimized and HR in Action ensures that talent is optimized and productivity is high.



Competencies In Action. Many organizations believe that competencies give clear messages to staff about the behaviors required by their business. Competencies are the state or quality of being adequately or well qualified to perform a task. A person gains competency through education, training, experience, or natural abilities. Skills and Competencies are needed to succeed in today's workplace.



Sales In Action. Most sales professionals “wing it,” hunting for the sale and then playing sales meetings strictly by feel; they're reacting to what they find, selling by chance. Everyone wants to succeed at sales. Most people don't. It's not that they can't. It's just that they don't know how. Sales in Action is suitable for each and every sales professionals to hone their skills and save them of years of frustrations and wasted effort.



WINNING ATTITUDE

Winning Attitude. ‘Your attitude determines your altitude.’ Learn how to master positive thinking to empower yourself to achieve greater heights. Be entranced by inspiring stories and allow yourself to reflect on your choices of life. Rediscover on how you can transform yourself at work and at home.

Essential Skills In Action



Outline

INTRODUCTION

What is Attitude?

The Importance of Attitude

FACTORS THAT DETERMINE OUR ATTITUDE

8 STEPS TO POSITIVE WINNING ATTITUDE

CONQUERING FAILURES

BURNING DESIRE

Essential Skills In Action

Essential Skills In Action

Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. This track provides you with everything you need to be effective.

Content



- 01 Winning Attitude
- 02 Accelerated Learning
- 03 Write Effortlessly
- 04 Manage Time
- 05 Getting Organized
- 06 Effective Meeting
- 07 Communicate Clearly
- 08 Active Listening
- 09 Business Etiquette
- 10 Managing Boss
- 11 Minimizing Workstress
- 12 Dealing With Change

ACCELERATED LEARNING



WRITE EFFORTLESSLY

Accelerated Learning. Learning how to learn is vital – because when you understand how to learn effectively, your self esteem and confidence grow. You will not only be able to cope with the new technology and change but also you will welcome it. You will be empowered to change from passive consumer of education to active controllers of your own learning and life.

INTRODUCTION

What is Accelerated Learning?

What are the Attributes of Accelerated Learning?

UNDERSTANDING YOUR BRAIN

The Ice-Berg Theory

Left Brain and Right Brain

ACTIVATING YOUR LEARNING STATE

The whole Brain Approach

Super Learning Exercise

SPEED READING

Learning Facts

What are the Factors that Reduce Reading Rate and Comprehension?

MEMORY TECHNIQUES

Outline

Outline

INTRODUCTION

What does it mean to write effortlessly?

Why do you need to write?

When do you need to write?

KNOW YOUR READERS

Readers Expectations

Developing Readers Benefit

The Skimmers and Sceptics

WRITING STYLES

5 Simple Rules

CREATING EFFECTIVE SENTENCES

ABC OF BUSINESS WRITING

MANAGE TIME



Manage Time. Time is the most valuable asset we have. Good personal time management skills are essential for a happy, successful career. You will learn the principles and systems to help you make conscious decisions about the activities that occupy your time.

INTRODUCTION

How do you feel about time?
Symptoms of Poor Time Management

PERSONALITY TYPE:

THE TIME PERSONALITIES

Every Second Counts
To Realize the Value of Time

TIME MATRIX

Time Management Fundamentals
Roadblocks to Successful Time Management

CIRCADIAN RHYTHMS

TIPS & TECHNIQUES

Outline

Outline

GETTING ORGANIZED

Getting Organized. For every minute spent in Organizing, an hour is earned. You will discover how to systematize common decisions. It takes far more time to be disorganized than it does to be organized because disorganized people lose so much time to inefficiency. Getting organized empowers oneself to be even more efficient and effective.

INTRODUCTION

What does it mean by Getting Organized?
Why is Getting Organized Important?

CLASSIFYING THE CLUTTERS

Type of Chaos

TAKING ACTION NOW

Getting Prepared
2 types of Time
Creating To-Do List

MANAGING INFORMATION

3MS of Information Chaos
Managing Your Desk

CONTROLLING COMMUNICATION

EFFECTIVE MEETING



Effective Meeting. Whether you're a newcomer to meetings or a seasoned pro, Effective Meeting offers hands-on meeting advice for every possible situation. You will be able to identify who the 'pace-setters' in meetings are, and learn how to be a 'pace-setter' to achieve outcomes.

INTRODUCTION

What is a Meeting?
What Can Meetings Do?

BEFORE THE MEETING

Is it Necessary?
Who and Why?
Objectives and Agendas
Timing and Frequency

LEADING THE MEETING

GROUP DYNAMICS

AFTER THE MEETING

Minutes
Taking Action

Outline

Outline

COMMUNICATE CLEARLY

Communicate Clearly. Good communication is as stimulating as black coffee, and just as hard to sleep after. Understand basic communication models, and learn to speak your ideas easily and naturally. You will learn how to get your ideas across to people with ease.

INTRODUCTION

What is Communication?
Why is Communication Important?
What Makes a Clear Communicator?

COMMUNICATION MODELS

What it all means?

APPRECIATING COMMUNICATION BARRIERS

10 Main Communication Breakdowns at Work

TOXIC COMMUNICATION

Test your ability to Avoid Toxic Communication.
Types of Toxic Communication
How do you Eliminate the Toxic?

COMMUNICATION STRATEGIES

ACTIVE LISTENING



Active Listening. You probably spend more time using your listening skills than any other kind of skills. Like other skills, listening takes practice. While you are listening, you will also be able to think about what you are hearing, really understand it, and give feedback to the speaker. Remember, thoughts move about four times faster than the speech.

INTRODUCTION

What is Listening?
Why Listen?

THE COMMUNICATION PROCESS

To Listen vs to Hear
Listening Implies a Choice

BARRIERS TO ACTIVE LISTENING

LISTENING SKILLS

Qualities of Active Listeners
4 elements to Effective Listening
What do you listen to?

BEYOND LISTENING

Improve Listening Skills

Outline

Outline

BUSINESS ETIQUETTE

Business Etiquette. Etiquette is about presenting yourself with the kind of polish that shows you can be taken seriously. Etiquette is also about being comfortable around people (and making them comfortable around you). Learn basic skills from handshakes to proper presentation of your business cards and how to conduct yourself in social settings.

