

- Innovative Trainings
- Organizational Consulting
- Professional Recruitment



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Action Management Consulting (AMC) is a Serbian-Canadian Company that has a leading position in Serbia in the field of corporate and individual development. We are established in Belgrade in 2003 and our trainings are recognized by the high-quality international reputation, innovation and integrity.

We are focused on results and changes that the participants realize for the long term. During the training the participants are in the fun environment what supporting and inspiring them to move limits.

**Consultancy fields:**

- Innovative Corporate Trainings and Coaching
- Organizational Consulting
- Professional Management Recruitment

**Our mission is inspiring people to discover their potential and create the action!**

We offer to our clients the partnership, which we responsibly and seriously value and all our encounters serve the single purpose: accomplishing the results expected and deserved by our individual clients and client companies!

**Our vision of cooperation:**

- Our support is trustworthy and you may rely on it
- Our productive motivational trainings boost development and business success
- We use the latest NLP methods and tools in interactive training that make a difference
- Our consultants have long professional experience both international and domestic

**The decisions you make now will affect how you feel today and what you will become in ten years. Take action in the right direction!**

## Innovative Corporative Trainings and Coaching

Our consultancy and training programs are designed to increase efficiency of individuals, teams and organizations. The action that we create results in changes of personal attitude, acceptance of responsibility and adoption of constructive communication styles. We use modern methods of interactive training such as: Case Studies, video clip trainings, the latest tools of self-assessment and 360 degree assessment as well as NLP principles and techniques.

Action Management Consulting Consulting/ Coaching/ Training		
Leaders	Managers	Employees
Organizational efficiency and leadership	Team efficiency and management	Objective accomplishment and individual skills

## Organizational Consulting

Our method of approaching your organization includes the following:

- Diagnostics and analysis of current situations
- Creation of action plan and development steps
- Implementation
- Realization
- Evaluation

In analyzing a current situation, we use established methods of business assessment to find our managers and employees' attitudes and skills through the concept of Mystery Shopping as well as the assessment tools and instruments of current and wanted organizational culture.

Action Management Consulting Organizational Consulting	
HR Consulting	Organizational Culture Analysis
HR Modernization	Wanted Organizational Culture

## Professional Recruitment

Executive search and selection is conducted applying several professional selection levels. Furthermore, we perform analysis of existing candidates profile and required competences, selection of candidates applying many selection levels and evaluate the success of the process.

Action Management Consulting Executive search and selection	
Top (executive) Management	Middle Management

## Action Team

Action Team is a team of professionals, experts in the fields of individual and organization development. We are distinctive for the features of high business ethics and the most modern development programs. Our consultants are professionals with domestic and international experience in various management fields.

When your employees' current knowledge, skills and behavior are not in accordance with your business strategy, our professional team is ready to assist you. Defining your organizational development is one of the priorities, whether it is single training or strategic plan aimed at training most of your company's staff. Our consultants will assist you in the most efficient way so that you may accomplish required results.

Apart from banking and leasing industry in Serbia and long-term consultancy provided to many renowned financial institutions (Komercijalna Bank, Eksim Bank, HVB Bank, Raiffeisen Leasing...), consultancy projects for restructuring companies are being successfully performed in Ukraine, Bosnia and Herzegovina, Armenia and Romania. The cooperation with EAR and UNDP in the projects of upgrading Serbian Tax Administration, training managers of institutions at the national and local level, training key managers of nine Serbian Public Utilities Companies, as well as working on the project of Modernization of the Serbian Government, have given reasons that Action Management Consulting justifies the key word in its name and that, through action, in the proper direction, becomes the partner that helps produce wanted results. Action Team is a team of professionals, experts in the fields of individual and organization development. We are distinctive for the features of high business ethics and the most modern development programs. Our consultants are professionals with domestic and international experience in various management fields.

When your employees' current knowledge, skills and behavior are not in accordance with your business strategy, our professional team is ready to assist you. Defining your organizational development is one of the priorities, whether it is single training or strategic plan aimed at training most of your company's staff. Our consultants will assist you in the most efficient way so that you may accomplish required results.

## The Outline of Training Programs

Our interactive training program is recommended to those who tend to provide quality service to clients, including managers that create procedures and standards and employees that communicate directly to clients, and demonstrate its company's image. Participants will generate plans during group and individual exercises, which will be applicable in their companies, in order to overcome qualitative changes between the current and required standard in providing services.

### Sales and Customer Service

- Customer Service Excellence (2 days)
- Professional Sales Skills and Techniques (2 days)
- Advanced Action Negotiating Skills (2 or 3 days)
- Professional Skills and Techniques of Telesales (2 days)

### Personal and Professional Development

- Releasing Personal Potential (2 days)
- Providing Business Solutions through Creativity and Innovation (2 days)

### Management Programs

- Effective Communication Skills and Conflict Management (2 days)
- Mastering the Art of Non-verbal Communication (1 day)
- Management Skills (2 days)
- Personal Managerial Profile (coaching)
- Motivating Employees (2 days)
- Developing High Performing Teams (2 days)
- Presentation Skills for Managers (2 days)
- Effective Time Management (2 days)
- Stress Management (1 days)

### Leadership for the XXI Century

- Leadership for Results (2 days)
- Personal Leadership Profile (coaching)
- Change Management Excellence (1 days)

### **Project Management**

- Professional Project Management (2 days)

### **Human Resources**

- Managing Human Resources (2 days)
- Performance Appraisal and Setting Objectives (1 day)
- Place and Role of Managers during Performance Appraisal (1 day)
- Place and Role of Employees during Performance Appraisal (1 day)
- Behavioral Interview Techniques (1 day)
- Training of Trainers (3 days)
- First-class Client Oriented Service



## Sales and Customer Service

### First-class Client Oriented Service

Our interactive training program is recommended to those who tend to provide quality service to customers, including managers that create procedures and standards and employees that communicate directly to customers, and demonstrate its company's image. Participants will generate plans during group and individual exercises, which will be applicable in their companies, in order to overcome qualitative changes between the current and required standard in providing services.

