

Course Descriptions:

LEADERSHIP & EXECUTIVE MANAGEMENT

M 900: The Emerging Leadership Model (1 day)

This seminar introduces the shift in managing people using emerging models for both success and survival in the new wave of “Technologies.” You will examine your contributions at the super conscious level and learn about the impact on the organization. Remaining a healthy organization depends on you as a leader. You will identify the barriers that limit your contribution. You will learn how the role of management is changing. See what will make your corporation successful in a competitive market. Learn how your direct input will help your corporation remove barriers to success and place you in a new role of leadership. See how your corporate product success starts and stops with you. This seminar will provide you with tools for accessing these new concepts.

M 910: Employee Empowerment (1 day)

This seminar introduces the shift to authentic communication which makes communication available to you at anytime and with anyone. We will look at breakdowns, and why there must be breakdowns before you can have breakthroughs. The seminar will help you to look at your hidden and undeclared commitments. You will see the impact of these commitments to your work. We will look at Commitments versus Expectations and how these affect the outcome of projects as well as the success of the sales team. We will examine the three pillars of performance, and look at the performance laws that dictate our productivity.

M 920: The Emerging Communication Model (1 day)

The seminar introduces a shift from your current communication model to an emerging model that will bring power, freedom and self expression. See how your perception places constraints on your ability to communicate. Examine your effectiveness or ineffectiveness of your communication. Communication is the tool for dealing with many of the issues facing us as individuals, organizations, and local and global communities. By observation, we know that we are not doing so well. This seminar will help us to examine what it will take to be in clear and effective communication.

TECHNICAL

T 100: Introduction to Information Systems, Computers & Networks (2 days)

This course introduces the fundamentals of computer systems and the role of information processing in today's business environment. It provides an overview of information systems, operating systems, systems development, programming, database management, networking, telecommunications, and the Internet.

T150: Technical Writing (1 day)

This course will introduce you to the requirements of effective writing and presentation of technical material. The topics covered will give you exposure to what command an audience attention, how to get responses when they are desired, how to get the outcome you expect, and most of all how to use tools available to make your writing and presentation of international quality. The course is designed for personnel involved with writing technical documents, memos, manuals, etc.

T 200: Network and Telecommunications Concepts (2 days)

This course provides an overview of telecommunication systems in a business environment. Topics covered include voice communications, standards, transmission, networks, and internetworking.

T 250: Advanced Concepts in Communication (2 days)

This course addresses advance concepts in Communication. We look at emerging technologies and applications such as WiMAX and other hi-speed technologies. We design the delivery of this course after working with your company on which technologies you need us to address.

T 301: Information Management in Business (2 days)

This course introduces the fundamentals of computer systems and the role of information processing in today's business environment. An overview is presented of information systems, systems development, operating systems and programming, database management, networking and telecommunications, and the Internet. In addition, a management perspective is given for each of the areas. In this course, the technological element of change will be addressed.

T 400: Software Requirements, Specification & Analysis (2 days)

This course introduces you to the collection of requirements and its analysis. We then look at how to specify the requirements so as to facilitate design, development and testing. This course is specific for those who work in IT and software development.

SOFT SKILLS

ST 100: Introduction to Information Systems, Computers & Networks (1 day)

(Overcoming the fear of Computers)

This course introduces the fundamentals of computer systems and the role of information processing in today's business environment. It provides an overview of information systems, operating systems, systems development, programming, database management, networking, telecommunications, and the Internet. This course will remove any fears you may have about computers and networks.

S 110: The Indispensable Assistant

We will show you how you can keep your perspective and enjoy the day. We will discuss ideas that will help you stay on top of your work and be ready for more challenges. Getting control over your workday is important for attending to the business at hand. We will show you how to manage your priorities and projects. Managing your time more effectively is key to success. We will discuss how to handle interruptions in an effect way. You will learn how to identify your future strategic management functions, how to set goals with clarity and input from others. Creating a better working relationship with your boss and handling tasks from multiple bosses will be discussed. Your role as a secretary or an assistant is key to your company's success. We will discuss relationships, effective communication, and leadership style as a way to create a very productive work environment. Making appointments and managing telephone calls are tasks that can be accomplished with ease when the right skill sets are applied. Meeting minutes and report writing can be made easy when applying the fundamental principles. Let us show you how to accomplish all of these without stress.

S 120: The Effective Secretary

We will show you how you can be creative and innovative at what you do. You will see how to create a great relationship with your Boss and to gain his/her respect. You will learn about what is expected of you in your day to day tasks and how you can meet those expectations. You are a critical part of your company and your contributions are valuable. You will learn how to work with others, how to make a difference in both a positive and negative situation; how to plan, organize and take notes at meetings as well as contributing in the meeting itself. We will discuss relationships, effective

communication, and supervision style. We will look at ethics and work attitudes that will make you gain the respect of others. You will see why it is important to secure company records and documents and how you can help to protect them. Let us show you how to accomplish all of these without stress.

