

Activity Based Training

Learning through enjoyable and challenging activities



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WORKSHOP PRESENTER



Kushan Dharmawardena

*Managing Director, Training Link International (Pvt) Ltd.,
MBA (Sri J), MABP (Uni SA), Dip.Ed. (NTU), MHCIMA (UK)*

Kushan holds a masters degree in Business Administration (MBA) from the Postgraduate Institute of Management (P.I.M.), Master of Advanced Business Practice (MABP) from the University of South Australia, Diploma in Education (Dip.Ed.) from the Northern Territory University in Darwin, Australia and Membership of Hotel and Catering and International Management Association (HCIMA) of United Kingdom. He has completed the course work and submitted his research for a Doctorate in Business Administration (DBA).

Kushan brings with him over 25 years of work experience in Sri Lanka, Papua New Guinea, Malaysia, Thailand, Maldives, Dubai, Bangladesh, India, England and Australia in a variety of fields, including Training and Education, Sales & Marketing, Hotel and Catering Management, Leasing, Stock Broking, Merchant Banking and Management Consultancy. In addition to holding public workshops, Kushan has conducted training programs for over 175 reputed organizations including World Bank, Asian Development Bank and UNICEF. He has organized management workshops in Sri Lanka and overseas involving highly reputed International Trainers.

Kushan is currently based in Australia and continues to coordinate and present international training programs while working for two reputed institutes in Australia. While in Sri Lanka he held Senior Management Positions at Mount Lavinia Hotel, Merchant Bank, Lanka Securities and later developed his Training organisation 'Training Link International' (Pvt) Ltd. His experience in many countries, cultures and industries has given him the ability to relate to the audience with confidence and he excels in motivating them to apply their learning in real life. His current programs are concluded by the learners' drawing up an action plan that can be methodically implemented. He won an 'achievers award' from the Postgraduate Institute of Management Professional Association in 2003 / 2004 and he was a finalist at the 'Toastmasters Club 'All Island Best Speakers' Contest in 1994. Kushan is a Member of the Sri Lanka Institute of Training and Development (SLITAD).

Kushan's workshops are based on the concept of "Experiential Learning" which involves participants in challenging and enjoyable activities. Thereby enabling the participants to easily understand and remember the concepts and be motivated to implement them in real life.

One Day Professional Development Workshop on

ENHANCING LEADERSHIP SKILLS

Importance of the Workshop

A leader can largely influence the direction of success or failure of an organization / department. All managers should ideally develop leadership qualities, as leading is considered to be one of the fundamental aspects of management.

A successful leader in a highly competitive environment should gain the ability to lead his / her organization in a proactive manner and influence change with confidence in order to be ahead of competition.

Objective

Participants will be exposed to several key issues which are important for a leader to self-motivate and influence followers to achieve organizational objectives in an effective and efficient manner, and increase personal power and support.

Key Areas Covered

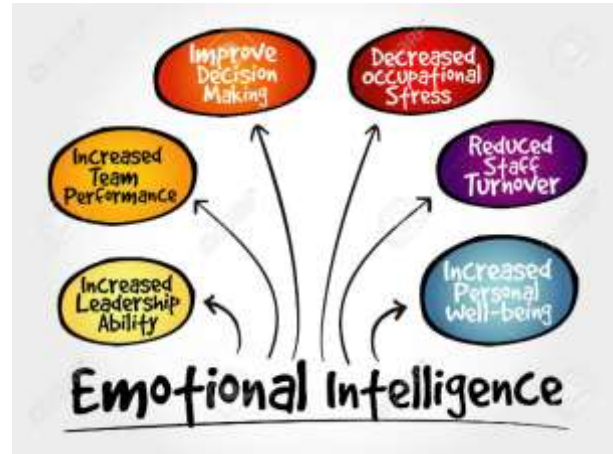
1. Relationship between a Manager and a Leader
2. Practical Application of Leadership Theories
3. Leadership Styles
4. Situational Leadership
5. Team Leadership / Coordination Skills
6. Sources of Leader Power
7. Qualities for Personal and Organisational Success
8. Being Open Minded and Communicating with Confidence
9. Motivating your Staff
10. Self-Motivational Techniques



DEVELOP AND USE EMOTIONAL INTELLIGENCE

Importance of the Workshop

Emotional Intelligence (EI) may be the single most important leadership trait determining work and managerial performance. As Daniel Goleman, possibly the most well known EI theorist, put it, 'effective leaders are alike in one crucial way: they all have a high degree of emotional intelligence'. EI will have a significant influence on organisational and personal effectiveness.