*It will be difficult to animate your customer with new product, if you did not do it with the old one.*  
Zig Ziglar

Program duration: 2 day

#### Key advantages:

- Developing critical comprehension of focus on customers
- Accomplishing profitable long-term cooperation with loyal customers
- Realizing current and planning required standards of interaction with customers
- Understanding customers' expectations and the manner of their fulfillment
- Adopting techniques of resolving customers' complaints and techniques of communication with difficult customers'
- Creating company atmosphere adequate to provision of customer service excellence

#### Main areas:

- Importance of creating company atmosphere that supports the provision of customer service excellence
- The reasons for losing customers in the current competitive environment
- Mapping the current provision of customer service excellence and creating the wanted Action Model of such services
- The importance of accepting personal responsibility in everyday interaction with clients
- What clients' expectations are, importance of first impression and *moment of truth* concept
- Five practical rules for providing customer service excellence
- Ability to ask proper questions and to listen actively using Action NLP
- Telephone communication service excellence skills and standards
- Action NLP techniques of resolving clients' complaints and communication with difficult customers
- The importance of customers' feedback

#### Examples of exercises and additional development tools:

- Action Model of Customer Service Excellence
- Self-assessment: Personal skills of active listening
- Walt Disney Case Study – The Model of success
- Short interactive training video clip: *Resolution of complaints – Step by step to success*

## Professional Sales Skills and Techniques

In this training program you will be able to obtain command of most modern sales skills and concepts that will increase your efficiency in sales. During the period of two-day professional training you will pass through each stage of sales process in which you will practice new sales techniques in the examples from your everyday environment, overcome challenges that you encounter and develop your sales potential.

*Every sale has five basic obstacles: no need, no money, no hurry, no desire, no trust.  
Zig Ziglar*

Program duration: 2 days

### Key advantages:

- Adopting new skills and concepts that increase efficiency in sales
- Application of high standards in communication with clients and potential clients that will boost their loyalty and satisfaction
- Presentation and practice of phrases that create positive image, instead of those that irritate and have negative implication during the communication with customers
- Developing the skills of prediction, recognizing and eliminating doubts and objections, applying advanced *Action NLP techniques* to overcome them
- Obtaining feedback on personal attitude to sales during simulations and exercises in a positive environment
- Improving the skills of leading customers through the cycle of sales in the manner that ensures a customer's acceptance of an offer and mutual satisfaction

### Main areas:

- Consideration of personal position in terms of sales
- Action Sales Steps Model
- Importance of effective presentation and creation of positive first impression
- Creating a climate of trust (building *rapport, pacing and leading conversation*– Action NLP)
- Tracking non-verbal communication in the selling process
- Action NLP techniques to achieve impact, asking questions that reveal the client's strategy of decision-making
- Service/product presentation using visual tools and keywords
- Ways of presenting price, choice of words and focus
- *NLP Meta-programs* and powerful questions to discover the impact
- *Action NLP Technique* for effective elimination of doubts and complaints
- Strategies of sales agreement for different types of potential clients
- Cross Selling: your company's future profit
- Techniques of prevention and timely resolution of complaints

**Examples of exercises and additional development tools:**

- Psychometric tools of professional development for each step of the sales cycle
- Action Model steps within the sales process
- Sales Styles Inventory (SSI) – Questionnaire of Personal Selling Style
- Several short training video clips
- Personal action plan created during the training

## Advanced Action Negotiating Skills

In our advanced training program the participants apply the most successful negotiating models created by modeling the best negotiators. During the training, based on our Action Negotiation Phases Model each participant develops an Action Negotiation Strategy for his/her on-going negotiation from the particular business environment. Group presentations of each step of the Model provide that participants learn from each other and following the structured approach as well as improving their soft skills, they learn and apply the powerful steps to create interests and become more skilful in future negotiations.