INTRODUCTION

What is Etiquette?
Why is Etiquette Important?

DRESS FOR SUCCESS

Business Formal Wear
Business Casuals
Social Dress Code

COMMUNICATING

Opening Moves
Body Language
Telecommunications

@ THE OFFICE

SOCIAL SETTINGS

MANAGING BOSS



Managing Boss. The relationship with your boss is probably the most important relationship you have at work. Boss management can stimulate better performances, improve your working life, job satisfaction, and workload. Give your boss a hand and reap the rewards.

INTRODUCTION

- Who is the Boss?
- What does it mean by Managing Your Boss?
- Why is Managing Boss Important?

UNDERSTANDING POWER PLAY

- Pyramid Power
- Types of Power
- The Power of Struggle
- Using Your Power Positively

GET TO KNOW YOUR BOSS

MANAGING THE 10 KEY ASPECTS

HANDLING CHALLENGING BOSSES

- What Exactly is it about Your Boss that Drives You Crazy?

Outline

Outline

MINIMIZING WORKSTRESS

Minimizing Workstress. Workplace stress has a negative impact on the business as well as on the individual staff. The increase in job stress creates emotional, financial, and safety concerns for organizations and managers. The bottom line: workplace stress management and stress reduction are important to create a productive working enviroment.

INTRODUCTION

- Defining Stress
- How does Stress Affect Us?

STRESS SITUATIONS

- What is Stress About?
- Stress and Time
- Dealing with Change

FLEXIBILITY

- Moving Out of Your Comfort Zone
- Adding Variety to your Routine

MANAGING STRESS

BASIC STRESS MANAGEMENT STRATEGIES

DEALING WITH CHANGE



Dealing with Change. We all exist within contradiction. On one hand, we need stability and to perform well when we feel secure and established at work. On the other hand we can become stagnant, complacent and uncreative when we shy away from change or when we find that we simply cannot cope with it. So learn how to embrace changes to empower yourself and the people around you.

INTRODUCTION

What is Change?

Why Change?

The Microwave Story

What does It Take to Change?

CHANGE TRANSITION CYCLE

THE PACE OF CHANGE

Reactions to Change

RESPONSE TO CHANGE

STRATEGIES FOR DEALING WITH CHANGE

Outline

SPEAK WITH POWER

Speak With Power. Speak with Power captures the essence of public speaking and clearly articulates what today's audience wants and what you must deliver. Platform skills are essential for managers to deliver their message effectively to groups of people.

Managers In Action



Outline

- INTRODUCTION
 - What is Speak with Power?
 - Why Speak with Power?
 - What makes a Great Speaker?

PREPARATIONS

YOUR MESSAGE

STAGE FRIGHT

THE DELIVERY

Managers In Action



Explore the topics that are critical to developing effective management skills such as speaking with power, motivation, team development, interpersonal and communication: everything you need to manage people effectively.

Content



- 01 Speak With Power
- 02 Creative Thinking
- 03 Decision Making
- 04 Motivating Others
- 05 Delegating Effectively
- 06 Getting Results
- 07 Building Team
- 08 Constructive Feedback
- 09 Coaching Dance
- 10 Executing Change
- 11 Dealing With Difficult People
- 12 Art Of Negotiation



CREATIVE THINKING



Creative Thinking. Much of the thinking done in formal education emphasizes the skills of analysis. However, there is another kind of thinking, one that focuses on exploring ideas, generating possibilities, looking for many right answers rather than just one. Both of these kinds of thinking are vital to a successful working life, yet the latter tends to be ignored until after school.

INTRODUCTION

What is Creative Thinking?
Why think Creatively?

MYTHS & MENTAL BLOCKS

Reserve only for the Special Few!

CREATIVE MINDSET

CREATIVE PROCESS

The Phases of Creative Process
Creative Methods
Merge and Blend

CREATIVE TOOLS

DECISION MAKING

Decision Making. The thinking process leading to the selection of a course of action among variations. Every decision making process leads to a final choice. It can be an action or an opinion. It begins when we need to do something but know not what. Therefore, decision making is a reasoning process which can be rational or irrational, can be based on explicit assumptions or implied assumptions.

INTRODUCTION

What is a decision?

MAKING DECISION

2 stages of thinking
Putting Decision into Context
Ownership

IDENTIFY ALTERNATIVES

GENERATE ALTERNATIVES

ELIMINATE ALTERNATIVES

Outline

Outline

MOTIVATING OTHERS



DELEGATING EFFECTIVELY

Motivating Others. We hear the term often. Generally we associate the word with human behavior, meaning, a state of mind that moves us to action. You will learn how to find out “What makes others do anything?” Finding what makes people tick – would bring us to a better understanding of how to motivate others.

INTRODUCTION

What is Motivation?
Understanding Motivation

THE ENVIRONMENT

Motivating Others
Establishing the Environment

MOTIVATING PRINCIPLES

Maslow Need Pyramid
Expectancy Theory
McClelland’s Needs Theory

7 SIMPLE DYNAMIC WAYS

MOTIVATING JOBS

Outline

Outline

INTRODUCTION

What Does it Mean to Delegate?
Why Do You Need to Delegate?
When Do You Need to Delegate?

PREPARATION

Degree of Delegation

GIVING INSTRUCTIONS

Levels of Authority
Orders

MONITORING OF DELEGATION

CHARACTERISTICS OF EFFECTIVE DELEGATORS

GETTING RESULTS



Getting Results. Getting results through people is crucial for any manager. There is no simpler way to increase people's performance than to clarify what's expected of them. At almost every level of management, the job is a mixture of achieving results through others and achieving results personally.

INTRODUCTION

What is Result?

UNDERSTANDING THE FRAMEWORKS

The Drivers of Getting Results

MANAGING PERFORMANCE

AND RESULTS

The Logical Framework Matrix

ENABLING INDIVIDUALS

Getting Them Empowered

Basic Steps in Getting Results

MONITOR AND FEEDBACK

Outline

Outline

BUILDING TEAM

Building Team. Teams are serious business in today's economy as companies realize the value of teaming in creating greater employee involvement, leveraging human resources, fostering innovation, and shoring up the bottom line. Foster the team spirit in your organization with tested tips and techniques.