Objective

Participants will be exposed to key concepts of emotional intelligence. They will learn how to understand their own emotions, understand the emotions of others and decide how to act accordingly in specific situations in order to enhance their chances of achieving organisational and personal objectives.

Key Areas Covered

1. Emotional Intelligence – An overview
2. What is Emotional Intelligence
3. Models of Emotional Intelligence
4. Myers Briggs Personality Types and Test
5. Personal SWOT Analysis and 360 Degree Evaluation
6. Applying Emotional Intelligence
7. Identifying Emotional Strengths and Impact on Others
8. Identifying your Personal Stressors and Control Your Responses
9. Stress Reduction
10. Emotional Triggers
11. Identify and Use Cultural Expressions of Emotions
12. Make Emotionally Intelligent Decisions
13. Stake holder Identification and Communication Strategies of Emotionally Intelligent People
14. Giving Emotionally Intelligent Feedback
15. Coaching with Emotional Intelligence – GROW Model

FACILITATE CONTINUOUS IMPROVEMENT

Importance of the Workshop

In today's rapidly changing environment it has become essential for organisations and individuals to continuously improve. This has to be done methodically by using established tools and methodologies as opposed to leaving it chance. If you don't continuously improve, in real affect it will lead to decline as others will overtake you in this competitive environment.

Objective

Participants will be exposed to key concepts of continuous improvement. They will lean the most effective tools which can be practically applied. At the end of the session they will be able to develop a 8 step continuous improvement plan which can be applied to any organisation.

Key Areas Covered

1. What is Continuous Improvement
2. Continuous Improvement Methodologies
3. Total Quality Management
4. Lean Manufacturing
5. Deming's PDCA Cycle
6. Bench Marking
7. Key performance Indicators
8. Process mapping
9. Brainstorming
10. Cause and Effect Diagram
11. Force Field Analysis
12. 5 Whys
13. Managing Effective Change
14. Eight Step Continuous Improvement Model



Two-Day Professional Development Program on

BUILDING HIGH PERFORMANCE TEAMS

Objective

This interactive and challenging workshop which involves both indoor and outdoor activities will enable the participants to enhance their knowledge and skills in four vital areas for personal and organisational success:

- a) Building High Performance Teams
- b) Positive Human Relations
- c) Developing a Positive Attitude
- d) Creative Problem Solving

Program Outline

DAY 1

9:00 am - 9:15 am	Welcome / Introduction
9:15 am - 10:30 am	Outdoor Team Activity (Optimisation)
10:30 am - 10:45 am	Morning Tea with Snacks
10:45 am - 1:00 pm	Developing A Positive Attitude Ten Success Qualities The Team Management Wheel – A Systematic Approach Becoming A High Performance Team Outdoor / Indoor Activity (Escape from Crocodiles)
1:00 pm - 2:00 pm	Lunch
2:00 pm - 3:45 pm	Team Profile – Self Analysis to workout out preferred roles Becoming A High Performance Team Outdoor/Indoor Activity (Key Punch)
3:30 am - 3:45 pm	Afternoon Tea with Snacks
3:45 am - 5:00 pm	Strategic Pacing – to enhance relationships Linking Skills – Useful Skills to Become An Effective Team Leader / Co-coordinator

DAY 2

9:00 am - 10:30 am	Review of Day 1 Team Building / Creative Problem Solving Outdoor Activity (Mission ball)
10:30 am - 10:45 am	Morning Tea with Snacks
10:45 am - 1:00 pm	Techniques for Positive Human Relations Rapport Building, 'AAI' Techniques, Outdoor Activity (Pacing)
1:00 pm - 2:00 pm	Lunch
2:00 pm - 3:00 pm	The Value of Co-operation with Other Teams Concept
3:00 am - 3:50 pm	Action Planning / Presentations Review of the program Award of Certificates / Course Evaluation
3:50 am - 4:00 pm	Closing Address
4:00 pm	Afternoon Tea with Snacks / End of Workshop

Note: Participants are kindly requested to be dressed in comfortable clothing, sports shoes and a cap / hat in order to participate enthusiastically in outdoor activities.