*In business you don't get what you deserve, you get what you negotiate.*  
Chester L.Karrass

Suggested program duration: 2 or 3 days

### Key advantages:

- Comprehension of primary negotiation style, tactics and power
- Preparation and development of Action negotiation plans
- Importance of each step of the negotiation model aimed at accomplishing negotiating objective
- Adopting tools and techniques to improve negotiating results
- Prevention of complicated and unpleasant situations during negotiations

### Training agenda:

- Negotiation as a process
- Types of negotiations
- Action Model of constructive negotiation
- Action Phase 1: Preparation for Negotiation - step by step process
- Simulation from the real environment of yours or company
- Success factors of the Eight Action steps: Determining Outcomes and Interests of both sides, BATNA and plan B, Reservation Price, Negotiation Matrix, ZOPA, Power analysis etc.
- Action Phase 2: Getting started the negotiation
- Starting negotiations and creating the atmosphere of trust
- Conversation techniques, NLP techniques and following non-verbal signals
- Action Phase 3: Bargaining process
- Strategies of Influence and motivation
- Qualifying clients and discovering personal motivational strategies
- Meta-programs (NLP techniques and tools)
- Dealing with conflict
- Action technique of 10 steps overcoming objections - Examples from the participant's work environment (the most powerful objections that were challenging to solve before)
- Action Phase 4: Closing the Negotiation
- Complete preparation and practical negotiations in teams

**Examples of exercises and additional development tools:**

- Action Model of constructive negotiation with complete preparation tools and strategies
- Action Negotiation Preparation Form filled out by each participant for the real-life client
- Effective check-lists and Action Plans
- Questionnaires and tools for each Action Phase of Negotiating cycle
- Negotiation Handling Intentions (NLH) – self-assessment questionnaire of Primary Negotiation Strategy

## Professional Skills and Techniques of Telesales

In our specialized training program we tend to transfer applicable Action methods of telesales that will be aimed at proper application, conducting sales conversation, resolving complaints and closing the sales successfully. When you adopt the behavior and skills from *Action Model of Telesales*, you will understand your customers and potential customers better; you will decrease your personal stress and attain more sales agreements over the telephone.

Remember that it is not important which way you would like to sell something,  
but how your customer wants to buy it.  
Freeman Gosden

Program duration: 2 days

### Key advantages:

- Systematically applying Step by Step Action Telesales Model, which increases your efficiency in telephone negotiations
- You will learn to grasp different customer types and the most effective way of communication with them
- Application of techniques that may enable you to achieve your maximum in telesales
- Resolving clients' doubts and objections
- Overcoming challenges in telephone communication
- Improving communication techniques with aggressive clients
- Decreasing stress during telephone communication

### Main areas:

- Action Model of Telesales
- Challenges of sales and communication over the phone
- Importance of preparations for a call and definition of call objective
- Principles of starting communication and creating positive first impression
- Communication strategies with different types of clients
- Sales person-customer Interaction matrix
- Key words and overcoming obstacles with different types of clients
- Conducting conversations by asking the questions correctly
- Descriptive presentation of advantages to a client
- Techniques of eliminating doubts and objections
- Separating communication from negotiation problems
- Breathing and voice control
- Communication techniques with aggressive clients
- Direct and indirect signals of closing the sale
- Principles of anti-stress attitude
- Evaluation of sales conversation

**Examples of exercises and additional development tools:**

- Peak Personality Type Assessment (PPTA)
- Role plays of situations from your working environment
- Personal action plan for each stage of telesales

## Personal and Professional Development

### Releasing Personal Potential

This unique training program enables you to improve your self-introspective, to accept your personal responsibility and plan the accomplishment of objectives with assistance of practical and applicable methods. Besides the realization of your personal potential during the training, you grasp your individual needs for interaction with other people as well as understand and accept individual differences of people in your environment.

*Whether you believe you can, or you can't, you are right.*  
*Henry Ford*

Program duration: 2 days

#### Key advantages:

- Acceptance of personal responsibility and self-awareness
- Identification of wanted development direction
- Keeping up with the practical and applicable process in the accomplishment of objectives
- Creating action plan aimed at gaining personal productivity and success
- Initiating personal motivation and positive energy

#### Main areas:

- Key dimensions of self-awareness
- Understanding and accepting individual differences
- Establishing individual system of values and personal standards
- Instrumental and terminal values
- Personal learning style
- Adaptability and personal attitudes toward change
- Interpersonal orientation
- Acceptance of personal responsibilities and future planning
- Comprehension of personal value system regarding work and career, family, financial accomplishment, health and fitness
- Identification of long-term and short-term personal objectives
- Monthly, weekly and daily planning
- Model of clearly set financial objectives
- Applicable techniques of objectives visualization
- Personal Action Plans
- Overcoming obstacles and accomplishing objectives

#### Examples of exercises and additional development tools:

- The Learning Style Inventory (LSI) - Self-assessment of Personal Learning Style
- *Five Personality Levels* - Individual self-awareness exercise
- Locus of Control Scale (LCS) – Self-assessment exercise
- Setting objectives and planning exercise



## Providing Business Solutions through Creativity and Innovation

In the contemporary business environment, companies must constantly improve the ways of dealing with operative challenges, find new possibilities to place their products and create new ones in order to increase their efficiency and productivity. During our training you will become familiar with the ways of resolving complex problems using the models that combine creative techniques, analytical thinking and knowledge of business models.

*Significant problems we face cannot be solved at the same level of thinking we were at when we created them.*

Albert Einstein

Program duration: 2 days

### Key advantages:

- Applying the combined model of analytical and creative problem solving
- Recognizing personal conceptual errors and their correction
- Stimulating individual and team innovation in thinking and decision-making
- Applying decision-analysis techniques for the purpose of reaching best solutions and group consensus

### Main areas:

- Need for creativity and innovation in the current business environment
- Model of analytical problem solving
- The limitations of the Model in analytical problem solving
- Model of creative problem solving
- Principles of decreasing conceptual errors in the creative problem solving
- Principles of support to innovative thinking
- Focus on action and solutions

### Examples of exercises and additional development tools:

- Case studies of practical application concerning the Model of analytical and creative problem solving
- Innovative Attitude Scale (IAS) – Self-assessment questionnaire

## Management Programmes

### Effective Communication Skills and Conflict Management

Modern managers spend most of their time communicating with people they are surrounded with – customers, associates and colleagues from their companies. Successful fulfillment of a manager's role involves effective communication in all the interactions. During our management training you will realize the significance and effect of your communication style on the business accomplishments and the results you gain. You will learn how to build powerful professional and trustworthy image that will inspire others, increase their confidence in you and make your communication skills more successful.