INTRODUCTION

What is a Team?

What is Synergy?

Why Do You Need to Set Up and Work as a Team?

TEAM DYNAMICS

Types of Teams

Why do Teams Fail?

STAGES OF TEAM DEVELOPMENT

ESTABLISHING TEAM NORMS

Team Contract

WORKING AS A TEAM

Respect Others

CONSTRUCTIVE FEEDBACK



Constructive Feedback. In organizational context, feedback is a process of sharing observations, concerns and suggestions with the other person with an intention of improving his/her performance as an individual. Feedback has to be bi-directional so that continuous improvement is possible in an organization.

INTRODUCTION

What is Feedback?
What is Constructive?
Why Do You Need to Give and Receive Constructive Feedback?

PERFORMANCE FEEDBACK

Ways to Give Performance Feedback

GIVING CONSTRUCTIVE POSITIVE FEEDBACK

GIVING CONSTRUCTIVE NEGATIVE FEEDBACK

RECEIVING FEEDBACK

Outline

Outline

COACHING DANCE

Coaching Dance. Coaching concerns itself with amplifying the individual's own knowledge and thought processes. It is about creating a supportive environment in which to challenge and develop critical thinking skills, ideas and behaviors of their staff.

INTRODUCTION

What is Coaching?
Coaching and Mentoring
Why Coaching?
Coaching Roles

TYPES OF COACHING

Developing your Coaching Objectives
Preparing for success

COACHING APPROACH

COACHING BEHAVIORS

THE COACHING DANCE

Coaching Essentials
NLP Communication Model for Coaches

EXECUTING CHANGE



Executing Change. "The future is coming so fast, we can't possibly predict it; we can only learn to respond quickly." The rate of change in today's world is constantly increasing. Everything that exists is getting old, wearing out and should be replaced.

INTRODUCTION

What is Change?

Why do We Need to Change?

STRATEGIES OF CHANGE

Collaborative Strategy

Adversary Strategy

CONDITIONS OF CHANGE

THE DRIVERS OF CHANGE

LEADING ORGANIZATIONAL CHANGE

Outline

Outline

DEALING WITH DIFFICULT PEOPLE

Dealing with Difficult People. In the business world, we are constantly faced with trying to work with others who may challenge our ability to get things done. There is great value to be gained when we take the time to try to understand another's viewpoint. We can deal with people by changing our attitude toward them and changing our viewpoint about what makes them "wrong".

INTRODUCTION

Who is a Difficult Person?

How are People Difficult?

TYPES OF DIFFICULT PEOPLE

How does it affect you?

Understand the Difference

When do People Become Difficult?

UNDERSTANDING DIFFICULT BEHAVIOR

HANDLING DIFFICULT BEHAVIOR

HANDLING CONFLICT & CONFRONTATIONS

Take Accountability

The Ultimate Tactics

ART OF NEGOTIATION



Art of Negotiation. Broadly speaking, negotiation is an interaction of influences. Such interaction includes the process of resolving disputes, agreeing the courses of action, bargaining for individual or collective advantage, or crafting outcomes to satisfy various interests. Negotiation is thus a form of alternative dispute resolution.

INTRODUCTION

What is Negotiation?

Why Negotiate?

What Makes a Good Negotiator?

TYPES OF NEGOTIATIONS

Principled Negotiations

Establish the Issues

Establish your BATNA

PREPARING FOR SUCCESS

PERSONALITY STYLES IN NEGOTIATIONS

NEGOTIATIONS STANCE

Outline



MASTERING SUCCESS

NLP In Action



Mastering Success. We all want to be successful in all areas of our lives. In NLP, goal setting becomes more than just goal setting. We go beyond that and step into the real of “Well-Formed Outcome.” An outcome represents a goal developed with specificity that enables us to have a clear understanding of what to do.



NLP In Action

NLP is the leading edge technology of excellence. You may have heard that NLP is particularly powerful in the areas of communication, influence and change. You may be aware of some of the astonishing results that NLP can deliver. Experience NLP now.

Content



- 01 Mastering Success
- 02 State Management
- 03 Congruency
- 04 Sensory Acuity
- 05 Building Rapport
- 06 The Art Of Questions
- 07 Figuring Out People
- 08 Perceptual Flexibility
- 09 The Framing Games
- 10 Power Persuasion
- 11 Problem Solving With SCORE
- 12 Imagineering



Outline

INTRODUCTION

What is Success?

10 CHARACTERISTICS OF SUCCESSFUL PEOPLE

7 STEPS TO YOUR WELL FORMED OUTCOME

MASTERING YOUR 3As

MY CONTRACT OF ACTION

STATE MANAGEMENT



State Management. A state is a mental and emotional state; a dynamic mind-body state of experience or being that operates as an experiential energy field. This is the foundation for effective communication — excellent state management.

INTRODUCTION

What, Why, Who?

What is State?

Attributes vs States

Why you Must Learn How to Manage Your State

UNDERSTANDING THE EMOTIONAL BRAIN

How does it Work?

Understanding our Emotions

DYNAMICS OF STATES

INFLUENCING STATES

INSTALLING STATES

Outline

Outline

CONGRUENCY

Congruency. “You can fool your mind but you cannot fool your body.” Your mind and body are part of the same system and interact with each other in respond to external stimuli. Your body gives signal to other people. To be congruent, what you say and do is in alignment to what you think and feel. Learn how to be congruent in your communication and life.

INTRODUCTION

What is Congruency?

Why be Congruent?

UNDERSTANDING VALUES

12 CORE VALUES

4 Domains in our Interaction

4 Domains in our Life

POWER ZONES

DILT LOGICAL LEVEL

SENSORY ACUITY



Sensory Acuity. It is not necessarily about improving the senses themselves, rather it is to improve our use of those tools by increasing and enhancing our awareness of the information provided to us by our senses and to improve our abilities to make ever finer distinctions in that information.