BUILDING HIGH PERFORMANCE TEAMS

Importance of the Workshop

In today's rapidly changing and increasingly competitive business environment, 'Building High Performance Teams' can make a significant contribution for an organisation to truly excel in the future. Team Building should be carried out as a systematic process, avoiding delay and personality clashes. If teamwork is carried out in a systematic manner it will be possible to draw upon the strengths of team members and encourage creativity and change. A clear understanding of the topics covered in this workshop could make a significant contribution towards personal and organisational success.

Objective

- a) To explore the power of working as a team and understand key concepts which can be extremely useful for building 'High Performance Teams'.
- b) To understand the value of employees developing a positive attitude for both personal and organisational benefit, and to explore effective methods of attitude development.
- c) To understand the value of positive human relations and to explore proven techniques of building positive relationships with both internal and external customers.
- d) To have a stimulating learning experience and have fun in the process.

Key Topics

1. Developing a Positive Attitude.
2. Importance of Teams and Human Resources
3. Positive Human Relations
4. The Team Management Process
5. Work Functions of High Performing Teams
6. Team Profile - Your Approach to Work
7. Summary of Team Roles
8. Team Leadership / Coordination Skills
9. Outdoor and Indoor Team Building and Creative Problem Solving Activities
10. Implementing key learning outcomes from this workshop.



Two Day Professional Development Program on

ENHANCING YOUR TRAINING SKILLS (TRAIN THE TRAINER)

Importance of the Workshop

In all our businesses we have a number of valuable assets. We expect to get a reasonable return of investment from physical assets such as premises and equipment. As a result organisations spend money and time improving them. In this scenario most organisations neglect our most valuable resource – people. Although people are described as an organisation's most valuable resource, they are rarely seen in terms of investment and return. One of the most effective ways of investing in people is to train them in order to improve their performance. This can be effectively done by an ongoing process only if the managers and supervisors have acquired adequate training skills in addition to the technical competencies.

Objective

This interactive and challenging program will help the participants to appreciate the value of training and develop a clear understanding of a systematic approach to training. Through methods of 'experiential learning', participants will be able to build self-confidence and demonstrate what they have learnt during the program, and they will be encouraged to make a positive contribution towards training activities at their work place.

Key Areas Covered

1. Importance of Training
2. Systematic Training
3. Training Needs Analysis
4. Writing Training
5. Developing a Positive Attitude
6. Developing Self Confidence
7. Human Relations
8. Effective Communication
9. Speaking to Groups
10. Task Breakdown
11. Four Step Methods of Training Objectives
12. Preparing a Training Plan
13. Preparing Training Manuals
14. Training Games
15. Monitoring and Evaluating Train
16. Presentation Skills



One-Day Professional Development Program on

CREATIVITY AND INNOVATION IN BUSINESS

Importance of the Workshop

There is a school of thought that creativity and innovation are probably the most important traits of a successful manager in the modern business environment. If an organisation has many people who can think of new ideas and solve problems in a creative manner, it'll be in a position to stay ahead of the competition and be successful.

In a rapidly changing environment you cannot stand still: either you move forward or go backward. Creativity and innovation will help you to move forward as an individual and make a positive contribution for your company to succeed in business.

Objective

Participants will be able to identify the key issues relating to creativity and innovation. They will do a self-evaluation questionnaire to assess their creativity quotient. They will identify the importance of being creative and innovative for their personal growth as well as organisational success. Participants will realise the key barriers to creativity and learn practical ways of overcoming these barriers. They will learn idea generation techniques and creative problem solving techniques that can be easily practiced to enhance performance. Participants will also be exposed to ways of selling creative ideas, managing creativity and building a creative climate at work.

Key Areas Covered

1. Understanding creativity and innovation
2. How high is your creativity quotient?
3. Benefits of enhancing your creativity
4. Blocks and blockbusters to creativity
5. Idea killers and idea growers
6. Split brain theory
7. Brainstorming and other techniques to generate ideas
8. Mind Mapping
9. Cause and Effect Diagram
10. Managing for creativity
11. Building a climate for creativity
12. Selling your creative ideas
13. Mind Openers: Activities and Exercises to enhance your creativity



One Day Professional Development Program on

TEN STEPS TO ACHIEVING PROFESSIONAL AND PERSONAL SUCCESS

Importance of the Workshop

In order to become truly successful in the modern world one has to be competent in many other areas in addition to being technically competent. This one day program will focus on 10 key areas that will encourage participants to maximize their potential to achieve personal and professional success.

