



Program Guide

Institute for Communication
Management and Leadership

2018

“I hear and I forget
I see and I remember
I do and I understand”
Confucius

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Contents

Introducing ICML	2	<i>Business Writing</i>	
ICML philosophy and learning approach	3	Effective Business Writing	40
In-house training	5	Report Writing	41
Coaching	6	Writing Winning Tenders and Proposals	42
Consultancy	7	Writing Persuasive Business Cases	43
Team Building	8	Other Business Writing Programs	44
Skill Shots - Short Presentations and Workshops	9	<i>Project Management</i>	
<i>Management and Leadership</i>		Project Management Essentials	47
Essential Leadership Skills	12	Advanced Project Management for Leaders	48
Advanced Leadership Skills	13	Implementing Project Management	49
Coaching for Performance	14	Managing Risk	50
Developing High Performance Teams	15	Using Project Management Techniques	51
DIY Team Building	16	<i>Train the Trainer</i>	
Leading Change	17	Training Colleagues and Employees in Groups	53
Managing Performance	18	On-the-Job Training and Coaching	54
Recruiting and Selecting	19	Train the Trainer – Facilitating Engaging Sessions	55
HR for Managers	20	Train the Trainer – Advanced Facilitation Skills	56
<i>Communication and Interpersonal Skills</i>		Developing Training Programs and Processes	57
Communicating with Impact	22	<i>Sales and Customer Service</i>	
Courageous Conversations	23	Delivering Outstanding Customer Service	59
Influencing and Negotiating	24	Essential Selling Skills	60
Emotional Intelligence - Enhancing Relationships	25	Developing Business – Finding New Customers	61
Managing Conflict	26	Strategic B2B Selling	62
Assertiveness Skills	27	Sales Proposals and Presentations	63
Speak Up, Be Heard and Feel Confident	28	Building Client Relationships	64
<i>Professional Effectiveness</i>		Negotiating Win-Wins	65
Time Management - Creating Smart Habits	30	<i>Finance</i>	
Presenting with Confidence	31	Finance and Budgets for Managers	67
Facilitating Workshops and Meetings	32	Finance for Anyone	68
Managing Productive Meetings	33		
Using Project Management Techniques	34		
Professional Networking	35		
Resilience and Dealing with Change	36		
Mindfulness at Work	37		
Creative Problem Solving	38		

Introducing ICML

ICML Vision

Create tailored learning solutions that makes people productive and happy.

What we do

We specialise in developing leadership, interpersonal and professional effectiveness skills.

Our programs make our participants more confident and productive. We thereby boost their happiness, which in turn strengthens productivity.

Productive and happy employees increase their organisation's bottom line.

We help people and organisations expand their potential through our training programs, coaching and consultancy.

We deliver our programs primarily to leaders, managers and aspiring managers.

Through our programs we boost:

- skills
- confidence
- motivation.

Our learning interventions improve job performance as well as relationships.

Why choose ICML?

Key reasons:

- We deliver powerful, tailored learning experiences.
- Our coaches and facilitators are experts.
- We focus relentlessly on helping our participants apply their new skills in practice.
- We create fun learning experiences.
- We jam-pack our training with practical activities and exercises.
- We're a friendly bunch; give us a call to try it out.
- Our customer service promise: you and your organisation are number one for us.

Call us today on 1300 655 098 to discuss your personal or organisational development needs or to ask for an immediate quote.

ICML philosophy and learning approach

Developing people from the inside

We favour developing people from the inside through comprehensive skills practice.

We reinforce and build the skills most useful in work and life.

Experiences

Our highly interactive sessions make for powerful learning experiences.

ICML workshops combine the latest scientific insights with practical activities and experiences.

Expert facilitators offer continuous opportunities to interact, discuss and practise.

Small groups

We like small groups. Groups of five to 14 participants encourage vivid interaction and personal attention.

Tailoring

We tailor our in-house training to the organisation and participants.

Our training is therefore always fully relevant and links back to participants' own work experiences.

Facilitators of our public courses tailor the program to individual objectives where possible, to target learning.

Our system

Training is most effective when it's a process in which goals, objectives, action plans and follow-up reinforce the effectiveness of the training 'event'. What you can expect from us:

- highly experienced and inspiring trainers
- an energetic and safe learning environment
- facilitators who address participants' individual objectives
- we pay strong attention to making action plans
- we support follow-up after training sessions to ensure participants apply what they have learnt in practice.

The ICML Continuous Growth Learning Model: making it stick

ICML makes learning stick by tackling the entire learning process through the ICML Continuous Growth Learning Model.

Workplace learning takes place through a mix of formal training, coaching, feedback and on-the-job training. Training is a small but critical part of professional and personal development.



Goals

We help participants link their goals to our training. Before the program we ask them about their objectives, for two main reasons:

- you learn more when you know what you want to achieve with the training
- our facilitators tailor the session to the participants' needs where possible.

Ideally, participants' choice of training flows from their personal development plan, linking job or career goals and the capabilities they need to develop.

Training

*"The mediocre teacher tells.
The good teacher explains.
The superior teacher demonstrates.
The great teacher inspires."*

William Arthur Ward

At ICML we provide training in short and intensive bursts. In one or a few demanding days participants listen, practise, discuss, experience, reflect and plan for the future.

At ICML we make learning engaging and fun. People don't sit and listen to long drawn-out lectures, make a few notes and leave. Don't expect 'death by PowerPoint'.

We use the latest scientific insights in highly practical ways and let our participants experience what these insights mean for them personally.

Personal action plan

We continually focus on practical application of your new skills.

Personal action plans are the basis for transfer of skills to the workplace.

During the training session we make ample time for participants to write down how they will apply their new skills, tools and strategies in the workplace.

Implementation and follow-up

During the training workshop we give participants the skills to keep on learning back at work.

For in-house programs we work with managers and learning professionals to maximise participants' opportunities to put newly learnt skills into practice.

Call us to discuss how we can help you to build a learning process together.

In-house training

Delivering in-house programs

We partner with our clients to deliver a people development process that extends well beyond the 'training event'.

We tailor and customise

Depending on your budget and needs we tailor the perfect program for you.

We have a wide network of outstanding facilitators, so we can adapt, design and deliver any interpersonal skills program you can imagine.

Participants don't waste any precious time in training; the program is tailored to your objectives, your business needs and any particulars about your organisation.

Applying it in practice

One of the biggest challenges we all face in training is making sure participants apply new skills and behaviours in practice.

Here we partner with you as our client to build as many elements as possible into the entire learning process to ensure the maximum amount of learning sticks.

Coaching

Expanding potential

Every top athlete has a coach. So why should employees and leaders have to go it alone?

We coach people to expand their potential and solve challenging situations.

Our independent coaches offer a unique perspective. They provide expert knowledge, unbiased support and confidentiality.

Because of their highly developed coaching skills they are ideally placed to shift thinking and boost skills.

Achieving your goals

Our coaching approaches help the coachee achieve their goals and objectives through powerful techniques of questioning, challenging and the use of tools and feedback.

The coaching process is confidential and free of judgement.