INTRODUCTION

What is Sensory Acuity?

Why should you master sensory acuity?

SENSORY VS EVALUATIVE

What is Perception?

NON-VERBAL

VERBAL

BEYOND NON-VERBAL COMMUNICATIONS

Outline

Outline

BUILDING RAPPORT

Building Rapport. Rapport is about making a two-way connection. You know you've made such a connection when you experience a genuine sense of trust and respect with another person, when you engage comfortably with someone no matter however different they are to you, and when you know that you are listening and being listened to.

INTRODUCTION

What is Rapport?

STEPS TO BUILDING RAPPORT

RAPPORT TECHNIQUES

PREFERRED REPRESENTATIONAL SYSTEMS

EYE ACCESSING CUES

How to build rapport?

Basic Practice

Advance Practice

THE ART OF QUESTIONS



FIGURING OUT PEOPLE

The Art of Questions. “The quality of your life is determined by the quality of questions you ask”. Learn the Art of “Meta-Model”. Meta Model is a structure of language that recovers lost or hidden information. The language that a person uses is true and complete for them, but the parts that are distorted or missing are out of their conscious awareness.

INTRODUCTION

What is a Question?
What is Needed to be Effective?
Why do We Questions?

HOW DO WE PROCESS INFORMATION?

How to Master Questioning?

PATTERNS OF QUESTIONS

TYPES OF QUESTIONS

POWER QUESTIONS

Outline

Outline

INTRODUCTION

What is Figuring Out People?
Why Would You Want to Figure Out People?

HOW DO WE PROCESS INFORMATION?

CHARACTERISTICS OF META-PROGRAMS

KEY META PROGRAMS

FIGURING OUT PEOPLE

Separate People from Problem Advance Practice

PERCEPTUAL FLEXIBILITY



Perceptual Flexibility. The way we see the world—our perception, determines the decisions we make and what we do. Perception is probably the most important part of our thinking. Unfortunately, most mistakes in thinking are mistakes in perception. You will learn to focus your thinking in a more comprehensive, effective, and efficient way.

INTRODUCTION

What is Perception?

Why Perceptual Flexibility?

THE NLP COMMUNICATION MODEL

WALKING THE MILE

SET THE STAGE!

THE 5 PERCEPTUAL POSITION SCRIPT

Outline

Outline

THE FRAMING GAMES

The Framing Games. One of the most important and seminal concepts of NLP is called Framing. Framing starts out with the assumption that we all view the world, or hear the stories of the world, or have a sense or carry a feeling about the world, and all the issues in the world, through preconceived frames in our world.

INTRODUCTION

What is Framing?

Why Learn the Framing Games?

SEMANTIC=MEANING MAKING

FRAMING MINDSETS

Problem Solving Frames

Resourcefulness Frames

FRAMING FUN

CASE STUDIES

POWER PERSUASION



PROBLEM SOLVING WITH SCORE

Power Persuasion. Persuasion is the communication of a message to a receiver who evaluates how they think it fits under his or her own position. Then, people adjust their attitude towards or away from the message they heard. Persuasion is the communication of a message designed to influence a receiver who evaluates its personal relevance away from the message.

INTRODUCTION

Persuasion Defined

KEY SUCCESS FACTORS

LAWS OF PERSUASION

PERSUASIVE POWER WORDS

Can you Identify Them?

Don't Over Do it!

HYPNOTIC LANGUAGE PATTERNS

10 strategies of a Master Persuader

Outline

Outline

Problem Solving With SCORE. One of the signature pattern interventions using questioning mastery is to have an even better clarity over the symptoms and gain new insights to resolve problems and challenges in life and at work. The SCORE dance will open new perspective and possibilities.

INTRODUCTION

What is a problem?

PROBLEM SOLVING MINDSETS

How can you kill ideas?

PROBLEM SOLVING STEPS

The six step approach

Recognizing problems

Problem Solving Process

What you need to know

PROBLEM IDENTIFICATION

The Score Dance

The Score Model

Lets start Dancing

IMAGINEERING



Imagineering. Walt Disney's ability to connect his innovative creativity with successful business strategy and popular appeal certainly qualifies him as a genius in the field of entertainment. In a way, Disney's chosen medium of expression, the animated film, characterizes the fundamental process of all geniuses.

INTRODUCTION

What is Imagineering?
About the legend: Walt Disney
Your pathway to Success

DISNEY IMAGINEERING STRATEGY

UNDERSTANDING THE 3 ROLES

IMAGINEERING TECHNIQUES

Questioning Patterns

RUNNING THE PATTERN

Outline

POSITIVE MENTAL ATTITUDE

Positive Mental Attitude. In a study of 99 Harvard University students, those who were optimists at age 25 were significantly healthier at ages 45 and 60 than those who were pessimists. Being a positive thinker, an optimist will not only achieve success in your career, but also to lead an even more healthy and stable life.

HR In Action



Outline

INTRODUCTION

What is attitude?
What does it Mean to Have a Positive Mental Attitude?

UNDERSTAND YOUR POWER WITHIN

Confidence
Optimism
Whole Heart-Head-Ness

MANAGING PERSPECTIVES

TAKING CHARGE

RECHARGE YOURSELF

HR In Action

A common component of managerial training programs is a section on human resources as it plays an important role to align human capital with business strategies and philosophies. Managers who focus more on the numbers and less on managing talent tend to let HR responsibilities slip.

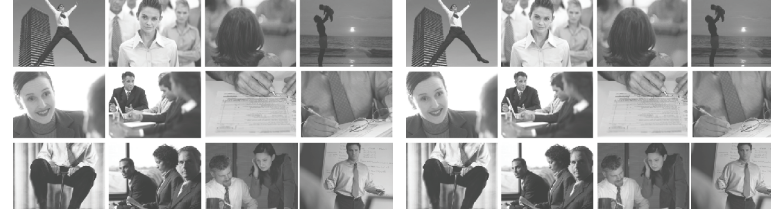
Content



- 01 Positive Mental Attitude
- 02 Handling Discipline
- 03 Work-Life Balance
- 04 Screening Resumes
- 05 Behavioral Interviewing Skills
- 06 Culture Of Empowerment
- 07 Selecting Candidates
- 08 Performance Review
- 09 Managing Performance
- 10 Building Competencies
- 11 Planning Training
- 12 Induction And Orientation



HANDLING DISCIPLINE



WORK-LIFE BALANCE

Handling Discipline. The main purpose of handling discipline is to encourage staff improvement whose conduct or performances are below acceptable standards. Manager can clarify the problem, gather information and listen to their explanations. The attitude and conduct of staff may be seriously affected if management fails to apply the same rules and considerations to each case.