Objective

Participants will do a series of self-evaluation exercises on key areas in order to identify areas for improvement and they will be encouraged to apply the techniques in real life situations at work and out of work.

Key Topics

1. Be Self-Motivated
2. Develop a Positive Attitude
3. Practice Personal Success Qualities
4. Be Open Minded
5. Look for Continuous Improvement
6. Develop Self Confidence
7. Practice Positive Human Relations
8. Set Clear Goals and Manage Time Effectively
9. Control Stress and Manage your Workload
10. Face Change with Confidence



One-Day Professional Development Program on

DEVELOPING INTERPERSONAL SKILLS FOR PERSONAL AND ORGANISATIONAL SUCCESS

Importance of the Workshop

In the modern competitive business environment one has to be competent in a variety of other areas in addition to being competent in technical aspects of the job. One of the most important areas to focus upon is developing interpersonal skills. The way we relate to our customers, superiors, colleagues, subordinates and personal contacts will bring positive results at work and out of work.

Objective

This interactive and stimulating workshop will enable the participants to develop their interpersonal skills in key areas that will contribute towards their personal progress and enable them to make a greater contribution towards the success of the organization.

Key Areas Covered

1. Importance of interpersonal skills for personal and business progress
2. Personal qualities for interpersonal effectiveness
3. Being open minded and communicating with confidence
4. Positive human relations
5. Rapport building and pacing
6. Giving positive strokes
7. Understanding self
8. Understanding others
9. Enjoyable and challenging activities focusing on open communication, developing relationships, trust building and teamwork.



One Day Personal Development Program on

CREATIVE PROBLEM SOLVING AND EFFECTIVE DECISION MAKING FOR CONTINUOUS IMPROVEMENT

Importance of the Workshop

However methodically one may be progressing in life we all face problems. The idea should be not to find a place where problems do not exist but to solve problems as soon as possible and come out with an effective solution. In order to do this in addition making use of knowledge and experience one has to think creatively. Whether it is in finding solutions for problems or continuous improvement, we all face situations where we have to make decisions. Decision Making which can be simply defined as 'choosing among alternatives' has become a crucial skill that should not be left to chance. We all have to make decisions in many role such as leaders, managers, executives, family members, friends, citizens. Those who make better decisions have an advantage of making a positive contribution towards organizational success and achieving personal fulfillment.

Objective

This program will enable participants to clearly understand key aspects of creative problem solving and effective decision making including useful techniques on how to generate ideas, make better decisions and proven ideas to ensure that the decisions are implemented effectively. Participants will experience making individual and joint decisions within the workshop and they will be encouraged to apply the ideas in real life situations for personal and organizational benefit.

Key Topics

1. Three Steps to Creative Problem Solving and Finding Better Solutions
2. Need and Value Based Decision Making
3. Left Brain and Right Brain Functions of Decision Making
4. Rational and non-Rational Decision Making
5. Brain Storming
6. Ishikawa Diagram
7. Pareto Analysis
8. Mind Mapping
9. Nominal Group technique
10. Delphi Technique
11. Electronic Meetings
12. Pros, Cons and Unknown Analysis
13. Decision Making Process
14. Decision Making Grid
15. Considering Opinions of Others
16. Programmed and Non Programmed Decisions
17. Advantages and Disadvantage of Group Decision Making
18. Selling Decisions: Getting Commitment from Others
19. Effectively Implementing Decisions



QUALITY CUSTOMER SERVICE

Importance of the Workshop

Customer Satisfaction is the main factor which determines the success or failure of a business in the long run. This is largely dependent on the quality of customer service an organisation provides. There are two dimensions which make up quality customer service. The procedural dimension and the personal dimension. The procedural side of service consists of systems and procedures to deliver products and services. Employees can make a worthwhile contribution to this side by influencing the decision making process. The personal side of service is how personnel in organisations (using their attitudes, behaviours and verbal skills) interact with the customers. Each employee can make a direct impact on this side and significantly contribute towards quality customer service.