Examples of situations where coaching is highly effective:

- building leadership skills
- assisting in a leadership transition
- boosting performance
- overcoming interpersonal relationship challenges
- managing and mediating conflict
- creating a personal or business vision
- achieving big picture thinking
- overcoming leadership challenges
- improving communication strategies
- developing KPIs
- boosting personal productivity
- improving delegation skills
- building positive team dynamics
- cultivating stronger internal and external relationships
- shaping skills required for a role
- improving work-life balance.

Face-to-face or remote

We accommodate our clients' preferences and circumstances with the mode of coaching.

Meeting face-to-face is ideal for individual and group coaching. You can choose a location to suit you.

Phone or Skype is not only convenient if you're remote, but also if you prefer your coaching from the comfort of your own home or office.

Consultancy

Solving your challenges through consultancy

We are able to deploy top HR specialists and professionals for HR consultancy.

We provide assistance on HR projects or help you outsource a task or activity.

Our consultancy process can be very fast or very thorough depending on your urgency and needs.

Our process:

- Vision – we identify your ideal end state through a thorough needs analysis.
- Gap analysis – we establish where you are now and the gap you need to bridge to reach your vision.
- Solution development – we develop and propose alternative solutions.
- Implementation – our experts help you implement your vision.
- Evaluation – We identify what went well and what can be improved.

We provide short term specialist resourcing for a project lasting a few hours to years.

We are able to design and implement strategies, processes and structures for:

Learning and development

people development
competency frameworks
performance management
leadership models.

Facilitation

executive workshops
problem solving
strategy development
innovation.

Compensation, benefits and rewards

grading systems
benefit systems
compensation review processes
bonus plans.

Organisational design and development

management restructuring
cultural change
business transformation
redundancy programs
outplacement.

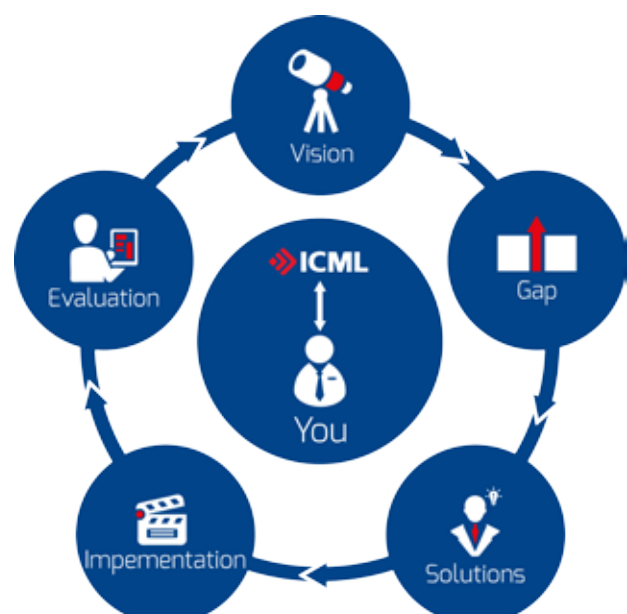
Human resources strategy and processes

HR strategy
writing policies, processes and procedures
talent management
recruitment and selection
induction programs
exit processes.

Project Management

project management coaching
developing a project management framework
implementing project management
full project management
management of project tracks
project systems and processes.

The list is not exhaustive. Give us a call to discuss your situation and needs.



Team Building

Fun and engaging ways to encourage team building

We facilitate fun and highly effective team building. Highly effective teams produce amazing results for your business. Team members are proactive, engaged, positive and productive. But how do they get that way?

We can assist you by facilitating fun and highly effective team building workshops focusing on your needs, which could include:

- improving cooperation
- improving relationships
- fostering communication
- motivating team members
- boosting collaboration
- creating a team identity
- establishing a new team
- promoting productivity
- boosting morale
- having fun while learning about each other
- helping to deal with change.

Our process

1. Establish your desired outcomes of the session.
2. Facilitate a diagnostic of the team. Team members need to understand:
 - themselves
 - others in the team
 - team dynamics.
3. Establish a plan of activities and timelines to achieve the goals and embed the new culture.
4. Facilitate activities, discussions and introduce any relevant models.
5. Ensure there are tangible outcomes and a clear action plan.
6. Help you keep on building the team beyond the session.

The team diagnostic to understand self and others

We can use different tools and instruments to analyse the current team situation and possible challenges.

They range from online tools completed prior to the session to self-assessing paper surveys or games and activities run during the workshop.

Examples of such tools: DISC, MBTI, Facet5, HBDI, 5 Behaviours of a Cohesive Team, Jensen-Tuckman, etc.

Adding training elements to team building

Depending on your goals we can include interactive and engaging training elements.

For example:

- communication skills
- influencing skills
- assertiveness skills
- conflict management skills
- leadership skills
- time management skills
- customer service skills (internal and external)
- meeting management.

Contact us to discuss your objectives and how we can make your team more cohesive and high-performing.

Skill Shots - Short Presentations and Workshops

Often you have limited time available – you just want a quick interactive and powerful learning session for your staff: a Skill Shot.

Choose from a wide variety of topics, which we can deliver as a one-hour 'lunch and learn session', a keynote at your conference or as a short workshop.

We are able to give short presentations on just about any soft-skill topic you can think of.

Some topic ideas:

Leadership Skill Shots

- AI – Appreciative Inquiry
- Accountability at work
- Authentic leadership
- Becoming the boss: how to transition from peer or friend
- Behavioural interviewing styles
- Boosting employee engagement
- Building an innovating organisation
- Business acumen
- Change management
- Charisma: a skill you can develop
- Coaching for leaders
- Courageous conversations
- Creating a feedback culture
- Creating a high-performance culture
- Creating a vision
- Creating behavioural change
- Crisis management
- Cultural diversity
- Delegating skills
- Getting into and staying in big picture thinking
- How to successfully form a new team
- Leading a virtual team
- Managing gen-Y
- Managing professionals

- Managing underperformance
- Why employees underperform
- Measuring performance
- Mentoring
- Motivating and empowering
- Performance appraisals
- Servant leadership
- Teamwork
- The Five Dysfunctions of Teams
- Values-based leadership
- Women in leadership

Communication and Interpersonal Skills

- Assertiveness
- Body language
- Breaking down silos
- Building trust and rapport
- Communicating with emotional intelligence
- Conflict resolution
- Dealing with different generations
- Dealing with difficult colleagues
- Getting things done through others
- How to listen to understand
- Interpersonal Skills
- Making the most of millennials and gen-Y
- Negotiation tips from pros
- Negotiating with colleagues and stakeholders
- Overcoming negative colleagues
- Phone skills
- Powerful first impressions
- Resolving conflict
- Storytelling
- Strategic stakeholder management
- The secrets of influence

Professional Effectiveness

Decision making

Behavioural Economics – how we decide
Courage in the workplace
Critical thinking
Decision making
Idea generation
Innovation and creative thinking
Problem solving

Operations

Continuous improvement
Creating a culture of innovation
Lean Six Sigma

Presenting

Advanced presentation skills tips
Engage audiences presenting financials
Managing nerves during presentations
PowerPoint tips for powerful presentations
Presentation skills
Public speaking for beginners

Self leadership

Career skills for graduates
Initiative and personal leadership
Knowing yourself
Optimism
Personal leadership
Professional networking
Networking within your organisation
Resilience under change