INTRODUCTION

What does Handling Discipline mean?
Why the need for discipline?

HANDLING DIFFERENT TYPES OF PROBLEMS

Unacceptable Performance
Unacceptable Attendance
Unacceptable Behavior

PROGRESSIVE DISCIPLINE

DISCIPLINE WITHOUT PUNISHMENT

TERMINATION AS LAST STEP?

Outline

Outline

INTRODUCTION

What is Work-life balance?
Who do you think achieve work-life balance?
The Wheel of Life

ACCESSING SUCCESS

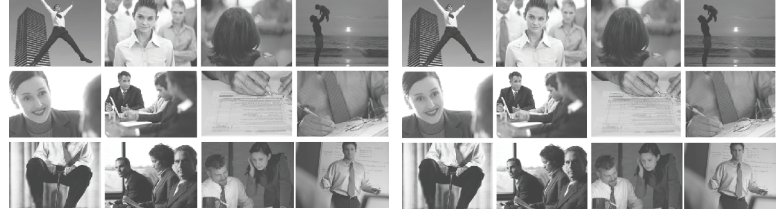
Know what You Want
Know your Values
Define your Success

INCREASE YOUR VITALITY

WORK SMART

PUTTING THE JIGSAW TOGETHER

SCREENING RESUMES



Screening Resumes.Screening and evaluating resumes can be time-consuming, since resumes can vary widely in formatting and content. There are certain steps you can take to make this process easier, this helping you to shortlist the candidates. Narrowing that list can be challenging, especially if there are many qualified applicants. So, learn the simple yet effective steps here.

INTRODUCTION

What does Screening Resumes mean?
Why Screen?

JOB APPLICANTS

Set up your Applications
Job Applications as Evaluating Tool

YOUR SYSTEM FOR EVALUATING CANDIDATES

READ BEHIND THE LINES

The Basics
Spot the Red Flags

NARROW LIST FURTHER

BEHAVIORAL INTERVIEWING SKILLS

Behavioral Interviewing Skills.This is a relatively new mode of job interviewing. The premise behind behavioral interviewing is that the most accurate predictor of future performance is the past performance in similar situations. Behavioral interviewing, in fact, is said to be 55 percent predictive of future on-the-job behavior, while traditional interviewing is only 10 percent predictive.

INTRODUCTION

What is Behavioral Interview?
Why Would You Use This Technique?
How Are Behavioral Questions Different?

10 REASONS TO IMPLEMENT BEHAVIORAL INTERVIEW

BEHAVIORAL INTERVIEW IN 5 EASY STEPS

30 EXAMPLES OF BEHAVIORAL BASED QUESTIONS

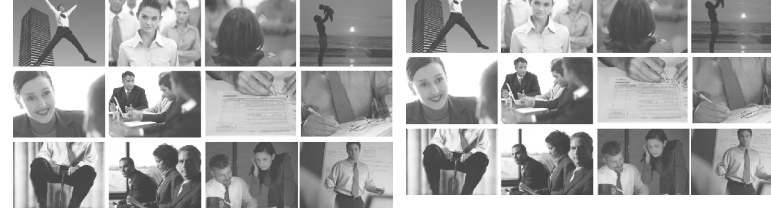
PUTTING THE JIGSAW TOGETHER

CASE STUDY: HALLMARK CARDS INC.

Outline

Outline

CULTURE OF EMPOWERMENT



Culture Of Empowerment. Empowerment is the process of increasing the capacity of individuals or groups to make choices and to transform those choices into desired actions and outcomes. In essence empowerment speaks to self-determined change. Empowered people have freedom of choice and action. This enables them to take charge of their lives

INTRODUCTION

What does it mean by Empowerment?

How does empowerment change the way we work?

EMPOWERMENT VS DELEGATION

Outcome not Inputs

COMMUNICATING EMPOWERMENT

Changing the language

The outcome approach

Getting it in place: The 9 simple steps

ENABLING OTHERS

CHARACTERISTICS OF AN EMPOWERED PEOPLE

Outline

Outline

SELECTING CANDIDATES

Selecting Candidates. Different types of positions require different kinds of selection techniques. Choosing the right techniques will help you to recruit the best person for the position. The selection techniques you choose depend on the particular skills, attributes and knowledge required for the position.

INTRODUCTION

What does it Mean to Select Candidates?

Why be so Selective?

SELECTING YOUR CANDIDATE

GET THE FULL PICTURE

Checking for References

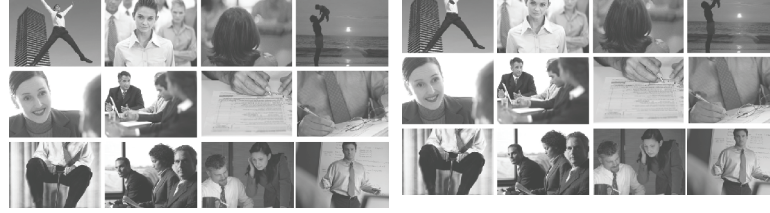
Use your Network

MAKE YOUR OFFER

WHAT'S THE BOTTOM LINE?

Conducting Background Checks

PERFORMANCE REVIEW



Performance Review. It is important not only for your staff to feel, appreciated, but also for they feel they're progressing steadily in their careers.. Performance Review is essential as these reviews can be for the growth of the organization and the well-being of its staff, many managers remain uncomfortable with the entire process.

INTRODUCTION

What is Performance Review?
Why Review Performance?