Objective

Participants will be able to identify the key issues relating to quality customer service. They will do a self-evaluation to determine their customer service potential and identify their areas of strengths and weaknesses. Encouragement will be given to take positive action towards enhancing customer service potential of the employees in their workplace and make a worthwhile contribution to the success of the organisation. In addition to discussing the factors which individuals have a direct impact, the organisational factors which largely contribute towards customer service will be discussed in details. The capacity of each individual to influence these factors positively will be looked at.

Key Areas Covered

1. Understanding the dimensions of quality customer service
2. Importance of quality customer service
3. Your customer relations potential
4. Customer service transaction model
5. Key expectations of customers
6. Main reasons for losing customers
7. Levels of customer service standards
8. Service skills inventory
9. Dealing with difficult customers
10. Success qualities to maintain a positive attitude
11. Effective communication with customers
12. Enjoyable and challenging activities



One Day Training Program on

HOW TO MAXIMISE YOUR SALES POTENTIAL

Importance of the Workshop

Selling should be fun and exciting. You should think of it as a game and enjoy the process in much the same way you do with a favourite sport or past time. But selling is also a profession. Like a sport, it is possible to learn principles and methods, and then practice useful sales techniques until you become proficient. The best way to become successful in selling is to enjoy it fully and learn all you can about the process. It is the combination of a positive attitude and the skills you acquire that will help you to become a more productive sales person.

Objective

Participants will be exposed to key issues relating to professional selling. They will do a self-evaluation to determine their sales potential and identify their areas of strengths and weaknesses. Encouragement will be given to develop a positive attitude that is necessary to improve their skills while enjoying the sales profession and make a worthwhile contribution towards the success of the organisation.

Key Areas Covered

1. Characteristics of Successful Salespeople
2. Identifying Your Current Attitude Towards Selling
3. Identifying Your Sales Potential
4. Developing A Positive Attitude
5. Selling As A Game
6. How To Qualify Your Prospects
7. How To Handle Sales Meetings
8. How To Respond Positively To Objections
9. A Professional Process For Closing A Sale
10. Communicating Your Best Image
11. Building Positive Relationships
12. Useful Stress Relieving Techniques
13. Handling Difficult Customers
14. Effective Use of The Telephone
15. Ten Unforgivable Sales Mistakes
16. Ten Qualities For Success



One Day Personal Development Program on

ATTITUDE DEVELOPMENT

Theme

Twelve Steps to Self Improvement

Synopsis

When times get tough it is easy for a person to lose his or her enthusiasm and turn negative. Such down periods are accelerated when organisations are forced by external conditions such as domestic and international competitions and/or a recession to tighten their belts. During these times the survivors will be the organisations who value their employees to be more productive by giving encouragement towards their personal and professional growth.

Objective

This interactive and challenging program will help the participants to appreciate the value of twelve important categories for personal growth and take action which contribute towards self - improvement and make a positive contribution towards both personal and business success.

It has been found that weakness or neglect in one key area can hinder your progress as it can have a negative influence on the other eleven areas. All twelve categories are independent, which means that one weak area can 'pull down' ones effectiveness in other areas. During this one-day workshop the participants will be guided towards clearly understanding the twelve areas and making their own self-improvement inventory (profile) based on the twelve steps. Key ideas on maximising their potential by making a commitment to improve the weak areas will be discussed.

Key Areas (12 Steps) To Self Improvement

1. Self Esteem
2. Level of Wellness
3. Communication
4. Quality of Relationship
5. Sense of Humour
6. Attitude
7. Assertiveness
8. Level of Job Skills
9. Quality of Performance
10. Self-Management
11. Creativity
12. Initiative and Commitment



One Day Training Program on

TIME MANAGEMENT AND GOAL SETTING

Workshop Outline

Goal Setting and Time Management are two fundamental skills to be acquired by those who would like to be successful at business and their personal life. Primarily there is a need to define what success means to you personally and success factors in relation to an organisation. The objective should be to harmonise your personal goals with your values that could lead towards the path of success and set your business goals that contribute towards organisational growth and success.

In goal setting for different time horizons and managing ones daily affairs, time management plays a vital role. If you value your life you would value time. Therefore, managing time effectively plays an important role in achieving one's goals in both business and personal life.

Objectives

This interactive seminar will encourage you to evaluate how successful you have been so far, and set realistic and challenging personal and organisational goals. This can be a blue print for planning to maximising your potential and becoming truly successful.