*They may forget what you said but they will never forget how you made them feel.*  
Carl W. Buechner

Program duration: 2 days

#### Key advantages:

- Understanding the importance of effective communication and its impact on professional results
- Receiving feedback on individual communication style
- Learning and applying active listening and effective questioning principles
- Becoming familiar with the principles of giving and receiving feedback
- Decreasing misunderstanding and conflict situations
- Increasing assertiveness and creating confidence
- Identifying key situations, making personal development plans and plans for its application

#### Main areas:

- Influence of personal style on communication
- The role of perception in behavior and interaction with the environment
- Influence of different communication styles on an organizational culture
- Successful communication and overcoming personal barriers
- The importance of all communication components: body language, choice of words and tone of voice
- Recognizing non-verbal messages
- Adjusting communication style and approach when it counts
- Different representation systems and their influence on communication (VAKOG)
- Leading principles of communication focused on support
- The active listening skills and effective questioning
- Giving constructive feedback
- Communication by means of modern technology



- Identification of personal behavioral style in a conflict
- Realizing the nature of different types of conflict
- Managing conflict through choosing the right strategy
- Strategies of successful attitudes towards conflict management
- Applying the learned principles and skills to business situations

**Examples of exercises and additional development tools:**

- Communication Styles (CS) – Primary personal communication style – self-diagnostics questionnaire
- Business simulations concerning the choice of the proper managerial conflict resolution strategy
- Personal Conflict Style (PCS) – self-diagnostics psychometric questionnaire
- Personal development action plan

## Mastering the Art of Non-verbal Communication

During the training you will have an opportunity to improve additionally your communication skills in an interactive and positive environment focusing on non-verbal communication component. You will be focused on questioning your previous comprehension of business and private situations, on understanding other people more and on self-awareness.

*The eye contact is visual handshake with a person.*  
Stephen Boyd

Program duration: 1 day

### Key advantages:

- Understanding and respecting different communication styles
- Improving observation and comprehension of effective non-verbal communication
- Recognizing positive and negative non-verbal signals
- Spotting personal non-verbal barriers, finding solutions and opening constructive communication
- Accomplishing long term collaboration through supportive communication

### Main areas:

- Importance of non-verbal communication
- Fundamental emotions and non-verbal signals
- Understanding non-verbal signals in communication
- Facial expressions, gestures, posture and body orientation, physical distance, tone of voice
- The importance of first impression
- Introduction to the different representation systems and their influence on communication VAKOG preferences
- Perception and influence on decision making
- Influence of perception on expectation and interpretation of reality
- Improvement of self-awareness
- Modern manager and Emotional Intelligence

### Examples of exercises and additional development tools:

- Personal Perception (PC) – self-awareness questionnaire and 360 degree assessments
- Short video clips and photographs as the basis for assessment of non-verbal signals and their meaning in various situations

## Management Skills

During our intensive manager training, one passes through specific areas of managing staff. Training program is designed in the way that participants learn the skills that influence success in work with people and the skills necessary for accomplishing required team results. Indicative feedback and individual approach are ensured through practice, psychometric questionnaires and action plans that are completed individually for the purpose of planning and applying new knowledge of principles in the participants' real environment in the future.

*Most serious mistakes are not being made as a result of wrong answers.  
The truly dangerous mistake is asking wrong questions.*  
Peter F. Drucker

Program duration: 2 days

### Key advantages:

- Understanding core competences of how to be an effective manager
- Upgrading interpersonal skills of effective communication
- Understanding the influence of personal behavior on others
- Gaining knowledge and skills of building successful teams
- Measurement of knowledge and competence level in the field essential for successful management
- Planning improvement in the areas in which the changes are obviously necessary

### Main areas:

- Understanding people's differences and their implications to managing
- Development of self-awareness and professional integrity
- Planning, setting objectives and effectively conducting personal priorities
- Personal and associates' motivation
- Applying effective assessment system concerning work accomplishment through setting objectives
- Ensuring feedback and reward at the right moment
- Methods of training and coaching associates
- Work organization and effective delegating through stages
- Building and leading successful teams
- Team leadership – creating credibility
- Strategies of conflict resolution
- Successful implementing organizational changes and resolving opposition to changes

### Examples of exercises and additional development tools:

- Assessment of Management Skills Development (AMSD) – Self-assessment questionnaire
- Team Development Behaviors (TDB) – Self-assessment of team building skills

## Personal Managerial Profile (PMP)

Using Psychometric tools for self-evaluation and 360° assessment tools, as an advanced level of managerial training we present you the possibility of continual managerial skills development through instructions in small groups or 1:1 coaching, for key managers in your company. 360-degree assessment tools offer structural feedback for a manager to use as a basis for their personal development and progress through input gathered from a questionnaire called the Assessment of Management Skills Development (AMSD) filled in by 5 of his/her colleagues.