STEPS TO PERFORMANCE REVIEW

P.A.R.A.D.E
How to make it work

PERFORMANCE REVIEW METHODS

MBO
Job Rating
BARS
Ranking
360 Degrees

DO'S AND DON'TS

IMPACT OF PERFORMANCE REVIEW

MANAGING PERFORMANCE

Managing Performance. Performance management is an activity of tracking performance against targets and identifying opportunities for improvement - but not just looking back at past performance. The focus of performance management is in the future - what do you need to be able to do and how can you do things better? Managing Performance is about managing for results.

INTRODUCTION

What is Performance Management?
The need for Performance Management

PERFORMANCE MANAGEMENT PROCESS

PDP MEETING

Planning and preparation
Performance Development Process (PDP)
Following after PDP Meeting

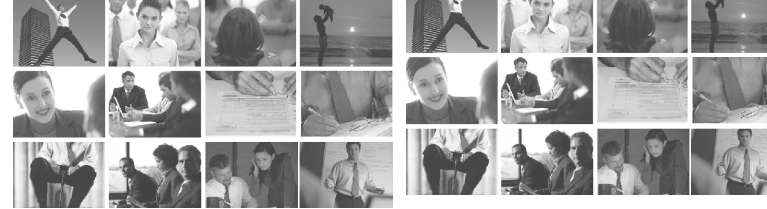
OUTCOMES

A FEW THINGS TO MIND

Outline

Outline

BUILDING COMPETENCIES



PLANNING TRAINING

Building Competencies In every job, some people perform more effectively than others. Superior performers do their jobs differently and possess different characteristics or "competencies", than average performers do. A competency is a personal characteristic (skill, knowledge, trait, motive) that drives behavior leading to outstanding performance.

INTRODUCTION

What does Building Competencies Mean?
Why the need for Competency?

TYPES OF COMPETENCIES

Behavioral Competencies
Technical Competencies

ABC'S OF COMPETENCY MODEL

Organization Goals and Mission
Performance Analysis
Implementation

APPLICATION OF COMPETENCY MODEL

EMPLOYEE CLASSIFICATION

Outline

Outline

Planning Training. Development and execution of a well-conceived training plan is the cornerstone upon which a successful training program rests. Managers need to assess the training needs and requirements of their team as well as to plan their training and growth.

INTRODUCTION

What does Planning Training mean?
Adult Learning Concepts

REASONS FOR TRAINING

The Competitive Edge
Meeting ISO Standards
Future Planning

DEVELOP YOUR TRAINING PLAN

Blueprint for Success

EFFECTIVE APPROACHES TO TRAINING

CASE STUDY

Hewlett-Packard
Pacific Bell

INDUCTION AND ORIENTATION



Induction And Orientation. Orientation is an integral part of developing your organization culture in alignment with your organization's vision, mission and purpose as well as your new staff's role. It is important that the induction process is consistent to ensure that all new staff have the same induction experience and receive the same messages.

INTRODUCTION

What is Induction and Orientation?

Why The Need for Proper Induction?

THE FIRST WEEK

The First Day: Easing them in

Discovering about the Company and the Job

THE SECOND WEEK

Casting your Line

THE 3 BAD APPROACHES

Osmosis

Just Tag Along

YOUR EMPLOYEE MANUAL

What to include?

Outline

MANAGING VISION AND PURPOSE

Managing Vision And Purpose. Much research has shown that organizations with sound and inspiring missions and visions do better in the marketplace. Sound missions and visions motivate and guide people on how to allot their time and how to make choices. As important as the vision, mission and strategy might be, communicating and managing them is even more critical.

Competencies In Action



Outline

INTRODUCTION

Definition

Importance

DEVELOPING VISION AND PURPOSE

Real Example

Build Your Own Version!

Amplify the Benefits

TOWARD A BETTER WORKPLACE

KNOW WHERE YOU STAND

Check your Proficiency

CASE STUDY: THE EASTMAN KODAK STORY

Competencies In Action

Competencies In Action

Many organizations believe that competencies give clear messages to staff about the behaviors required by their business. Competencies are the state or quality of being adequately or well qualified to perform a task. A person gains competency through education, training, experience, or natural abilities.

Content



- 01 Managing Vision And Purpose
- 02 Strategic Agility
- 03 Dealing With Ambiguity
- 04 Action Oriented
- 05 Customer Focus
- 06 Managing Through Systems
- 07 Teamwork
- 08 Accountability
- 09 Assertiveness
- 10 Perseverance
- 11 Ethics And Values
- 12 Integrity And Trust



STRATEGY AGILITY



Strategy Agility. People who can produce good results in short terms are more than visionary strategist. Most organizations do pretty well what they do today. It's what they need to be doing tomorrow that is but it is what missing.

INTRODUCTION

What is Strategic Agility?

Why do We Need Strategic Agility?

WHAT DOES IT REALLY MEAN?

Traditional Enterprise

THE 3 ENABLERS

Strategic Sensitivity [Market Movements, Competition, Technology Advancement]

Resource Fluidity [People, Process, Technology]

Collective Commitment [Stakeholders]

THE TOP TEN KILLERS

CASE STUDY: THE EASTMAN KODAK STORY

DEALING WITH AMBIGUITY

Dealing With Ambiguity. According to studies, 90% of the challenges for the mid management and above are ambiguous – it's neither clear what the problem is nor what the solution is. The higher level you go, the more ambiguous things get and learn on how to deal with ambiguity.

INTRODUCTION

Definition

AMBIGUITY FROM DIFFERENT PERSPECTIVE

Ambiguity is Unavoidable

Ambiguity and Anxiety

Doorway to Possibility

DEALING WITH AMBIGUITY IN LIFE

Who can Handle Ambiguity?

Where to start?

5 Steps

DEALING WITH AMBIGUITY AT WORK

AMBIGUITY AS A COMPETENCY

Outline

Outline

ACTION ORIENTED



Action Oriented. One mission critical competency for today and the future is action orientation. The need for speed and agility in the marketplace means that those who hesitate will be overtaken by those who don't. Most successful senior managers count action orientation as one of their strength. The hesitation mainly comes from perfectionism, procrastination or risk avoidance.