Key Areas Covered

1. Importance of Systematic Goal Setting
2. Benefits of Time Management
3. Harmonising Goals and Values
4. A Systematic Goal Plan
5. Developing a Positive Attitude towards Effective Time Management
6. Defining Success and Qualities for Success
7. Tips for Managing Stress
8. The Concept of Quality Time
9. Time Management Matrix for Prioritising
10. Guidelines for Overall Time Planning
11. Checklist for Conducting a Successful Meeting
12. Twenty One Rules for Effective Management of Time
13. The Twenty Biggest Time Wasters
14. Making Your Commitment to Time Management Public



FACING CHANGE WITH CONFIDENCE

Importance of the Workshop

The rate and nature of change is dramatically different now from twenty or even ten years ago. The managers and supervisors who understand the nature of complex change on organisations and themselves will be able to face change with confidence. Those who face change with confidence will be able to convert change into opportunity. Thereby becoming a more valuable employee and a positive person. Those who are unable to face change with confidence will become less valuable employees and may find it difficult to hold on to their positions.

Objective

This interactive and challenging program will help the participants to appreciate the need to change and the value of 'facing change with confidence'. They will be encouraged to take action, which contribute toward both personal and business success.

Key Areas Covered

1. What is change?
2. Nature of change in the present environment
3. Financial impact of poorly managed change
4. Managers / Supervisors role in change
5. Developing a positive attitude towards facing change
6. Understanding the emotions involved in the transition process in change
7. Key resistance to change
8. Techniques for reducing resistance to change
9. The importance of effectively communicating the issues involved in change
10. Building confidence to face change



One Day Program on

EFFECTIVE COMMUNICATION

Importance of the Workshop

Effective communication is critical to all of us both at work and out of work. Interpersonal communication is not confined to a single aspect of our lives. We communicate every time we interact with others. How effectively we communicate will largely contribute towards our success in our careers and our personal lives.

Objective

Participants will be exposed to basic techniques of effective communication in the areas of verbal, vocal and visual communications. Proven techniques for effectively communicating with individuals, speaking to groups and speaking over the telephone will be introduced and encouragement will be given to make a commitment to improve by carrying out self-analysis of areas for improvement and preparing personal goal worksheet.

Key Areas Covered

1. The art of communication
2. The importance of effective communication
3. Key modes of communication
4. Importance of your attitude towards communicating effectively
5. Telephone Techniques-guidelines for real impact
6. Speaking to individuals-rapport building and pacing
7. Speaking to groups-27 useful tips
8. Nine behavioural skills to improve communication
9. Developing positive relationships
10. Stress relieving techniques-which can be easily practices
11. Confidence Building Activities



EFFECTIVE TELEPHONE TECHNIQUES

Importance of the Workshop

The telephone is the first significant contact many customers have with a company. Therefore, it's an important image builder and a powerful source of orders, enquiries and activity. It pays to ensure that staffs responsible for handling the telephones are not only skilful in their job but also enjoy it. Good first impressions can certainly bring in good results for your organisation.

Objective

Participants will be exposed to several key issues relating to enhancing telephone skills. They will do self-evaluation exercises to determine their telephone stress level and they will be encouraged to prepare a plan to improve their skills and implement it methodically.

Key Areas Covered

1. The importance of handling the telephone in a professional manner.
2. Key steps in handling the telephone.
3. Essential steps to follow when taking messages.
4. Assessing your telephone stress level.
5. Developing a positive attitude.
6. Telephone etiquette.
7. Improving your listening skills.
8. Improving the tone of your voice for better results.
9. Using fast and friendly words.
10. Strategies for reaching your target.
11. Screening calls.
12. Call back strategies.
13. Handling difficult callers.
14. Using a telephone journal.
15. Preparing a plan to improve telephone skills
16. Building confidence – discussion and role play



One Day Personal Development Program On

PERSONAL FULFILLMENT

‘FINDING YOUR PURPOSE OF LIFE: A GUIDE TO PERSONAL FULFILMENT’

Importance of the Workshop

Every once in a while you meet people whose work is inspired. They generate enthusiasm. They appear to care genuinely about what they are doing, the people with whom they work, and the people they serve. They express a joy that seem to come from within; it's not forced or superficial. You sense their genuineness and authenticity. When you meet such people you realize that their work is consistent with their purpose. They know why they are here, and they know the difference they want to make. This clarity and focus on their purpose make them stand out from most people you meet. If you want to enhance job satisfaction, maximize your potential and truly enjoy life, finding your purpose could be the best thing you would ever do in your entire life.