Time Management

Goal setting
How to work hard, have a happy family life and live healthily
Managing emails productively
Managing productive meetings
Managing stress
Mind mapping
Personal and team effectiveness
Personal productivity
Speed reading
The multi-tasking myth
Time management
Work-life balance

Internal and External Customer Service

Customer Service

CX: creating customer experience
Customer service essentials
Customer service over the phone
Dealing with aggressive people
Dealing with difficult members of the public
Dealing with difficult customers
Email writing for customer service people
Internal customer service
Managing difficult and emotional customers

Sales and Commercial Relationships

Account management
Building a professional network
Building client relationships
Getting to 'Yes'
Negotiation secrets
Consulting skills
SPIN sales
Strategic selling

HR

Bullying and harassment
Career management
Diversity
Job design
Recruiting talent
Retaining staff
Succession planning
Talent management

Train the Trainer

Emotional intelligence for trainers and facilitators
Facilitation secrets
Quick tips for workplace trainers
The manager as a trainer
Training colleagues in group sessions
Training Needs Analysis
Training on-the-job

Call us to discuss how we can deliver a Skill Shot on virtually any soft-skill topic.

Management and Leadership



Essential Leadership Skills

So you are a subject matter expert and have been promoted. You now have to deal with the people issues – gaining cooperation, motivating, maintaining performance standards and planning. There is a different set of skills required; all of which can be learnt.

This leadership and management course builds the skills you need to become an influential and respected leader. You will discover how to create and inspire powerful teams.

Designed for you

This program is aimed at new or soon to be appointed team leaders, supervisors and managers who have never attended leadership training before.

Outcomes

In a typical program participants learn how to:

- set clear goals, prioritise and work smartly
- shape and flex your leadership style
- delegate effectively
- build trust
- manage performance in your team
- give feedback that motivates
- coach people
- build a motivated and collaborating team.

In-house group training or coaching

Let us deliver this program within your company.

The advantage of in-house delivery is that we can tailor the:

- *content* to suit your organisation's needs
- *delivery* to reflect your procedures, values, examples and terminology. This enhances relevancy and application back to the workplace
- *duration* to suit the availability of your team members and your budget.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au.

Advanced Leadership Skills

Leaders are not born but developed. You can become a great leader through training, applying new techniques, improving self-awareness and demonstrating a passion for continuous personal improvement.

This program builds on your strengths and develops your skills to be an inspiring leader.

Designed for you

This program is designed for leaders with:

- at least five years leadership experience
- a passion to develop further as a leader
- previous leadership skills training exposure.

Outcomes

In a typical program participants learn how to:

- set your personal leadership vision
- understand and stretch your leadership strengths
- get into the habit of big picture thinking
- develop a widely supported vision for your team, department or organisation
- build teams that work collectively towards a goal
- develop and coach individuals
- conduct difficult conversations
- be an inspiring, respected and motivating leader.

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Coaching for Performance

We all know examples of good sports coaches who take an average team to an extraordinary performance. The same principles apply in the workplace. Leaders with strong coaching skills are far better equipped to help their people reach their full potential. You can learn to be a great coach.

If you want to build on your ability to unlock and even expand other people's potential, this course is for you.

Designed for you

This program is designed for leaders at any level who want to develop coaching skills to help others perform to their full potential.

Outcomes

Learn how to:

- build trust
- coach using a structured model
- adapt your coaching to different styles
- provide effective feedback
- make people want to perform better
- coach with Emotional Intelligence
- identify and overcome barriers
- be a trusted, challenging and inspiring coach.

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Developing High Performance Teams

Great leaders inspire great teams. And great teams require enthusiastic and motivated members, working together to achieve goals. But how do you create an environment where people 'get along' and cooperate?

This program will help you understand and use individual differences to produce a high performing team. After following this program, you will be looking forward to applying your knowledge to build a passionate team, set on delivering results.

Designed for you

This course is designed for any leader looking for inspiration and techniques to build team cohesiveness and boost team performance.

Outcomes

Learn how to:

- identify different types of teams
- identify different stages of team formation
- promote trust and rapport in a team
- identify and manage issues that may affect performance
- apply techniques to improve a dysfunctional team
- use various tools to work with the team to analyse and enhance performance
- develop shared team action plans that work
- build a high-performance team.

In-house group training or coaching

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DIY Team Building

Would you like to organise a team building event for your team? Sometimes you want to take your team away from the day-to-day business to improve team communication and collaboration. You can get an outside facilitator to deliver your teambuilding session, or you can do it yourself. Doing it yourself is fun, economical and it builds your leadership profile.

In this in-house team building training workshop will give you many ideas, formats, practical tips and templates to create your own team building sessions, whether on-site or off-site. We will show you how to analyse your team to choose the best team building solution. You will learn to confidently organise and deliver a smooth and successful team building event.

Designed for you

This program is designed for leaders wanting to organise their own team building session.

Outcomes

Learn how to:

- identify team dynamics
- use tools to diagnose team development opportunities
- create a team building plan
- learn tips and tricks to lead your own team building event
- utilise tools and techniques to build great team events
- ensure team building events make a lasting difference.

In-house group training or coaching

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Leading Change

We are operating in a time of exponential change. However change can be frightening – it can make many people fearful, cynical and resistant.

If you plan, manage and communicate well, you can achieve the opposite and have people participating enthusiastically in a culture of change.

This program builds the skills to drive successful change – harnessing the energies for quick change whilst dealing proactively with the hurdles and navigating skilfully around the pitfalls.

Designed for you

This workshop is designed for leaders managing change initiatives.

Outcomes

Learn how to:

- apply different models of change
- identify and overcome resistance to change
- distinguish between leading and managing change
- avoid common change pitfalls
- engage, motivate and energise people involved in the change process
- build resilience and flexibility
- create a change plan
- successfully lead change.

In-house group training or coaching

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Managing Performance

Do you feel your team members are motivated, focused and energised? Are they clear on what you want them to achieve and how well they are doing? Do you think some of your team members have more to offer? Good performance management inspires improved performance and keeps people on track to achieve their goals.

This program will help you:

- manage your team so every member can achieve success and reach their full potential
- deal effectively with underperformance.

Designed for you

You are responsible for managing other people's performance.

Outcomes

Learn how to:

- use goal setting to direct performance
- set standards that provide clarity and direction
- evaluate performance effectively
- prepare for an appraisal
- give constructive and motivating feedback
- conduct difficult conversations
- create a motivating environment for team members
- use training, coaching and workplace development opportunities to improve and inspire your team.

In-house group training or coaching

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Recruiting and Selecting

Successful organisations recruit the finest talent. It's tricky to find top staff. People with the right fit sometimes don't interview well. Conversely, some people who have great interviewing skills turn out not to fit the job too well.

This recruitment course looks at all the critical steps in finding new staff. You'll know how to attract the best talent for the job.

Designed for you

This program is for anyone involved in recruiting new employees.

Outcomes

Learn how to:

- plan and manage the process from vacancy to induction
- perform a role analysis
- design a position description
- write great job advertisements
- choose the most promising candidates
- develop a suite of assessment strategies
- write behavioural interview questions
- ask candidates the right questions
- ask questions in the right way
- probe responses
- interview giving consideration to discrimination laws
- ensure effective induction processes.