INTRODUCTION

According to the Dictionary
Who is Action Oriented
Improving the Action Habits

STARTING WITH IMPERFECT ACTION

TURNING VISION INTO ACTION

TIME MANAGEMENT & ACTION PLANS

The Time Delay between Mental and Physical Creation
Time Management Tip to be Action Oriented
Action Plans for Action Oriented Moves!
Action Plan and Backward thinking

ACTION ORIENTED AS COMPETENCY

Knowing where you Stand
10 tips to improve your Competency

CUSTOMER FOCUS

Customer Focus. In the free enterprise system, the customer is king. Those who please the clients best win. The same is true for internal clients. Those who please them the most will always win. Winners are always customer oriented and responsive. The only way your business thrives is when your workforce is totally committed to your customers delight

INTRODUCTION

What is Customer Focus?
Customer Focus is not Customer Service
Understanding Customer Expectations

WHY WHY WHY

Why do we need to have Customer Focus?
How does your Future Look Like?

DEFINATION

What does it Mean as a Competency?

12 KEY STEPS

Your Customer Chart

IMPACT ON BUSINESS

Outline

Outline

MANAGING THROUGH SYSTEMS

Managing Through Systems. As you progress in management, your people and operations may not be in the same locale. The key to being a good systems-based manager is to have the qualities you bring to managing people and work remains the same even if when you are not physically there.

INTRODUCTION

What does it Mean?
Why Remote Management?
Defining Your System

WHO IS A REMOTE MANAGER?

Where Do You Stand?
Acquire New Skills
Accessibility
Delegation and Empowerment

WHO IS THE REMOTE WORKER?

COMMUNICATE EFFECTIVELY

LINE UP YOUR RESOURCES

Measure by Results



TEAMWORK

Teamwork. Teamwork is essential for competing in today's global arena, where individual perfection is not as desirable as a high level of collective performance. Not all groups in organizations are teams, but all teams are groups. A group qualifies as a team only if its members focus on helping one another to accomplish organizational objectives.

INTRODUCTION

What is Teamwork?
What is the Importance of Teamwork?

UNDERSTANDING TEAMS

Types of Teams
The 4 Different Types of Performers

CHARACTERISTICS OF EFFECTIVE TEAMS

8 Characteristics of Effective Teams

HOW TO BE A TEAM PLAYER?

Importance of a Good Team Player
6 Action Steps to become a Team Player

IMPROVING TEAMWORK

4 Steps to Encourage Cohesive Teamwork

Outline

Outline

ACCOUNTABILITY



Accountability. Management Accountability is the expectation that managers are responsible for the quality and timeliness of program performance, increasing productivity, controlling costs and mitigating adverse aspects of organization operations, and assuring that operations are managed with integrity and in compliance with applicable law.

INTRODUCTION

Holding People Accountable
Accountability: A Case History
Impact of Accountability in Business

DEFINITIONS

Competency Definition
Accountability vs. Responsibility
Chains of Accountability

WORKPLACE ACCOUNTABILITY

WHAT BOTHER TO CHANGE?

Changing Changing Changing
One of the Secrets to Success

PERSONAL ACCOUNTABILITY

Who is to be blamed?

Outline

Outline

ASSERTIVENESS

Assertiveness. To be assertive means being confident and direct when dealing with others. Assertiveness is about upholding one's own integrity and dignity whilst at the same time encouraging and recognizing this behavior in others. Managers need to be assertive in order to be effective at work and in life.

INTRODUCTION

Assertiveness Quiz
Definition
Why Be Assertive?

COMMUNICATE STYLE

Where Do You Stand?
The 5 Basic Rights

ASSERTIVE BEHAVIOR

The 4 Characteristics

BE ASSERTIVE!

Practice Assertiveness

YOUR 10 RIGHTS

Your Journal

PERSEVERANCE



Perseverance. The need for perseverance comes about because you are trying to get done is being resisted, or your customers and audience aren't ready to do what you need, or you weren't effective in your first try. Sticking to the course, especially in the face of pushback, is what perseverance is all about. Perseverance is also about using a variety of ways to get things done.

INTRODUCTION

Learn Not To Give Up

DEFINITION

Persistence Vs. Flexibility

A Lesson From History

THE ICONS OF PERSEVERANCE

Thomas Edison

The Apple Tree

Keys to Wise Perseverance

PERSEVERANCE AS COMPETENCY

11 WAYS TO RAISE YOUR PERSEVERANCE

Outline

Outline

ETHICS AND VALUES

Ethics and values. Ethics and values are the underlying principles that guide what we say or do. We all have a set of values and ethics but most of the times we haven't thought out them. We are on 'auto pilot' from childhood and our accumulated experiences. All organizations have a set of reasonable consistent values and ethics that they adopt and operate under.

INTRODUCTION

ETHICS AND VALUES DEFINITION

What are Ethics and Values?

Models of Ethics and Values

FLEXIBILITY

Moving Out of Your Comfort Zone

Adding Variety to your Routine

HARMONY OF 3 AGENTS

HARMONY OF 3 REALMS

3 KEY STEPS

Clarify your Values

Renew your Values

Stay Tuned and Renovated

INTEGRITY AND TRUST



Integrity and Trust. Integrity and Trust are on almost every profile. It is a basic threshold requirement to be a part of a team. Without it, nothing else matters. Many of us simply haven't thought through the impact of our actions and decisions. It may be purely simple ignorance and moral compass that steers us for success in the future.

INTRODUCTION

What is Integrity and Trust?

The Power of Integrity in Trust.

INTEGRITY AND TRUST IN BUSINESS

INTEGRITY AND TRUST IN THE WORKPLACE

BUILDING AN ENVIRONMENT OF TRUST

Trust Building Behaviors

Trust myths

WHAT INJURES TRUST?

4 Challenges Facing Organizations

Sidestepping obstacles

Outline

SALES MINDSET

Sales Mindset. Every sales professional should have a sales mindset. Without the right sales mindset, a sales professional will be ineffective even if he is equipped with a good or an exhaustive sales training. So, begin to inculcate the right mindset to set off to a great start in the most amazing career choice.