S 130: Effective Writing (1 day)

This course will introduce you to the requirements of effective writing and presentation. The topics covered will give you exposure to what command an audience attention, how to get responses when they are desired, how to get the outcome you expect, and most of all how to use tools available to make your writing and presentation of international quality.

S 150: Effective Meetings (1 day)

This course shows you how to facilitate effective meetings. You will learn how to keep the meeting on track, communicate meeting objectives, derive meeting agenda, facilitate the solution to issues during the meeting as well as when and how to move discussions to a forum outside of the meeting itself. You will be able to drive the discussions to acceptable outcome. We will look at record keeping of the meeting (meeting notes, action items, ownership, etc.)

S 200: Presentation Skills: Your presentation speaks about you (1 day)

In one day, learn the essential skills you need to convincingly communicate your ideas in formal or impromptu presentations anywhere, and to groups of any size. You will learn how to: Overcome nervousness, Speak up; Organize your thoughts; Maximize the latest technologies to develop professional-caliber presentations; Incorporate gestures that re-enforce your message; Use your eyes to build bond between you and your audience; Change the tone, speed and volume of your voice; and much more tips and techniques.

S 210: Time Management (1 day)

Personnel who want greater control of their time would learn effective time management techniques. Explore your time management strengths; find easy ways to handle non-valid tasks; find out how to manage multiple priorities based on validity; Use the appropriate tools and techniques for effective multitasking and scheduling abilities; examine ways to deal with distractions and interruptions; learn how to manage meetings; see how to plan and leading more productive meetings; learn how to prepare your Time Mastery Plan.

S 220: Communication skills: Communication – the key to success (2 days)

This course brings about an awareness of our current mode of communication. We will discuss the current mode of communication and the results it brings. We will then shift our focus to a new model for communication. One that brings results beyond your expectations. After this course, communication will be available to you at any time, in any circumstances, and with anyone.

S 230: Problem Solving Techniques (1 day)

This course introduces you to problem solving techniques that are practical and can be used without prior training. We will discuss the different analytical methods for different problem scenarios. After this course, you will be able to address problems from different views. You would also be able to facilitate problem solving discussions.

S 400: Negotiation: How to negotiate with vendors and Suppliers (1 day)

Learn the tips and tactics to get the outcome you want from your negotiations with vendors and suppliers. Understand the do's and don'ts of successful negotiating. Replace bargaining anxiety with purchasing confidence. Get the price and terms you and your organization need. Here is what you would learn in this class: Understanding the essential elements of buyer-seller negotiations; Preparation – the single most important key buying success; How to establish your negotiation goals and determine your bottom line; Listen – then speak – critical skills for negotiation communication; Common haggling tactics and how to handle them; overcoming those universal buyer-seller bargaining obstacles; Negotiating tips to use with your long term vendor & supplier.

S 600: Supervision: Supervision made easy (2 days)

As a supervisor, you are the one in charge, but you know all too well that your job description doesn't even come close to the many roles you actually fill. In today's world, supervisors and their teams have more complex relationships to deal with. A supervisor must be a friend, a coach, a boss, and a mediator. In this course you will learn how about: Delegating; Motivating & Praising; Delivering Criticism & Discipline; Working Under Pressure; Meeting Tight Deadlines; TRAINING New Employees; Organizing People, Projects, & Schedules.

S 610: Leadership: The pathway to become a great leader (2 days)

This course enhances your effectiveness as a leader. Being a good leader is a timeless pursuit. The requirements of leadership, however, evolves as the world grows more complex and interdependent. Today's leaders must not only manage resources; they must facilitate and involve others in the

process of change and continuous improvement. The challenge of leadership touches everyone of us. No matter what job we do or position we hold, we are called to take responsibility for the success of our organization. Building leadership capability is a process of self-awareness, skill development and personal commitment. The course is designed around two fundamental concepts: awareness building and skill development. Areas covered in this course are: Facilitating Leadership; Focus of Results, Process and Relationship; Facilitating Agreement; Sharing an Inspired Vision; Designing Pathways to Action; Coaching for Performance; Celebrating Accomplishments.

CUSTOMER SERVICE, SALES & MARKETING

C 100: The SPIN MODEL for Sales

This course introduces the SPIN model and gives you the opportunity to experience the various elements of the model through practical exercises. If you can master this model then you are equipped to be able to sell to anyone at anytime.

C 110: Exceeding Sales Targets

The course will introduce techniques that will give you access to see where you are stopped in the sales process. You will learn how to be in communication and to be with the customer.

C 200: Marketing

In this course we would look at current marketing models and examining why some works and some does not. We would look at strategies for different regions, countries and cultures. We would examine some of the pitfalls of current marketing strategies.

C 300: Communicating with the Customer

This course brings about an awareness of our current mode of communication. We will discuss the current mode of communication and the results it brings when working with customers. We will then shift out focus to a new model for communication. One that brings results beyond your expectations. This course is ideal for those who are in customer service.