

IN-HOUSE PROGRAM CATALOGUE

An exciting array of training programs are now available for in house presentations ranging from half-day to two-days in duration.

Please call us for details and for a quotation.



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A. Management Programs

1. Working with Generation Y
2. Dealing with Crisis
3. Driving High Performance Culture Workshop
4. Max ROI Series
5. Management Development Workshop
6. Executive Coaching Plan (consulting service)

B. Personal Effectiveness

7. Helping your people to Think Out of the Box
8. Developing a Feedback Culture in the Workplace

C. Team Building / Managing Teams

9. Building High Performance Teams
10. How to be an Effective Team Leader
11. Building a Harmonious Work Team
12. Team Building in Action

D. Specialty Programs

13. Influential Presentations
14. International Business Etiquette
15. Complaint is a Gift
16. Project and Event Management – Effective Planning and Control
17. Small Group Problem Solving and Decision Making

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**Reminder : ALL of our public programs
are available for inhouse presentations too !!**

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9. Building High Performance Teams

When working in organizations, all managers and supervisors invariably manage teams, including their departments or functions that they lead. All teams invariably perform. The question is not performance per se but high performance or excellence in teams.

This 1-day program focuses on providing participants on the critical skills sets to enable them to enhance their team performance, to bring out the best capabilities of the team members and create synergy. This is a practice-based workshop where insights, ideas, experiences, and tools are shared for participants to take back applications which can be implemented immediately at their workplace.

This program is designed to integrate experiential, action-based, class-room and on-the-job learning. Case studies as well as assessment tools (Belbin Team roles Profile) will be applied. Group discussions and interactive dialogues with the participants will ensure practical learning and reflection.

For in-house training, the programs will be customized to fit company's requirements and leadership models and enable discussion of practical challenges your organization and managers are currently faced with.

10. How to be an Effective Team Leader

It is an understatement to say that the role of a manager has changed dramatically over the past decade. Working with an ever-changing technology, a better educated workforce, higher customer demands, and greater expectation for efficiency, managers and often many professionals today must play the roles of a leader, a coach, and a coordinator combined.

The purpose of this course is to provide participants the skills and techniques to lead others in a teamwork environment. Through discussions and exercises, participants will learn how to lead a team to achieve a common goal while developing its individual team members.

11. Building a Harmonious Work Team

It is the dream of every leader in every organization to be able to develop and lead a harmonious work team. The reality is, where there are people, there are conflicts. To build a truly harmonious work team requires an effective strategy to value diversities, and skills to detect, resolve and prevent conflicts.

The purpose of this workshop is to provide an overview of a conflict management process that can be applied to most teams today. Through mini-lectures, games, case studies, discussions and demonstrations, participants will learn of the value of diversity, and the key steps to prevent, detect, resolve, and learn from conflicts. Adoption of this system will not only help managers deal with conflicts at hand, but turn conflicts into learning opportunities.



12. Team Building in Action

Teamwork is being considered as one of the cutting edges that an organization can acquire to maximize its performance. This workshop aims at providing games and activities where participants will learn to respect others within and outside of their team. Debriefing will be given right after each activity in order to link up their individual and team perspective through out the experiential learning to their work life. Objective are:

- Develop a sense of customer orientation as a team
- Recognize the contributions of different individuals and teams
- Creating a sense of belonging
- Motivate one self
- Keys to developing positive relationships
- The importance of having a common goal
- Morale boots up
- Respect for others
- See from others perspective
- The impact of communication on a focused team
- How clarification of roles enhances team effectiveness
- How careful listening to instructions leads to less errors
- The necessity for interdependence among the group
- How individual interest can sometimes jeopardize team unity