Sales In Action



Outline

INTRODUCTION

The meaning of Sales Mindset

The importance of Sales Mindset

THE RIGHT SALES MINDSET

6 Right States of Mind

Sales Ethics – When is it okay to lie?

TRADITIONAL VS. NEW SALES MINDSET

DEVELOP SALES MINDSETS

The CEO Mindset

The Competitive Mindset

The Negotiating Mindset

HOW TO OBTAIN THE RIGHT SALES MINDSET

Sales In Action

 Sales In Action

Most sales professionals “wing it,” hunting for the sale and then playing sales meetings strictly by feel; they're reacting to what they find, selling by chance. Everyone wants to succeed at sales. Sales in Action is suitable for each and every sales professionals to hone their skills and save them of years of frustrations.

Content



- 01 Sales Mindset
- 02 Generating Leads
- 03 Cold Calling
- 04 Power Intro
- 05 Telemarketing
- 06 Email Selling
- 07 Probing Skills
- 08 Handling Objections
- 09 Relationship Selling
- 10 Networking Skills
- 11 Nurturing After Sales
- 12 Sales Closing Techniques



GENERATING LEADS



COLD CALLING

Generating Leads. Lead generation is a marketing term that refers to the creation or generation of prospective consumer interest or inquiry into a products or services of a business. Often lead generation is associated with marketing activity targeted at generating sales opportunities for an organization's sales force.

Cold Calling. Cold calling is the process of approaching prospective customers or clients, typically via telephone, who is not expecting such an interaction. The word "cold" is sometimes thought of as being used because the person receiving the call is not expecting a call or has not specifically asked to be contacted by a sales person.

Outline

Outline

INTRODUCTION

What is Generating Lead?
Why Generate Leads?
Types of Leads

LEADS QUALIFICATIONS

What is your Focus?

PLAN! PLAN! PLAN!

Generating Leads
Lead Generation Systems

LEAD GENERATION STRATEGY

LEAD GENERATION MANAGEMENT

Copywriting Tips

INTRODUCTION

What does Cold Calling mean?
Why Cold Selling?

DO IT RIGHT!

How to Cold Call Properly?

COLD CALLING STEPS

WRITING YOUR COLD CALLING SCRIPT

9 TIPS TO BETTER COLD CALLING

POWER INTRO



Power Intro. Learn how to make a Powerful Impact and first impression when meeting your potential clients for the first time. Designing your introduction sales pitch to capture the imagination of your clients is the one of the most essential skills for any sales professionals.

INTRODUCTION

What does Power Intro mean?

Why do we need to Power Intro?

DELIVERING YOUR POWER INTRO

Before Delivering

During the Presentation

8 C'S OF POWER INTRO

PREPARING YOUR POWER INTRO

WHAT NOT TO DO

Outline

Outline

TELEMARKETING

Telemarketing. A strong telemarketing and/or telesales team is an asset to every organization. Most organizations can include simple telemarketing strategy to further enhance their marketing and sales performance. Here are the basic tips and techniques to start you off.

INTRODUCTION

What is Telemarketing?

The categories: B2B and B2C.

ADVANTAGES OF TELEMARKETING

What Sets Telemarketing Apart from Other Marketing Methods?

What are its Unique Functions?

EFFECTIVE TELEMARKETING

Achieve Best Results.

Covers the Most Important Aspects to make your Telemarketing Campaign a Success.

THE BASICS

WRITING SCRIPT

EMAIL SELLING



Email Selling. The majority of international trade communications these days, including selling and marketing, is facilitated through email. It is a highly-focused medium that gets your message straight to the target. Being able to utilize email effectively is key to successful selling today.

INTRODUCTION

What is Email Selling?

What makes Email Selling Different?

9 WAYS TO EFFECTIVE ELECTRONIC SELLING

5 RULES TO LOOK OUT FOR

ANATOMY OF EFFECTIVE EMAIL

MAKE YOUR READERS READ

Handy Checklist

PROBING SKILLS

Probing Skills. Your main purpose as a sales professional is to solve your clients' needs, something which can't be done with a generic pitch. When you are connected to a prospect, you already know your product, but you don't know that person's needs. The key to selling is to remember to spend your time on a sales call gently probing to learn about these needs.

INTRODUCTION

Why Probe?

HOW TO PROBE

TYPES OF PROBE

PROBING TECHNIQUES

OVERCOMING OBSTACLES

Outline

Outline

HANDLING OBJECTIONS



Handling Objections. An objection is an explicit expression, by a customer, that a barrier exists between the current situation and what she needs to engage your services. In other words, it is a clear signal that you have more work to do in the selling process. Overcome the objections and make advances towards gaining commitment from your prospects are essential in concluding a deal.

INTRODUCTION

What are Objections?

RIGHT ATTITUDE

What does it take?

TYPES OF OBJECTIONS

HANDLING OBJECTION TECHNIQUES

OBJECTIONS STRATEGIES

Outline

Outline

RELATIONSHIP SELLING

Relationship Selling. Relationship selling is based on win-win methods that create sustainable relationships. The problem with one-off selling in a situation where you want the customer to come back again is that if they are at all unhappy then will go elsewhere next time. Worse still, they may warn their friends not to buy from you either.

INTRODUCTION

What is relationship selling?

WHAT INFLUENCES PEOPLE IN FORMING RELATIONSHIPS?

Similarity

Complementarily

Reciprocity

Competence

WAYS TO FORM RELATIONSHIPS

Listen to the emotional cues

CREATING HIGH-VALUE RELATIONSHIP

TEN TIPS FOR RELATIONSHIP SELLING

Nurturing After Sales. People tend to do business with those they like and trust. Have you ever walked away from a transaction because you did not trust the salesperson to deliver what was being promised? And conversely, haven't you found yourself going back again and again to do business with helpful and honest sales people?

10 elements of after sales service

Sales Closing Techniques. Research has found that nine out of ten sales professional reach the end of their sales process before 80% of their customers are ready to buy. Discover the powerful selling techniques, sales closing tips and secrets which are used by the top sales professionals.

Who are your Sales Mentor?

SALES CLOSING MINDSET

CLOSING TECHNIQUES

BUTTONING UP

INTEGRATION