



12 Week

Professional Development Program for  
Your Managers / Supervisors  
In Order To Maximise  
Their Potential

**TRAINING LINK**  
INTERNATIONAL (PVT) LTD



46A/CR1, Fingate Apartment, Old Kesbawa Road,  
Raththanapitiya, Borelasgamuwa, Sri Lanka  
Mobile: (94) 777 775331,  
E.Mail: kushandharma@gmail.com

## LIST OF ORGANISATIONS FOR WHICH WE HAVE CONDUCTED COMPANY SPECIFIC TRAINING PROGRAMS

Aitken Spence  
Akura Employment Agency  
Allson Klana Resort- MALAYSIA  
Alpha Industries  
Amana Takaful  
ANZ Bank  
Apollo Hospitals  
Arpico Finance  
Asia Capital  
Asian Development Bank  
Asiri Hospital  
Association of Professional Secretaries  
Australian College of Business and Technology  
Balangoda Plantations  
Bank of Ceylon  
Bours & Company  
Berjaya Mount Royal Hotel  
Bodyline  
Bogawantalawa Plantations  
Brown and Company  
Care International  
Central Bank  
Ceylinco Cisco Security Corporation  
Ceylinco Development Bank  
Ceylinco Insurance  
Ceylinco Insurance College  
Ceylon Tobacco  
Colombo Hilton  
Commercial Bank  
Cooperative Wholesale Establishment  
Courtaulds Clothing Lanka  
Culture Club  
Darley Butler  
David Peiris Motor Company  
Deutsche Bank  
DHL Keells  
Dipped Products  
Durdans Hospital  
Easwaran Brothers  
Employee Trust Fund Board  
FORUT  
Fritz Companies Lanka  
Gartex  
Golden Key Credit Card Co Ltd  
Grand Orient Hotel  
Hatton national Bank  
Hayleys Group  
HCIMA Sri Lanka International Group  
Hemas Holdings  
Hotel Ceysands  
Hotel Lanka Oberoi  
Hotel Sigiriya Village  
Hulhumale Development Corporation -MADIVES  
Imperial Tea's  
Innodata  
Inst: of Training , Mgt & Tech-BANGLADESH  
Institute of Industrial & Techno Management  
International College of Business and Technology  
International Management Academy  
James Finlay  
Janashakthi Insurance  
John Keells Holdings  
Just in Time  
Keells Business Systems  
Keells Hotels  
Keells Office Automation  
Kotagala/Agrapathna Plantations  
Lanka Bell  
Lanka Electricity Company  
Lanka Princess Hotel  
Lankem Plantations  
Link Natural Products  
Madulsima Plantations  
Mercantile Leasing  
Merchant Bank of Sri Lanka  
Merchant Credit of Sri Lanka  
Metroof  
MJF Group  
Mount Lavinia Hotel  
MTN Networks (Dialog)  
N Chandraratne Decorators  
Namunukula Plantations  
National Chamber of Exporters  
National Institute of Plantation Management  
Nations Trust Bank  
NDB Housing Bank  
New Zealand Milk  
NIIT  
Odel  
Orient Lanka  
Overseas School of Colombo  
People's Bank  
Peoples' Leasing Company  
Power World  
Print Care  
Reprographics (Access Group)  
Richard Roberts  
Royal Palms Beach Hotel  
Ruchi Clothing  
Sampath Bank  
Serendib Group of Hotels  
Seylan Bank  
Shadowline  
Sigiriya Village  
Sleekwear  
Sri Lanka Army  
Sri Lanka Association of Professional Secretaries  
Sri Lanka Badminton Association  
Sri Lanka Institute of Training and Development  
Sri Lanka Insurance Corporation  
Sri Lanka Telecom  
Sri Lankan Airlines  
Suntel  
Swadeshi Industrail Works  
Taj Samudra  
Tangarine Beach Hotel  
Toroid International  
Trans Asia Hotel  
UNFPA  
UNICEF  
Unichella  
Union Assurance  
University of Colombo  
University of Moratuwa  
Uniwel  
Virtusa  
Watawala Plantations  
World Bank  
World View Institute