In-house group training or coaching

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HR for Managers

Human Resources Management is not just an HR responsibility. Understanding and applying HR Management is core to the responsibilities of all leaders.

This course will introduce you to the HR knowledge and skills relevant to leaders.

Designed for you

This course is designed for leaders or business owners and can easily be tailored for other target groups.

Outcomes

Learn how to:

- recruit effectively and attract the best talent
- give ongoing effective feedback
- hold performance appraisals
- performance manage staff effectively considering Australian Unfair Dismissal Law requirements
- coach employees to develop performance
- terminate employment tactfully and lawfully
- manage redundancies
- develop succession planning.

In-house group training or coaching

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Communication and Interpersonal Skills



Communicating with Impact

We spend most of our day communicating. However, 70% of workplace mistakes are caused by miscommunication.

This program will help you build strong relationships and ensure a solid foundation for two-way communication. Through listening and persuasive verbal and written messages you will be able to influence another person's behaviour.

Designed for you

This program is designed for people wishing to enhance their communication skills and maximise influence.

Outcomes

Learn how to:

- identify and overcome communication challenges
- adapt your communication to personality styles
- listen to others to make sure you understand
- recognise and manage body language
- build trust and rapport
- give and receive effective feedback
- craft short, clear and persuasive messages
- communicate with impact.

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Courageous Conversations

It's daunting holding conversations with unpleasant messages and delivering difficult feedback. How do you tell a team member they're not pulling their weight? What do you tell a client when you cannot meet the timelines you promised? It's not surprising most of us have the tendency to avoid potential conflict.

Holding courageous conversations means overcoming your internal barriers and skilfully addressing the issues rather than the person. In this program you'll learn to confidently address performance matters, deliver bad news, tackle difficult behaviour and resolve interpersonal issues.

Designed for you

This program is designed for anyone wanting to learn how to courageously resolve tough situations with team members, colleagues, suppliers, customers, your manager or other stakeholders.

Outcomes

Learn how to:

- overcome reluctance to have difficult conversations
- manage different personality styles
- use your body language constructively
- use listening techniques to create a calm atmosphere
- structure your message
- apply conflict resolution models
- give and receive feedback
- deal with emotional reactions
- conduct successful performance management conversations.

In-house group training or coaching

Let us deliver this program within your company.

The advantage of in-house delivery is that we can tailor the:

- *content* to suit your organisation's needs
- *delivery* to reflect your procedures, values, examples and terminology. This enhances relevancy and application back to the workplace
- *duration* to suit the availability of your team members and your budget.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

Request a quote

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Influencing and Negotiating

In our interconnected world we continuously rely on other people for our success. We need to negotiate and gain buy-in from stakeholders, peers, senior leadership, team members and clients, without the use of formal authority.

This training program provides the skills to form trusting, respectful relationships. We'll give you practical tips and strategies to work collaboratively and influentially with others to achieve your goals.

Designed for you

This workshop is designed for anyone who needs to influence and negotiate with internal and external stakeholders to achieve outcomes, without using authority.

Outcomes

Learn how to:

- understand others to adapt your own style
- build trust and effective rapport
- inspire and motivate people
- influence (and not manipulate)
- communicate with clarity and persuasion
- create win-win solutions
- negotiate effectively
- gain commitment without the use of power, position or status
- influence people to get things done.

In-house group training or coaching

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Emotional Intelligence - Enhancing Relationships

Successful people are often set apart not by their IQ, but by their EQ; their Emotional Intelligence. Emotional Intelligence is the ability to recognise and manage emotions. Many extraordinary people are successful because they have the ability to connect with others at a personal and emotional level.

This training program will help you develop your EQ and take full ownership of your emotions, to enable you to influence others and succeed.

Designed for you

This course is designed for anyone wanting to be more effective in work and life relationships by better understanding and managing emotions.

Outcomes

Learn how to:

- recognise the 7 basic human emotions
- understand your own emotions and their impact
- communicate about feelings
- recognise and manage your hot buttons
- manage impulse and reaction
- focus on the key elements of happiness
- use Emotional Intelligence to build relationships.

In-house group training or coaching

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Managing Conflict

Conflict is common. Everyone has different interests, opinions and agendas. In addition, common miscommunication can easily lead to tension and conflict. If unaddressed, it can be detrimental to relationships, workplace productivity and sense of well-being.

This conflict management training course will help you recognise the early signs of conflict and give you tools to effectively deal with it. You will feel confident to manage difficult situations and turn them into positive outcomes.

Designed for you

This course is designed for anyone requiring new and effective ways to manage and resolve conflict.

Outcomes

Learn how to:

- identify situations and stages of conflict
- change yourself to change others
- improve verbal and non-verbal communication
- use conflict resolution models
- use effective techniques for intervention
- manage emotions in situations of conflict
- deal with criticism and put-downs
- manage defensiveness and anger
- strengthen trust with others
- manage rather than avoid conflict.

In-house group training or coaching

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Assertiveness Skills

Life can be overwhelming and stressful if you have trouble saying 'no'. At the same time, relationships can be damaged if you communicate in an overpowering way.

This program teaches you simple techniques that dramatically change the way you think about yourself and how you influence others. Our assertiveness skills training helps you:

- confidently stand your ground
- moderate any overbearing communication styles.

Designed for you

This assertiveness skills training course is designed for people who want to:

- improve confidence
- learn how to effectively deal with an overload of demands
- deliver confident and assertive, yet non-aggressive messages.

It's also a great program if you are sometimes perceived to be communicating too powerfully.

Outcomes

Learn how to:

- set and achieve goals
- improve confidence
- deliver an assertive verbal and non-verbal communication style
- improve self-esteem and confidence
- handle difficult people
- create positive relationships
- deal with challenging situations
- ask for what you want
- be assertive, not aggressive.

In-house group training or coaching

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Speak Up, Be Heard and Feel Confident

Do you lack speaking confidence? Are you tired of sitting in meetings and hearing others suggest good ideas you had yourself? Do you want to make smooth conversation at social gatherings or business events? If so, this speaking with confidence training is just for you.

This program will help you become more confident when interacting with others, speaking in a variety of informal situations and presenting to small groups.

Designed for you

This speaking confidence course is designed for people wanting to improve their confidence and speaking skills in situations such as meetings and social gatherings.

Outcomes

Learn how to:

- beat the fear of speaking up
- overcome communication barriers
- present a professional image
- ask questions and listen actively
- hold a conversation
- present to small groups
- control physical and mental nervousness
- tell a story in an engaging way
- build your public speaking confidence.

In-house group training or coaching

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Professional Effectiveness



Time Management - Creating Smart Habits

With the frantic pace of the current work environment it's hard not to get overwhelmed by the volume of tasks at hand. You know you need to prioritise and minimise time wasters. But do you ever look back at your incredibly busy day and wondered what you have actually done?

After this fast paced and highly efficient program, you'll feel re-energised to manage your priorities and those of your stakeholders. You'll look forward to dealing with distractions, managing people's expectations and being highly productive.