Objective

This program will enable the participants to adopt a systematic approach to achieving personal fulfillment by:

- a) Find out their purpose of life and planning to maximize their potential.
- b) Enhancing job satisfaction
- c) Growing towards self-actualization.
- d) Clarifying and selecting your most important values
- e) Identifying and overcoming barriers
- f) Building positive relationships.

Based On the Work of Barbra J.Braham

Barbra J.Braham, is a highly reputed speaker, facilitator, author and a consultant. Her clientele include many fortune 500 companies. She was the Associate Director of a multi-million dollar mental health center in USA. She facilitates corporate planning retreats as well as monthly retreats for people who want to find their purpose. She is the author of four books and two audiocassette programs. She serves as the President of the Ohio Speakers Forum, an active chapter of the National Speakers Association of USA.



One Day Training Program on

EMPLOYEE MOTIVATION AND JOB SATISFACTION

Importance of the Workshop

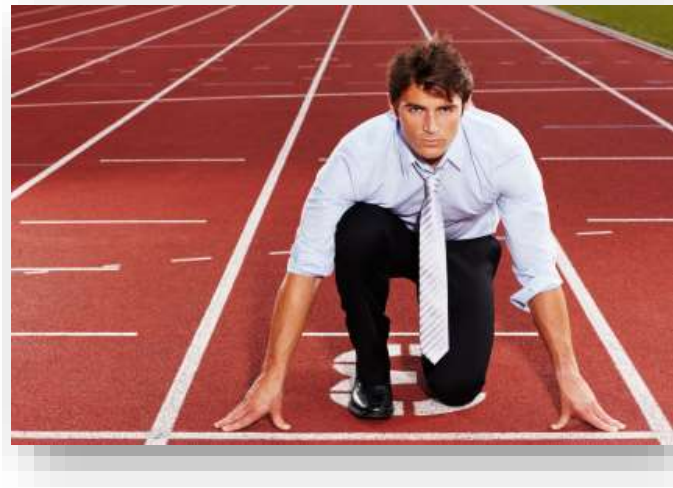
High Job Satisfaction can be considered as the hallmark of a successful organisation and it is the result of effective behaviour management. Some indications of high job satisfaction are better team work, high productivity, low staff turnover, high staff morale and low absenteeism all of which can contribute to positive results of an organisation. Motivation is the driving force activating the performance of an employee which may or may not be directly related to the level of job satisfaction of an employee. Managers and Supervisors who are capable of motivating their staff while increasing the level of job satisfaction will be able to make a significant contribution towards the success of an organisation.

Objective

Participants will be able to identify the key issues relating to job satisfaction and motivation. They will be able to identify important factors and take positive action relating to job satisfaction and motivation of the employees in their workplace and make a worthwhile contribution to the success of the organisation.

Key Areas Covered

1. Understanding the Importance of Motivation.
2. Motivational Factors Affecting Different People
3. Effective Techniques to Motivate Your Staff
4. Effective Techniques to Motivate Yourself
5. Relationship between Job Satisfaction and Motivation
6. Measuring Job Satisfaction
7. Qualities for Success
8. Factors Contributing to Job Satisfaction
9. Human Relations and Job Satisfaction
10. Value of Job Satisfaction



Two Day Professional Development Program on

ENHANCING MANAGEMENT SKILLS

Objective

To enhance the management skills of practicing managers and / or executives who will be promoted as managers in the near future. Thereby encourage them to maximise their potential and make a greater contribution towards organisational growth and success.