## Workshop Presenter



Kushan Dharmawardena, Managing Director of Training Link International (Pvt) Ltd., holds a Masters Degree in Business Administration (MBA) from the Postgraduate Institute of Management (P.I.M.), University of Sri Jayawardenapura, Postgraduate Diploma in Education (Dip.Ed.) from the Northern Territory University of Darwin, Australia and Membership of the Hotel Catering and International Management Association (HCIMA) of United Kingdom. Kushan has completed all the course work components of the Doctor of Business Administration (DBA) program of the University of South Australia and received a Masters Degree in Advanced Business Practice (MABP).

Kushan brings with him over 25 years of work experience in Sri Lanka, Papua New Guinea, Malaysia, Thailand, Maldives, Dubai, Bangladesh, 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 organisations including World Bank, Asian Development Bank and UNICEF. He has organised management workshops in Sri Lanka and overseas involving highly reputed International Trainers. Kushan was a lecturer at Australian College of Business and Technology (ACBT) and he has conducted programs at Colombo University, Moratuwa University, University of Kelaniya and Postgraduate Institute of Management (PIM), University of Sri Jayawardenapura. He is a member of the Sri Lanka Institute of Training and Development (SLITAD).

After a stay of 5 years in Australia working as a trainer for 3 reputed institutes in Melbourne and pursuing postgraduate education, Kushan has returned fulltime to be based in Sri Lanka. Kushan's workshops are based on the concept of "Experiential Learning" which involve 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.

## **OBJECTIVE**

To enhance the knowledge, skills and attitude of your managers / supervisors in order to maximise their potential and make a positive contribution towards the growth and success of your organisation.

## **TARGET AUDIENCE**

Managers / Supervisors

## **VENUE**

Your Training Centre

## **DURATION**

Thirteen half day (3 ½ hour) sessions to be conducted over a period of 12 weeks (once a week session).

## **DATES**

To be decided

## **GROUP SIZE**

It'll be good to limit the number to **30 per group** in order to encourage active participation.

## **KEY TOPICS TO BE COVERED IN THE PROGRAM**

### **Session 1**

- Welcome Address by Training Manager / Director Human Resources
- Address by Director / GM
- Overview of the Program by the Trainer
- Management Roles / Supervisory Roles
- Management / Supervisory Responsibilities towards Others: Your Team, Your colleagues.
- The Concept of 'Learning Organisation'.

### **Session 2**

#### **Developing and Maintaining a Positive Attitude**

- Importance of Developing a Positive Attitude
- 3 Main Reasons for Being Negative
- Being Positive on a Daily Basis by Practicing 10 Success Qualities

#### **Stress Management**

- Positive Stress and Negative Stress
- Stress Personality Test
- Importance of Controlling Stress
- Stress Management Techniques

### **Session 3**

#### **Building High Performance Teams**

- Value of Teamwork

- Systematic Approach to Team Work (Team Wheel)
- Team Profile (Self Evaluation)

### **Value of Understanding Cultural Diversity**

- The Impact of Culture in Organisations
- The Basis of Cultural Differences (7 Dimensions)
- Responses to Other Cultures
- Importance of Reconciling Cultural Differences

### **Strategic Pacing / Positive Persuasion**

- Negotiation (internal & external)
- Different Outcomes of Negotiations
- Influencing to get Positive Results

## **Session 4**

### **Enhancing Your Leadership Skills**

- Team Leadership / Coordination (Linking) Skills
- Six Qualities to become an exceptionally good leader
- Leadership Styles
- Situational Leadership
- Making use of leadership powers to influence subordinates

### **Positive Human Relations**

- Rapport Building
- Pacing for Better Results
- "AAI" Techniques
- 20 Ideas to Improve Human Relations

## **Session 5**

### **Time Management and Goal Setting for Success**

- Benefits of Time Management
- Importance of Goal Setting
- Harmonising Values and Goals
- Systematic Approach to Setting Goals
- 20 Biggest Time Wasters
- 21 Rules for Effective Time Management
- Time Management Matrix for Prioritising
- Concept of Quality Time
- Tools for Effective Time Management (i.e. using a diary)