Designed for you

This time management training course builds smart habits for anyone who feels the day is too short and wants to gain more control over an overload of tasks, requests and demands.

Outcomes

Learn how to:

- identify and tackle time gobblers and wasters
- set clear and achievable goals and objectives
- use a list to never forget a task again
- make a plan to work smarter and stick to it
- tackle procrastination
- be assertive to demands
- take control of your email
- create smart habits.

In-house group training or coaching

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Presenting with Confidence

Many of us find presentations nerve-racking. We also know how difficult it can be to keep the audience captivated and engaged.

This course will help you dramatically improve your presentation skills. You will learn to plan, structure and use delivery techniques that hold your audience's interest and let them easily follow your line of thought. It also includes four proven strategies to deal with nerves, giving you reassurance and confidence.

Designed for you

This program is designed for people who need to give presentations with confidence and impact.

Outcomes

Learn how to:

- plan your presentation quickly and effectively to suit audience needs
- give your presentations an effective structure
- captivate your audience right from the start
- raise your confidence and deal with tension
- manage your nerves
- create effective and appropriate visual aids
- create an interactive atmosphere
- deal with tricky or difficult questions
- plan and deliver a presentation with a punch.

In-house group training or coaching

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Facilitating Workshops and Meetings

A facilitator helps a group arrive at their objectives by managing the process and skilfully directing communication flow.

This facilitation skills training program will give you the techniques, tools and confidence required to make meetings, workshops and group sessions successful. You will learn how to engage group members to take responsibility and keep discussions on track. As a skilled facilitator you will be able to create the right atmosphere and group dynamics to achieve the desired outcomes.

Designed for you

This facilitation skills training course is designed for any facilitator wanting to achieve tangible outcomes from their meetings and group sessions.

Note, for facilitating training workshops, please check out our Train the Trainer programs.

Outcomes

Learn how to:

- plan a group session
- adjust your facilitation approach to group styles
- encourage participation
- use techniques to manage divergent perspectives
- deal with difficult dynamics and participants
- facilitate towards agreements and actions.

In-house group training or coaching

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Managing Productive Meetings

Are your meetings the productive sessions you want them to be? Poorly run meetings are a hidden expense for businesses and a source of frustration for participants. However, targeted and well-run meetings are a source of collaboration and productivity.

This course reveals how you can turn unproductive meetings into creative powerhouses. This course will make you known for organising and facilitating smooth and effective meetings.

Designed for you

This workshop is designed for any person wishing to prepare, structure and facilitate highly effective meetings.

Outcomes

Learn how to:

- prepare and plan a successful meeting
- create a climate of trust amongst participants
- manage time wasters, chatter boxes and meeting hijackers
- drive action and commitment
- close meetings on an upbeat and positive note
- evaluate meetings quickly and effectively
- follow up on meetings to ensure action.

In-house group training or coaching

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Working Effectively Using Project Management Techniques

Planning and managing tasks in a project oriented way is a key skill for success at work and at home. Whether you're planning an office move or an offsite meeting, we all work on projects.

This Project Management Techniques course will make you feel comfortable managing activities efficiently and effectively, using a simplified project management methodology.

Designed for you

This program is suited for any person required to manage small projects in their day to day work.

Outcomes

Learn how to:

- identify stakeholders
- set project goals
- define the project scope
- use planning to achieve your goals
- identify tasks, resources and constraints
- schedule resources
- track and manage a project or assignment
- keep everyone involved, motivated and informed
- work more efficiently and effectively using Project Management tools and techniques.

In-house group training or coaching

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Professional Networking

Networking: for some it's a dirty word. However, successful people know that you achieve goals through relationships. By establishing interpersonal bridges you're building the foundations of success.

This course gives you an understanding of what professional networking is about and will give you confidence and skills to build your internal and external networks. This workshop will turbo-charge your performance and career.

Designed for you

This course is for anyone wanting to build an industry profile and create high value connections within and outside of their organisation.

Outcomes

Learn how to:

- strategically plan your network
- identify key stakeholders
- add value to your networking relationship
- maintain your connections
- hold a networking conversation
- establish and build your personal brand.

In-house group training or coaching

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Resilience and Dealing with Change

We are under increased pressure to do more in less time under ever changing circumstances. We need resilience and mental strength to deal with all these sources of stress.

You can build resilience and positive attitudes through proven strategies. This program provides you with strategies to deal with pressure and change. You learn practical skills and techniques to build strength and bounce back when things don't go as planned.

Designed for you

This workshop is designed for any person wanting to improve their ability to deal with pressure and change in their environment.

Outcomes

Learn how to:

- maintain and build resilience to face change
- recognise and prevent what diminishes resilience
- develop the capability to build resilience
- develop positive self-belief, especially under pressure
- distinguish between different personality types and understand how each reacts to pressure
- manage personal health and wellbeing to ensure greater resourcefulness and resilience.

In-house group training or coaching

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Mindfulness at Work

Are you easily distracted at work and do you tend to jump from one activity to the next? Being mindful helps. Mindfulness is the ability to focus with a calm and confident mind.

When you're mindful you are less distracted and can access more of your potential at work. It's not a surprise then, that Google, Facebook, Intel, SAP Software and the House of Lords are investing heavily in mindfulness training programs. After this practical workshop, you'll boost your performance by harnessing your wandering mind and bring calm to everything you do.

Designed for you

This program is designed for leaders and individual contributors who want to learn how to improve focus on their work and reduce the feeling of being overwhelmed

Outcomes

Learn how to:

- focus on the present and be less distracted by your thoughts
- manage unhelpful thoughts and feelings
- invest your full attention into everything you do
- replace stress with calmness
- increase your self-awareness and confidence
- clarify your goals and values
- learn to use genuine insight to identify your strengths.

In-house group training or coaching

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Creative Problem Solving

Do you sometimes struggle finding new and better ways to do things?' Natural creative talent is useful, but you can also develop your creativity. Through training and practice you can become the person that people turn to when problems need to be solved.

Finding innovative solutions requires the ability to sort through relevant facts and put them together in ways that work. After this workshop you will feel equipped and charged to find creative solutions to complex problems. Decision making will be easier.

Designed for

This program is aimed at teams and individuals who want to tackle problems in more creative ways and who want to generate different and better solutions.

Outcomes

In this course you will learn how to:

- use a structured method to approach problems
- distinguish root causes from symptoms
- use a set of tools and techniques to analyse issues
- think creatively
- use the top ten rules of good decision making
- solve problems smartly, creatively and effectively.

In-house group training or coaching

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Business Writing



Effective Business Writing

All business documents should be understood on the first read and interpreted with the tone intended. If you must re-read a passage to understand it, then the author has failed. When you write clear, concise and compelling documents you will be more influential with the reader thereby prompting their attention and action.

This highly interactive workshop builds the skills to quickly write crisp and logical business documents.

Designed for you

This business writing course is designed for people who are required to write any business document such as emails, proposals, reports, submissions etc.

Outcomes

Learn how to:

- use a mind map to plan your documents
- significantly reduce your writing time
- write interestingly and persuasively
- make your documents concise
- create clear sentences and paragraphs
- apply formatting techniques to increase readability
- proofread and edit documents
- avoid common spelling and grammar mistakes
- write powerful business documents.