Program duration: Continuous coaching

## Motivating Employees

During our management training program, you will have an opportunity to apply new principles and techniques for motivating employees and to solve challenges you previously saw as unsurpassable. Using systematic model to diagnose performance challenges you will be able to discover sources of discontent and reduced performance for the situations from your working environment of our own choice.

*People often say that motivation doesn't last. Well, neither does bathing, that's why we recommend it daily.*  
Zig Ziglar

Program duration: 2 days

### Key advantages:

- Understanding how to motivate employees using the most efficient motivational methods
- Self-realization of competences for motivating others and planning the necessary steps to improve personal motivational skills
- Better understanding of differences and the need for an appropriate approach when giving timely feedback
- Applying new methods and models in a safe environment during the training
- Future systematic diagnosis of actual performance problems with the employees

### Main areas:

- Effective motivational methods
- A link between job satisfaction and job performance
- Elements of the Integrated motivational program
- Defining an effective performance appraisal system through setting objectives
- The managers' role in recognizing and rewarding positive initiative
- The model of strategic definition of behavior
- The influence of timed rewards, punishments and feedback on workers' satisfaction
- Management by objectives (MBO)
- Transforming desired behavior into above-average behavior
- The importance of rewarding all the levels of improvement
- Using e-mail as a channel of timely motivation
- Securing feedback and timely rewards
- Action Performance Diagnostic Model

### Examples of exercises and additional development tools:

- Motivational Skills Assessment (MSA) – Self-assessment questionnaire
- Case studies for dealing with problems of motivating employees
- Action Performance Diagnostic Model

## Developing High Performing Teams

Leading successful teams means that the manager has and is further developing credibility, is making inspirational vision, has clearly defined expectations, is building trust and gives timely feedback. In our training program, you will have the opportunity to work on contemporary case studies individually and in a team, to participate in exercises that improve teamwork efficiency and to plan the use of the newly acquired principles and skills on the examples from your work environment.

*Teamwork is the fuel that common average people to attain uncommon results.*  
Andrew Carnegie

Program duration: 2 days

### Key advantages:

- Improving skills and knowledge to take personal and team responsibility
- Implementing effective team leadership principles
- Developing and maintaining trust
- Achieve high performance results from dispersed teams

### Main areas:

- Developing and managing successful teams
- Recognize and challenge limitations of teamwork
- Synergy model of team management
- Creating common inspirational vision and determination
- The importance of consistency and clearly defined expectations
- Team leadership – building credibility
- Creating consensus and support in teamwork
- Inspiring team membership through setting team objectives
- Enticing co-operation between team members
- Strategy for conflict management
- Providing feedback
- Team development stages
- Preserving credibility and trust of the team members

### Examples of exercises and additional development tools:

- Case Study – individual and team work
- Team Development Behaviors (TDB) – Self-assessment of team building skills
- Competitive games which promote team spirit and co-operation between team members in order to achieve the common goal

### Note:

Depending on your needs, we can design the team building training so that it consists exclusively of various competitive games or team games, which can take place in a conference room or outside and can last from several hours up to one day.



## Presentation Skills for Managers

This management-training program can direct you towards more successful public presentations that will improve your professional image and help you to communicate your messages effectively. During the training you will learn detailed steps of preparing powerful presentations, promoting dynamic and enthusiastic atmosphere and performing presentations that will be original and persuasive.

*People may doubt what you say, but they will believe what you do.*

Lewis Cass

Program duration: 2 days

### Key advantages:

- Overcoming personal barriers in public speaking
- Creating powerful presentations to persuade, win support or sell product or ideas to superiors, clients or colleagues
- Preparing and giving dynamic presentations
- Adopting practical methods and techniques that will complete your personal presentation style and contribute to the improvement of effective communication skills

### Main areas:

- Preparation for powerful presentations
- Defining objectives and purposes of the presentation
- Knowing the audience and its needs
- Creating presentation objectives
- Organization and structure of a presentation
- Various types of content structures in a presentation
- Additional material as a support to the main objective of a presentation
- Choosing audio-visual methods according to the basic objective of a presentation
- Adjusting the environment and choosing the venue
- Creating effective first and final impression of a presentation
- Presentation exercises
- Personal style and behavior
- Techniques for successful verbal and non-verbal communication
- Gaining and keeping the audience's attention
- The skills of asking questions and rhetorical questions
- Active listening and monitoring the audience
- The power of transitions and silence
- Principles on how to react to unplanned situations and attitudes

### Examples of exercises and additional development tools:

- Exercises on preparing a presentation
- *3P technique* for asking questions
- Participant's presentations are recorded and constructive feedback given

## Effective Time Management

Before you decide which activity to make the priority in your work day, it is important to understand your personal, managerial and the company's values and objectives. During this training, you will understand your priorities, learn the techniques for running efficient meetings and practical principles of successful delegating with the aim to reduce stress and work overload and create work-life balance and success.