Target Audience

Managers, assistant managers and executives who will be promoted to management positions in the near future

Key Topics Covered

Day 1

- The Role of A Manager
- Overview of Key Management Functions (e.g. Planning, Organising, Delegating, Leading, Controlling, Achieving)
- Functional Responsibilities at Different Levels of Management
- Importance of Developing A Positive Attitude
- Developing Personal Success Qualities
- Becoming Open Minded and Building Confidence to Face Change
- Adopting A Systematic Approach to Problem Solving
- Becoming A Valuable Team Member
- Becoming An Effective Team Coordinator

Day 2

- Motivating Your Staff
- Self-Motivational Techniques
- Managing Time Effectively
- Setting and Achieving Departmental, Organisational and Personal Goals.
- Enhancing Your Leadership Skills
- Improving Your Communication Skills (Interpersonal / Group)
- Building Confidence In Addressing An Audience
- Stress Management Techniques
- Enhancing Your Human / Public Relations Skills



Two Day Training Program on

SUPERVISORY SKILLS DEVELOPMENT

Importance of the Workshop

Supervisors or line managers play a vital role in the success of any organisation. In order to perform their roles effectively in addition to being technically competent there are many other skills which has to be mastered by a supervisor in order to perform better at his job, contribute positively towards the organisation and enhance his personal and career progress.

Objective

This interactive and challenging workshop will help the participants to focus on key elements which are vital to becoming a more effective supervisor. Participants will do a self-inventory of their supervisory skills, they will be exposed to various actions which can be taken to improve different skills and they will be encouraged to prepare a plan and make a commitment to become better supervisors.

Target Audience

Supervisory level staff and staff who have the potential to become supervisors

Key Areas Covered

1. The Role of the Supervisor
2. Importance of Human Relations
3. Effective Communication
4. Motivating Your Staff
5. Leadership and Team Building
6. Managing Stress
7. Developing a Positive Attitude
8. Developing Self Confidence
9. Ten Qualities for Success
10. Self-Motivational Techniques
11. Effective Time Management
12. Creative Problem Solving



One-Day Workshop on

DEVELOPING PUBLIC SPEAKING AND PRESENTATION SKILLS

Theme

Developing Public Speaking and Presentation Skills

Number of Participants

Maximum of 15 participants to carryout practical sessions effectively

Main Topics

- a) Building Self Confidence to make presentations.
- b) Fundamental aspects of effective communication.
- c) Planning and preparation to make an effective presentation.
- d) Making an effective presentation.
- e) Feedback on presentations.
- f) Making a commitment to improve.

Objective

This interactive and stimulating workshop will enable the participants to develop their public speaking and presentation skills by understanding the important aspects of making a presentation, practicing and getting first hand feedback on performance.

Equipment Required

Multimedia Projector, White Board, Video Camera, 2 Video Players & Televisions and a suitable person to operate the camera

Program Outline

8:45am - 10:15am	Welcome / Introduction Building self-confidence to make a presentation. Fundamental aspects of effective communication.
10:15am - 10:30am	Morning Tea with Snacks
10:30am - 12:30pm	Preparation for making an effective presentation Making presentations - video recording Playback - evaluation - feedback
12:30pm - 1:30pm	Lunch
1:30pm - 3:00pm	Making presentations - video recording Playback - evaluation - feedback
3:00am - 3:20pm	Afternoon Tea with Snacks
3:20am - 4:45pm	Making presentations - video recording Playback of recording - evaluation - feedback
4:45pm - 5:00pm	Closing Session



GENERAL INFORMATION

Location to Conduct Workshops	Suitable in-house or external location to suit your needs. We could coordinate arrangements of external locations.
Dates	You are welcome to decide on dates to suit your operations.
Number of Participants	Limiting the numbers to 30 is recommended if we are to conduct the programs in a highly interactive manner and maximise the learning outcome.
Professional Charges	In 2018 professional fees will be Rs.120,000 plus GST per day and a 10% discount will be given to organizations committing for 3 or more days of training during the year.
Language	Programs could be conducted in English, Sinhalese or bi-lingual
Charges For Multimedia Projector	Rs.5000 per day (to enhance the quality of the presentation and have a positive impact multimedia presentation is highly recommended) or you can provide a multimedia projector.
Travelling & Accommodation	For outstation locations travelling and accommodation to be provided by the client.
Course Material	We could provide a course booklet with a laminated cover at Rs.250 per copy and a certificate at Rs. 200 for each participant. Alternately, the master copy of the course material can be given one week in advance, free of charge for you to get adequate number of copies prepared and you may get certificates printed (if you think it's necessary to give a certificate).

NEXT STEP

If you are interested in our programs, it'll be good to agree on mutually convenient dates well in advance and tailor make the course material to suit your specific needs.

We look forward to making a positive contribution towards your training efforts and the success of your organisation.

With Best Wishes,
yours faithfully



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