In-house group training or coaching

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Report Writing

Reports can be more than bland representations of facts and figures. We can make them attractive and interesting to read.

We'll show you how to write clean reports that provide just the right amount of information. Moreover, you'll discover how to write clear and polished reports that achieve your objectives.

Designed for you

Because we tailor this program, it is suitable for groups at any level. We customise the content to cover anything from contact reports to executive board-level and ministerial reports.

Outcomes

Learn how to:

- plan your content
- build a logical structure
- write faster
- get your key messages across
- achieve more with fewer words
- make your writing easily readable
- create sound, clear sentences
- signpost your report through headings
- utilise an effective layout for reports
- effectively display facts, figures, tables and graphs
- apply attractive report formatting.

In-house group training or coaching

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Writing Winning Tenders and Proposals

What is your strike rate with proposals for new or ongoing contracts? Maybe you need to take a fresh approach to boost your success.

This program will change the way you prepare and write tenders. It reveals the secrets, skills and techniques to persuasively respond to your clients' needs. We show how to stand out from the crowd. You'll learn to write compelling tailored bids and tenders that make a decisive case to win.

Designed for you

This course is designed for teams and individuals required to submit proposals, bids or tenders to win or retain business.

Outcomes

Learn how to:

- analyse and understand your audience
- save precious time when planning and writing
- use a mind map to develop a logical flow
- build relationships through word choice
- write clearly, succinctly and persuasively to a criteria
- use relevant and appropriate language
- build a convincing argument
- address the tender criteria to exceed the requirements
- achieve consistency
- use winning structures, formats and mediums
- incorporate appropriate graphics
- edit and review for maximum impact.

In-house group training or coaching

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Writing Persuasive Business Cases

Whether you want to initiate projects, propose investments or plan other initiatives, you need to present clear evidence that the opportunity is worthwhile. You need to clearly define the benefits, justify the costs and put forward a strong logical case.

This program helps you build and write such business cases. You will learn practical tips and skills to structure your document and write in a gripping style. After this program you will find it easier to gain approval for your plans.

Designed for you

This program is designed for anyone needing to write business cases proposing investment in programs, products or projects.

Outcomes

Learn how to:

- navigate the systematic processes needed to develop a business case
- bridge the gap between technical justifications and business expectations
- develop your personal business case checklist
- identify key information to address tricky questions
- compare the costs and benefits of alternative solutions
- forecast and mitigate risk
- develop a clear and succinct writing style
- incorporate tables and graphics.

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Other Business Writing Programs

Apart from our Effective Business Writing, Report Writing, Tender Writing and Business Case Writing programs, ICML offers other tailored in-house business writing programs. Ask us for a free quote.

Board Papers

Create appealing and convincing board papers. Learn how to make your documents attractive through persuasive writing, enticing headlines, a clear structure and an attractive layout. Turn bloated prose into crisp and compelling language. Get your board papers read and actioned.

Email Writing

In this email business writing workshop we show you how to do away with ambiguous and convoluted emails. After this email writing training course, your emails will be fresh and to the point. You'll learn to write to achieve specific objectives.

We can also incorporate other correspondence, such as memos and letters.

Customer Service Writing

In customer service business writing workshops, we focus on short and to the point writing that achieves its objectives. We'll show you how to eliminate wordiness. You will discover new ways to make an impact on clients through sparkling communication.

Sales Proposals

Boost your conversion rates by learning to write proposals that touch a nerve with your prospective clients. This program shows you how to analyse your clients' needs. You'll learn to create tight and persuasive documents that win you clients.

Minutes and Agendas

A common challenge with writing minutes is choosing what to include. As a result, many minutes suffer from too much detail. This minute writing program shows you how to focus on decision, action and responsibilities.

Submissions, Requests for Funding and Proposals

Whether you like it or not, when you request money for your project or activities you are in the business of selling and persuading. We will show you how to structure your document for most effect. We'll demonstrate how to analyse your audience and craft persuasive messages to achieve your objectives.

Local Government – Writing for Clarity

Local councils are also making the move to write with more clarity and focus on the reader. This specifically tailored program sets all its scenarios and examples in a local government context. We'll help you create a culture of clear and concise reading within your council.

Government Briefs

Our battle-hardened facilitators teach you how to write briefs that demonstrate a clear understanding of their purpose and their audience.

This program unpacks the various stages of the writing process and helps participants create briefs that excel in clarity, precision and relevance.

Copywriting

Writing brochures, websites, sales letters and other marketing and sales documents is like an art. Fortunately, we can teach you to how write copy like a professional.

We deliver this training program in-house but also online for individuals.

SEO-Savvy Blogs and Social Media for Business

Writing for the web is unlike any other writing. Short attention spans are even more pervasive. Discover how to create sizzling content that engages and builds authority for your business.

Public Relations Writing Training

Press releases aren't dead. In fact, well-written and smartly distributed press-releases are highly effective in getting published in this era of reduced investment in journalistic content.

Our facilitators are experienced PR managers who guide you through the dos and don'ts of writing public relations documents.

Editing Skills for Managers

Don't make the mistake of re-writing other people's work. It costs too much time and you'll condemn yourself to doing it over and again, as people won't learn that way.

We'll demonstrate how to save time by giving feedback that creates writing skills. This is a program for managers who would like to make their job easier over time.

Technical Writing

A lot of technical writing can be improved by showing less technical expertise and more focus on what the reader needs to know. With a simple step-process we'll show you how to turn murky technical text into clear and reader focused writing.

Business Writing for Leaders with English as a Second Language

Any foreign language is hard, but English has unique challenges when you're not a native speaker. Getting up to speed quickly and writing at an acceptable level can be hard. The demands are usually higher the more responsibility you have within the organisation. The best way to quickly raise the writing levels of leaders and executives is through a coaching program, consisting of face-to-face and distance learning.

In-house group training or coaching

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- *delivery* to reflect your procedures, values, examples and terminology. This enhances relevancy and application back to the workplace
- *duration* to suit the availability of your team members and your budget.

Tailoring is economical as costs are based on a per day delivery and not per participant.

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Project Management



Project Management Essentials

Organisations are increasingly turning to specialised teams to work on projects. Sometimes these projects can seem intimidating. When you know the fundamentals of project management, you will feel much better equipped to make a productive contribution. You will also be well equipped to manage small projects independently and confidently.

After this program, you will have a clear understanding of how projects work and how to make them manageable. You will feel confident that your next project will be a well-run success.

Designed for you

This program is for people who are looking for a project management foundation to manage day-to-day projects or to contribute to larger projects.

Outcomes

Learn how to:

- balance time, cost, scope and quality
- define a project vision
- plan quickly and effectively
- create a project schedule
- monitor projects
- communicate with stakeholders
- conduct a risk assessment
- close and evaluate a project.

In-house group training or coaching

Let us deliver this program within your company.

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Advanced Project Management for Leaders

As a leader you are responsible for achieving results in an increasingly complex and fast-changing world. Projects are critical to creating change in the organisation. Success depends on two key factors:

- Your process skills: preparation, planning and control of the project.
- Your people skills: how well do you communicate with your sponsor, stakeholders, clients and team members? How are your influencing, negotiation and conflict management skills?