*Don't say you don't have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michelangelo, Mother Teresa, Leonardo Da Vinci, Thomas Jefferson and Albert Einstein.*

H. Jackson Brown

Program duration: 2 days

### Key advantages:

- Practical use of the principles for effective and successful time and stress management
- Exchanging techniques for prioritizing, planning and setting objectives
- Recognizing ways to lose time and learning principles to reduce time loss to minimum
- Creating personal and professional action plan
- Learning the principles for effective delegating
- Increasing productivity
- Achieving work-life balance

### Main areas:

- Defining personal challenges in time management
- How time management becomes self-management
- Efficient and effective time management
- Setting objectives and planning how to achieve them
- Identifying personal objectives, values and priorities
- Making plans on monthly, weekly and daily basis
- Various techniques for time management
- Time management and productivity
- Successful delegating principles
- Rules for effective use of e-mails
- Preparations for a business meeting and evaluating business meetings
- Achieving work-life balance

### Examples of exercises and additional development tools:

- Action plan for specific time management challenges
- Time Management Index (TMI) – self-diagnostic questionnaire
- Delegating Challenges (DC) – self-diagnostic questionnaire

## Stress Management

In this interactive managerial training you will learn how to use strategies aimed at taking an active part in knowing the internal and external sources of stress. You will realize the importance of taking an active role in creating personal balance and the circumstances you have in business and private life.

*Self-discipline begins with the mastery of your thoughts. If you don't control what you think, you can't control what you do. Simply, self-discipline enables you to think first and act afterward.*  
Napoleon Hill

Program duration: 1 day

### Key advantages:

- Practical use of the principle for effective and successful stress management
- Recognizing the first symptoms of stress and using strategies and techniques that can help you to prevent and overcome stress
- Changing habits and priorities in harmony with personal balance

### Main areas:

- Basic model of stress formation
- Reaction to stressful situations
- Prolonged exposure to stress
- Strategies for stress reduction and prevention
- Key stress factors
- Stress and work performance
- Eliminating stress caused by shortage of time using methods for time management, cooperation and emotional intelligence
- Eliminating work related stress by redesigning work tasks, prioritizing and setting objectives
- Stressful and anti-stressful thinking

### Examples of exercises and additional development tools:

- Using principles and techniques for long-term and short-term time management
- Life-Balance Analysis (LBA) – Individual exercise
- Action Plan

## Leadership for the XXI Century

### Leadership for Results

In today's dynamic surroundings, we need skilled leaders who can initiate organizational changes and inspire employees. In this program, you will find out what skills and knowledge you possess, and what it takes to become an effective leader in the XXI Century. Based on the fact that the leadership qualities are learned and perfected, during this training, you will work on providing solutions for actual leadership challenges and will have the opportunity to use your creativity, experience and the newly acquired knowledge to find the best solutions possible.

*There is only one way to get anybody to do anything. That is by making the other person want to do it.*

Dale Carnegie

Program duration: 2 days

#### Key advantages:

- Observing yourself, your company and the environment from a different perspective
- Improving the leadership skills necessary to improve personal effectiveness
- Building leadership strategies for successful motivation of teams and individuals
- Creating work-life balance
- Inspiring innovations and supporting positive and constructive ideas

#### Main areas:

- The importance of developing leadership skills in modern business
- Leader as a visionary, facilitator, innovator, model and coach
- Self-leadership to successful inspiration of others
- Creating work-life balance
- Building personal and business success through a personal action plan
- Creating interesting and inspiring vision the employees will identify with
- Leadership strategies and personal influence on others
- Creating an atmosphere of trust
- Creating positive energy through synergy of differences
- Enticing understanding and cooperation through advanced methods of communication
- Developing personal and team potentials
- Setting high standards
- Locating areas for skills and knowledge improvement
- Managing positive energy – long-term motivation of employees
- Spirit of innovation – collecting positive and constructive ideas
- Investing in people through coaching, providing a chance for promotion and improvement

**Examples of exercises and additional development tools:**

- Leading Positive Change (LPC) – Personal leadership profile
- Positive Organizational Diagnostics (POD) – practical exercise for determining positive elements of an organizational climate
- Leadership Action Plan



## **Personal Leadership Profile (PLP)**

Using Psychometric tools for self- evaluation and 360° assessment tools, as an advanced level of training we present you the possibility to continue developing leadership skills through instructions in small groups or 1:1 coaching, for key leaders in your company. 360-degree assessment tools offer structural feedback for a leader to use as a basis for their personal development and progress through input gathered from a questionnaire called Leading Positive Change (LPC) filled in by 5 of his/her colleagues.

Program duration: Continuous coaching

## Change Management Excellence

The key competences in managing changes are necessity in today's dynamic business environment, whether it is a situation where a company is implementing a new idea or it is adapting to changes in its surroundings. During this training, you will learn ways to reduce resistance towards change and create a plan that will lead to focus and effectiveness in implementing change program in your company.

*It is not the strongest of the species that survives... nor the most intelligent that survives. It is the one that is the most adaptable to change.*  
Charles Darwin

Program duration: 1 day

### Key advantages:

- Increasing readiness for structural planning and implementation of change program
- Diagnosing main challenges and change process steps
- Reducing resistance towards change, developing support and persistence
- Installing a system for monitoring and evaluating company-wide performance

### Main areas:

- Understanding change in the environment
- Evaluating the need for organizational change
- Planning a change implementation program
- Preparing and presenting a change management program
- Principles for reducing resistance and getting key people to co-operate
- Capacity building change management in your company
- Designing strategy and articulating a vision of a positive future
- Implementation through structural and organizational changes
- Consolidation and implementation of a new system
- Monitoring progress through performance appraisal system

### Examples of exercises and additional development tools:

- Business simulation in which the participants go through practical steps of the change management implementation process
- *7 Steps Change Management Process* – self-diagnostic psychometric questionnaire
- Effective check-lists

## Project Management

### Professional Project Management

Doing business in the new Millennia requires planning, speed and flexibility. Companies are using project management more and more in order to use their resources as efficiently as possible. During this interactive management training, you will learn practical and effective techniques for the whole process of Project Management, from planning and organizing to implementation, with the special emphasis on the importance of correct delegating and communication within the team and outside it.