## **Session 6**

### **Quality Customer Service**

- Understanding the Dimensions of Quality Customer Service
- Customer Service Transaction Model
- Focusing on Higher Service Standards
- Your Customer Service Potential
- Dealing with Difficult Customers

## Session 7

**Multiple Choice & short answer questions** to evaluate knowledge gained from Week 1- 6

### Motivation and Job Satisfaction

- Motivating Your Self (21Self Motivational Techniques)
- Motivating Others- Key Factors to Consider
- Application of popular motivational theory

## Session 8

### Creative Problem Solving Techniques

- Systematic Approach to Solve Problems and find Better Solutions
- Brainstorming
- Cause and Effect Diagram

## Session 9

### Decision Making

- Decision Making Process
- Decision Making Grid
- Advantage and Disadvantages of Group Decision Making
- Programmed and Non Programmed Decisions

### Delegation

- 5 W's of delegation (why, what, when, where, whom)
- How to delegate

## Session 10

### Effective Communication

- Interpersonal Communication
  - Key Elements of Effective Communication
  - Communication Questionnaire
  - Nine Behavioural Skills for Effective Communication
  - Body Language
- Speaking to Groups
  - 27 Tips for Addressing an Audience
  - A Simple Method to Prepare for an Effective Presentation
- Telephone Techniques
  - Key Steps in Handling the Telephone
  - Essential Steps to Follow when Taking Messages
  - Improving your Tone and Using Effective Words

## Session 11

### Facing Change with Confidence

- What is Change?
- Common ways of Facing Change
- External Forces for Change
- Internal Forces for Change

- Nature of Change in the Modern Environment
- Common Reasons for Resisting Change
- How to Overcome Resistance to Change

## **Session 12**

- Multiple choice & short answer questions to evaluate knowledge of work done in week 8 to 11
- Individual presentations on learning outcomes and practical implementations
- Video record & play back (Give a copy of recording to the participants)
- Program evaluation

## **Session 13**

### **Final Session**

- Senior management team to be present
- Address by the Training Manager
- Review of the program by the trainer
- Three best presenters to make presentations in front of senior management
- Video recordings to be shown on highlights of the program
- Address by the General Manager
- Award of Certificates
- Vote of thanks by a Participant

## TRAINING METHODOLOGY

The above topics will be conducted in a highly interactive manner involving multimedia projection, group discussions, role plays, individual presentation and training games. Each day will commence with a review of the previous session and it is recommended that we give awards / rewards to the best participants at the end of the program. Criteria for selecting best participants could include: -

1. Retention of Knowledge (assessed by giving multiple choice and short answer questions).
2. Application of Knowledge (assessed through the feedback given by participants in making a short oral presentation and written submission)
3. Attendance and Class participation

## PROFESSIONAL CHARGES:

Please note that at present my professional charges are Rs.50,000+ VAT per half day session. However if you agree for thirteen half day sessions I can give a 20% discount and charge Rs.40,000 + VAT per session.

## COURSE MATERIAL AND CERTIFICATES

We could give you the master copy of the course material (free of charge) to prepare photocopies and we could print a certificates at Rs. 200 each (or you could get certificates printed)

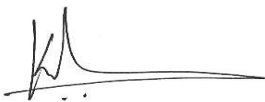
## MULTIMEDIA PROJECTOR AND OTHER TRAINING AIDS

- To enhance the quality of presentations, we'll require a media projector.
- We'll provide a video camera and carry out the video recording of presentations free of charge
- We'll require you to provide a white board and a flip chart.
- I will bring along my lap top computer and all equipment needed for indoor and outdoor activities / training games.

## NEXT STEP

If you are in agreement with this proposal early confirmation of dates will be much appreciated and we look forward to making a positive and lasting contribution towards the growth and success of your organisation.

With Best Wishes,  
yours faithfully



**Kushan Dharmawardena.**  
Managing Director



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