This Advanced Project Management training program gives you the tools and skills in both areas to lead critical projects successfully.

Designed for you

This program is designed for managers who need to lead complex projects. The program assumes participants have project management experience.

Outcomes

Learn how to:

- set and communicate an inspiring project vision
- understand how to use different leadership styles
- lead project planning initiatives
- communicate with stakeholders at a high level: influencing, negotiating, managing conflict, delegating, inspiring, consulting
- lead people through change
- balance your project responsibilities with your day-to-day role
- create a high-performing project team
- identify and manage risk
- create and manage project budgets.

In-house group training, coaching or consultancy

Let's discuss how to deliver a program within your company.

The advantage of in-house delivery is that we can tailor the:

- *content* to suit your organisation's needs
- *delivery* to reflect your procedures, values, project framework, examples and terminology. This enhances relevancy and application back to the workplace
- *duration* to suit the availability of your team members and your budget.

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Implementing Project Management

Would your organisation like to apply project management in a more consistent and effective way? You may already use templates and a project management framework, or you may need help with developing a fit-for-purpose approach.

We can help you build internal capability to plan, execute and close projects of varying sizes. Staff and management need knowledge, skills and motivation to manage successful projects.

Our Implementing Project Management program is a tailored solution. Our level of assistance depends on your objectives, budget and internal project management capabilities. We are able to assist through consultancy, training and coaching.

Designed for you

Organisations aiming at implementing a consistent and internally supported project management approach.

Options

In this program our Project Management and Change Consultants can advise and assist you with implementing a suitable project management approach in your organisation.

Some examples of what we help our clients with:

- conducting a project management gap analysis
- developing a business case
- aligning an approach to organisational strategy
- developing a project management framework
- building an implementation roadmap
- creating a change plan
- putting governance processes in place
- training staff and managers on implementing your project management model
- liaising with executive management.

Duration

We have assisted organisations with widely varying needs, aims and budgets. We help with implementation of project management in many ways: through half-day training interventions to consultancy, training and coaching spanning years.

In-house group training or coaching

Let us deliver this program within your company.

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Managing Risk

Are you managing uncertainty and threats? Risk management has long been a key part of project management but increasingly it is becoming part of organisational best practices. Effective risk management not only reduces the negative impact of crises; it also provides real benefits and cost savings.

The tools and techniques provided in this course are flexible enough for any organisation. You can apply them to a single project, a department, or use them as a basis for an enterprise-wide risk management program.

Designed for you

Our tailored in-house risk management training program will be economically designed for people who:

- are involved in project management, or
- want to better understand and manage risks within their organisation or unit.

Outcomes

Learn how to:

- establish a risk management context
- apply a framework of risk management activities
- design and complete a risk assessment
- create a plan for appropriate risk responses
- set up reporting, monitoring and evaluation of risk
- identify and manage risks.

In-house group training or coaching

Let us deliver this program within your company.

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Working Effectively Using Project Management Techniques

Planning and managing tasks in a project oriented way is a key skill for success at work and at home. Whether you're planning an office move or an offsite meeting, we all work on projects.

This Project Management Techniques course will make you feel comfortable managing activities efficiently and effectively, using a simplified project management methodology.

Designed for you

This program is suited for any person required to manage small projects in their day to day work.

Outcomes

Learn how to:

- identify stakeholders
- set project goals
- define the project scope
- use planning to achieve your goals
- identify tasks, resources and constraints
- schedule resources
- track and manage a project or assignment
- keep everyone involved, motivated and informed
- work more efficiently and effectively using Project Management tools and techniques.

In-house group training or coaching

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Train the Trainer



Training Colleagues and Employees in Group Sessions

Workplace training by subject matter experts and managers is a highly effective way to transfer knowledge and skills throughout the organisation. However, not everyone is a natural at preparing, presenting and facilitating instruction and training sessions.

This intensive program helps people who aren't training experts to deliver short group training sessions in a confident and engaging way; even when the topic is technical or may seem dry.

Designed for you

This tailored in-house train-the-trainer course is designed for subject matter experts or managers who train or instruct colleagues and staff in short group training sessions or demonstrations..

Outcomes

Learn how to:

- identify what your audience needs to learn
- prepare lesson plans and content
- design an engaging session
- present effectively
- understand and adapt to learning styles
- use PowerPoint and other visual aids
- deal with challenging situations
- make your training stick
- plan, design and deliver great training.

In-house group training or coaching

Every organisation is different and workplace training needs and practices vary greatly.

The advantage of in-house delivery is that we can tailor the:

- *content* to suit your organisation's needs
- *delivery* to reflect your procedures, values, examples and terminology. We use day-to-day training examples of the participants to bring the material to life
- *duration* to suit the availability of your team members and your budget.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

We can combine this program with our program 'On-the-job Training and Coaching' to build all-round training and coaching skills.

Request a quote

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On-the-Job Training and Coaching

Some 70% of workplace learning happens on-the-job. Yet most organisations leave its success up to chance. How skilled are you in training and coaching colleagues and team members?

In this program we build your ability to explain and demonstrate knowledge and skills. We uncover how to monitor progress and give motivating feedback.

Designed for you

Designed for subject matter experts or managers who train or instruct colleagues and staff on-the-job.

Outcomes

Learn how to:

- establish learning needs
- identify how to best share knowledge and skills
- build rapport
- give clear instructions
- demonstrate skills
- adjust your style to suit the learner
- check for comprehension and progress
- give motivating feedback
- use coaching instead of telling
- create high performance through your training.

In-house group training or coaching

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We can combine this program with our program 'Training Colleagues and Employees in Group Sessions' to build all-round training and coaching skills.

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Train the Trainer – Facilitating Engaging Sessions

Training should be interactive, energetic and full of experiences for participants. Can you use some inspiration to spice up your learning sessions and make them more dynamic?

This program will show you how to set up your training plan and organise for an engaging learning experience your participants won't forget. You'll learn how to identify and deal with different learning styles. Your sessions will be highly valued and fun experiences for everyone you train.

Designed for you

This program is designed for HR officers or workplace trainers who need to design and deliver exciting and engaging training sessions, without having to complete a full-blown Certificate IV in TAE.

Outcomes

Learn how to:

- conduct a quick Training Needs Analysis
- make a structured learning plan
- design a varied and interesting training session
- design workshop materials
- engage through questioning techniques
- keep the workshop highly interactive
- use a variety of visual aids
- deal with difficult people and situations
- make learning stick.

In-house group training or coaching

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Train the Trainer – Advanced Facilitation Skills

Spectacular training doesn't happen by accident. It requires special skills, great preparation and practice.

This program develops the mastery to deliver remarkable training sessions. Through more advanced theory and above all, a lot of skills practice, you will leave this course equipped and inspired to create and deliver exciting training programs.

Designed for you

This program is designed for HR officers or workplace trainers with a theoretical and practical foundation in workplace training, for instance a Cert IV TAE.

Outcomes

Learn how to:

- create a positive learning atmosphere
- use advanced facilitation strategies
- add fun and humour to sessions
- discover and practise the power of story telling
- sharpen your use of visual aids
- present without PowerPoint
- use advanced interventions in difficult situations.