*It is easy to travel when you know your destination.*  
Chinese proverb

Program duration: 2 days

#### Key advantages:

- Initiating, defining and planning successful projects
- Identifying practical steps in forming a productive team
- Effective project team management
- Monitoring and controlling quality, time, expenses and risks
- Realization and managing unplanned changes during a project
- Concluding a project in a structured and professional manner

#### Main areas:

- Principles of professional Project Management
- Initiating and planning projects
- Project definition as the most important phase in project management
- Project Logistics Matrix
- Operation plan of a project
- Methods and techniques for project planning (WBS, CPM, PERT, Gant...)
- Critical jobs and critical project trajectory
- Key responsibilities of a project manager
- Delegating jobs and responsibilities in a project team
- Estimation of the time needed – part of planning most prone to errors
- Creating a budget
- Optimization and finalization of a project plan
- Project realization and control
- Risk management
- Planning project team meetings
- Controlling costs on a project



- Finalizing a project
- Standards for finalizing a job
- Project evaluation

**Examples of exercises and additional development tools:**

- Business simulation in which the participants go through practical group work and learn key steps in planning and realizing a project
- Action Planning Guide – practical interactive team activity for project planning from the participants' work surrounding

## Human Resources

### Managing Human Resources

This program provides a unique opportunity for HR professionals to implement, revise and refocus the existing activities in their Human Resources Department. Through interactive work and creation of action plans, participants learn to implement the newly learned principles of organizational development which support changes in the environment, contribute to strategic recruitment and retention.

*You're only as good as the people you hire.*  
Ray Kroc, founder of McDonald's Restaurants

Program duration: 2 days

#### Key advantages:

- Understanding key role and critical contribution of the Human Resources Department in a modern company
- Developing ideas on adequate design of a Human Resources Department
- Designing an efficient recruitment and retention system
- Setting an appropriate strategy in the area of development of the employees
- Establishing a framework for successful allocation of the HR priorities and responsibilities in your company
- HR co-ordination of effective performance appraisal and motivating employees through acquiring an appropriate reward system
- Supporting standards of conduct and promoting organization culture which represents the company values

#### Main areas:

- Role of the employees in a modern management
- Key roles and functions of a Human Resources department
- Organizational climate, culture and communication
- Planning and managing Human Resources
- Organizational chart, job classification and job description
- Building a professional system for recruiting, selecting and attracting the best employees
- Creating a salary and benefits system
- Designing an effective system of performance appraisal
- Strategic approach in training and development of the employees
- Career planning and successor planning
- Calculating and implementing stimulations package
- Employee job satisfaction survey
- HR crisis management



**Examples of exercises and additional development tools:**

- Tools and examples of documents for all the key HR functions
- HR Action Planning Model for all the functions in the HR department

## Performance Appraisal and Setting Objectives

In this training program, you will learn the principles for designing an efficient performance appraisal system and the importance of linking the achieved objectives with the performance appraisal. Through numerous interactive exercises and case studies, the participants have an opportunity to plan the implementation of a system that best fits their company's strategy and values.

*Courage is what it takes to stand up and speak;  
courage is also what it takes to sit down and listen.*

Winston Churchill

Program duration: 1 day

### Key advantages:

- Designing an efficient performance appraisal system for your company
- Detailed introduction to the process, roles and responsibilities
- Recognizing a link between the company's strategic objectives, performance appraisal and work responsibilities
- Defining job expectations and company expectations
- Setting measurable objectives on personal level in accordance with strategic objectives
- Reducing errors during performance appraisal

### Main areas:

- The importance of performance appraisal
- Linking performance with business strategy
- Segments and job standards
- Performance appraisal – assessment of: skills, knowledge, abilities and behaviors
- Designing a performance appraisal system
- Categories and scales for performance appraisal
- *Five-Step Model* of setting measurable objectives
- Timeframe and the importance of objectives
- Principles for reducing appraisal errors
- Roles and responsibilities of employees and managers during performance appraisal
- interview

### Examples of exercises and additional development tools:

- *Five-step model* of identification and checks for setting objectives
- Case study and examples of various documents on performance appraisal

## Place and Role of Managers during Performance Appraisal

The important responsibility of every modern manager is to get maximum performance from the people he/she manages with the optimum energy. Communicating effectively, setting priorities and give timely feedback are the core management skills that are especially important during a conversation on performance appraisal.