In-house group training or coaching

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Developing Training Programs and Processes

Training and learning is essential within any organisation. It helps people become more productive, it motivates and it increases retention. Therefore, setting up a suitable and effective learning program makes a critical strategic contribution to the organisation.

This practical course will give you the skills and enthusiasm to design and implement a learning system that fits the strategy, structure and needs of your organisation and its employees.

Designed for you

This program is designed for HR officers or workplace trainers with a theoretical and practical foundation in workplace training.

Outcomes

Learn how to:

- define learning needs in the organisation
- apply different methodologies to program design
- research, prepare and deliver strong content
- design a learning system
- create a learning program proposal
- evaluate the learning program
- develop strategic and practical learning programs!

In-house group training or coaching

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Sales and Customer Service



Delivering Outstanding Customer Service

Customer service is an attitude, not a department. With customers' expectations continuing to rise, everyone in your organisation needs to be able to handle each customer contact in a highly professional way.

This program builds both your skills and motivation to deliver truly outstanding service, both to internal and external customers.

Designed for you

This program is designed for people who deal with internal or external customers, either in person or over the phone.

Outcomes

Learn how to:

- make great impressions
- understand what outstanding customer service is
- use advanced listening and responding techniques
- develop customer relationships
- manage difficult situations and tough customers
- take your client service skills to a whole new level.

In-house group training or coaching

Every organisation is different and your customers are different from those of other organisations.

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Essential Selling Skills

Good sales people listen more than they talk. They win more sales because they know how to gain a deep understanding of what their clients need. They use this knowledge to build trust, develop long-term relationships, and craft solutions that help their clients win.

In this challenging program we will teach you the Six-Step Sales model. You will feel confident to plan and seal a deal that satisfies both your client's needs and your own.

Designed for you

This program is for people who sell products or services and aim to build skills and confidence to influence and build business.

Outcomes

Learn how to:

- plan and drive the sales process
- use the Six-Step Sales process
- identify what is really important to your client
- create value for your clients
- communicate as a trusted advisor
- anticipate and overcome objections
- take discussions beyond price and margin
- close and negotiate the sale
- grow your sales.

In-house group training or coaching

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Developing Business – Finding New Customers

Business is getting increasingly competitive. The current environment demands a lot from business development people. Do you know who you should target to create new business? Do you have a good system to prioritise your efforts where the pay-off is largest? Do you plan and execute your networking systematically?

This business development course will give you a framework to find new customers. It will also help you overcome your fears and hesitations about 'cold calling' and give you alternative strategies. You will use a variety of proven strategies and win valuable new customers.

Designed for you

This program is designed for people responsible for expanding their client base.

Outcomes

Learn how to:

- define a narrow target market with high potential
- continuously prioritise your time and efforts
- network in a planned, focussed and effective way
- cold call effectively and without fear
- make the right impressions and build trust
- find new and sustainable business relationships.

In-house group training or coaching

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Strategic B2B Selling

Business to business sales requires a combination of strategic and tactical skills. Strategic skills help you identify and influence all your client's stakeholders in the decision making process. The tactical skills help you in the client relationship building and communication process.

Our strategic B2B sales training model empowers you to win business because you'll identify and influence all the relevant people. It helps you develop enduring and profitable relationships with your clients because you understand how to look out for their interests.

Designed for you

This program is designed for sales people who sell to organisations where multiple people influence purchasing decisions.

Outcomes

Learn how to:

- understand the buying process
- identify all purchasing decision influencers
- develop consultative relationships with clients
- recognise strategic threats and opportunities
- influence key decision makers
- identify and address influencers' interests
- negotiate win-win solutions.

In-house group training or coaching

Every organisation is different and the approach to selling your products and services is different from other organisations.

The advantage of in-house delivery is that we can tailor the:

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Sales Proposals and Presentations

You've found an interested client but now you need to put forward your proposal. Are you confident it will be good enough to clinch the sale? Do you know how to make a great first impression and how to make people like you?

This course will help you write clear, concise and persuasive proposals. You will also learn the secrets to presenting proposals that win your clients over.

Designed for you

You write and present sales proposals and would like fail-proof methods to boost your conversion rate.

Outcomes

Learn how to:

- identify the key components of a quality proposal
- identify your winning elements
- write clear, concise and winning proposals
- make the right first impressions
- prepare and give winning presentations
- plan and execute strategies to retain customers
- win more business through great proposals and presentations.

In-house group training or coaching

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Building Client Relationships

Building and maintaining client relationships is more effective when you understand the psychology of relationships, trust and influence.

This program is not about tricks or quick fixes. It will help you understand what it takes to build enduring and trusting relationships with your clients, leading to influence and long-term profitable business.

Designed for you

This program is for people who interact with clients.

Outcomes

Learn how to:

- use the rules of likeability to your advantage
- create strong customer connections
- develop trust through opening up about yourself
- use communication strategies to strengthen client relationships
- apply the rules of persuasion
- hold engaging conversations with clients
- build trusting and sustainable customer relationships.

In-house group training or coaching

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Negotiating Win-Wins

Effective negotiating is about achieving exceptional outcomes while maintaining strong relationships. Great negotiators get to the heart of what both sides really want. They negotiate faster and more effectively through planning, professionalism and strategy. Thereby, they achieve better outcomes.

This intensive and challenging program will give you the confidence, skills and tactics to negotiate constructively and successfully with internal and external parties.

Designed for you

This program is designed for people who need to reach agreements with others.

Outcomes

Learn how to:

- prepare for negotiations
- manage and control the negotiation process
- effectively bargain
- create win-win solutions
- respond to challenges
- close and build a lasting agreement
- negotiate effectively.

In-house group training or coaching

Let us deliver this program within your company.

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Finance



Finance and Budgets for Managers

Are you managing a team or department and feel uncomfortable about finances and budgets? You are not alone. Many non-finance trained managers and supervisors are responsible for controlling expenses and even have revenue responsibility.

In just one action-packed day, our program will give you an understanding of relevant financial concepts used in your organisation. We'll simplify what seems complex. You will learn to interpret your organisation's financial reports and make sound financial decisions.

Designed for you

Leaders needing to understand finances in their organisation.

Outcomes

Learn how to:

- interpret your organisation's financial reports
- control the flow of money through your team, department or organisation
- keep track of expenses
- manage budgets
- create forecasts
- analyse financials and plan for improved financial performance.

In-house group training or coaching

Every organisation is different and the way you report and manage your finances is different from other organisations.

The advantage of in-house delivery is that we can tailor the:

- *content* to suit your organisation's needs
- *delivery* to reflect your procedures, values, examples and terminology. This enhances relevancy and application back to the workplace
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Finance for Anyone

Are you supposed to understand your organisation's finances and you've never learnt how to? Fear no more. After this fun finance training course, you'll be able to understand finances in your organisation and even make financially informed decisions if you need to.

Designed for you

This program is designed for anyone who wants to understand finance in their organisation.

Outcomes

Learn how to:

- interpret financial terms and reports
- understand the importance and relevance of financial statements
- lead and participate in financial conversations
- gain confidence in discussing financial matters with internal and external contacts.

In-house group training or coaching

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