*If you're sincere, praise is effective. If you're insincere, it's manipulative.*  
Zig Ziglar

Program duration: 1 day

### Key advantages:

- Timely preparations for a performance appraisal interview
- Understanding the structure of the appraisal conversation, personal and professional role
- Promoting two-way communication
- Timely feedback
- Reducing misunderstandings and errors during performance appraisal
- Creating a motivating atmosphere and directing the employees in the right direction
- Preparing information and tracking successfulness during the whole year

### Main areas:

- Linking performance appraisal with the business strategy, organizational and professional objectives
- The role of managers in performance appraisal
- Preparation and planning by managers of performance appraisal interview
- Structural steps of Performance appraisal conversation
- Preparing physical office surrounding and non-verbal communication
- Skills and techniques for resolving potential communication challenges
- Supportive communication principles
- Principles for reducing potential performance appraisal errors
- Success strategies

### Examples of exercises and additional development tools:

- Structural exercise *Critical Incident Method*
- Professional training clips for managers with solutions and real life principles for resolving potential communication challenges during a performance appraisal interview
- Action plans

## Place and Role of Employees during Performance Appraisal

For a successful performance appraisal, both the manager and the employee must be prepared and they need to have mutual respect for the other one's standpoints and opinions. By taking a proactive role in this process, the employees learn how to take responsibility for their results; they recognize their strengths and weaknesses they have to work on, plan future development and achievements.

*Remember, what you get by reaching your goals aren't nearly as important as what you become by reaching them!*

Zig Ziglar

Program duration: 1 day

### Key advantages:

- Developing a feeling of a common objective for employees and managers
- Two-way communication in clarifying the main job responsibilities
- Taking active role and responsibility for personal results and planning future achievements
- Increasing the feeling of trust in managers
- Discovering potential challenges that have negative influence on productivity
- The possibility of talking about the future perspective

### Main areas:

- Linking performance appraisal with the business strategy, organizational and professional goals
- The role of an employee in performance appraisal interview
- Performance appraisal – assessment of: skills, knowledge, abilities and behaviors
- *Critical Incident Method*
- Categories and scales for performance appraisal
- Time-frame and the importance of objectives
- Quantitative and qualitative objectives
- The importance of preparation and realistic appraisal of personal capabilities
- Proactive approach and taking personal responsibility
- Success strategies

### Examples of exercises and additional development tools:

- Structural exercise *Critical Incident Method*
- Professional training clips for employees with solutions and real life principles for preparation and taking active role during a conversation on performance appraisal

## Behavioral Interview Techniques

Behavioral interview is the right choice for all the companies that wish to be more fair, objective, predictable and consistent in the way they assess their candidates. During the training, the participants will learn practical techniques that will enable them to assess whether the candidate possesses the competences necessary for success at work.

*There is nothing as useless as doing efficiently that which should not be done at all.  
Peter Drucker*

Program duration: 1 day

### Key advantages:

- Learning the behavioral interview techniques
- Understanding competences and the appropriate questions
- Using techniques of critical and hypothetical incident
- Introduction to the interview steps and the characteristics of each phase
- Defining the appropriate grade scale and its meaning
- Preparation of interviewer for reduced errors
- HR Action plan

### Main areas:

- Interview as a selection method
- Job analysis
- Traditional vs behavioral interview
- Advantages of the behavioral interview
- Competences and competence levels
- Critical Incident Techniques
- Hypothetical Incident Techniques
- Behavioral questions
- Recommended form of questions and questions to avoid
- Preparations for a behavioral interview
- Acceptability and grading the answers
- The potential interviewer's mistakes
- Report form
- The necessary documents

### Examples of exercises and additional development tools:

- Action mini test – Disclosing discriminatory questions
- Composing a list of behavioral questions
- Simulation of a behavioral interview
- Examples of documents for an individual and collective report

## Training of Trainers

Presentation skills and public performance are highly ranked with many people on the list of their fears. This training will help you to become self-confident in public presentations and training delivery because, thanks to systematic formulation and design of this seminar, you will be prepared for each phase of delivering training. During the practical part of the training, you will have the opportunity to apply the newly learned skills and knowledge in your own presentation and they will show you the way in the world of professional training job.

*Information is given to others, communication reaches others.  
Sydney J. Harris*

Program duration: 3 days

### Key advantages:

- Systematic design of the training
- Find out your personal learning style and recognize the need to adjust the training to various styles of learning
- Understanding criteria for selecting various interactive methods of training
- The importance of using various audio-visual aids in a training
- Learning about various methods of training, their use and the right choices
- Learning about various types of potential problematic behavior of participants and coping with each of them
- Understanding the importance of the right and timely feedback
- Learning the techniques of asking questions during a training
- Improving personal presentation skills and training design of sessions in a safe environment
- Personal insight into potentials for a training job

### Main areas:

- Characteristics of a successful trainer
- Systematic formulation of a seminar
- Training design
- Seminar stages
- Adult learning principles
- Memorizing and forgetting
- Criteria for choosing the training methods
- The strengths and weaknesses of various training methods
- Visual aids
- Principles of co-training
- Improving the presentation skills
- Various types of problematic participant's behavior
- Principles of giving and receiving feedback
- Technique for asking questions





- Non-verbal communication observation skills
- Practical advices for relaxation before start of a training
- Practical training exercises

**Examples of exercises and additional development tools:**

- Setting training objectives - practical exercises
- The Learning Style Inventory (LSI) – Personal Learning Style questionnaire
- Examples of documents and exercises on seminar design
- Recording presentations with video camera, showing it and giving feedback
- Numerous games, ice-breakers and practical advice for future trainers